

# **M**EMBERSHIP AND ACCOUNT AGREEMENT



The information contained in this booklet about Qualstar Credit Union accounts and services is accurate as of October 20, 2017 and is subject to change.

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## **IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT**

As required by the U.S.A.P.A.T.R.I.O.T. (United and Strengthening America by Providing Appropriate Tools Required to Intercept & Obstruct Terrorism) Act, Federal laws mandate all financial institutions to obtain, verify and record information that identifies each person who opens an account.

### **What this means for you:**

When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you.

We may also ask to see your driver's license or other identifying documents.

We thank you for your understanding & assistance in keeping our members' information secure.

# QUALSTAR CREDIT UNION

## MEMBERSHIP AND ACCOUNT AGREEMENT

This Agreement is the contract of deposit which covers your and our rights and responsibilities concerning Membership and Account(s) offered to you by Qualstar Credit Union ("Credit Union"). In this Agreement, the words "you" and "yours" mean those who sign the membership and account application as applicants, joint owners or any authorized users. The words "we," "us," and "our" mean the Qualstar Credit Union. The word "account" means any one or more share accounts you have with the Credit Union.

By signing the Membership and Account Application ("Application"), or by using any Qualstar Credit Union account or access device that is a part of the Agreement, each of you, jointly and severally, agree to the terms and conditions in this Agreement, including the Funds Availability Policy, Electronic Funds Transfer provisions, and the Rate and Fee Schedule accompanying this Agreement, which collectively govern your Membership and Accounts. You agree that additional accounts and services you request in the future will be governed by this Agreement, as amended from time to time.

### I. MEMBERSHIPS AND ACCOUNTS

1. **Membership Eligibility.** To be eligible for membership in Qualstar Credit Union you must be an individual or entity qualifying within the Credit Union's field of membership and must subscribe to at least one Credit Union service, or deposit, or loan account. You authorize us to check your account, credit, employment history, and obtain a credit report from third parties, including credit reporting agencies, to verify your eligibility for particular accounts.

2. **Individual Accounts.** An individual Account is an account in the name of one person. Only that person (or authorized agent) may conduct transactions (e.g., make withdrawals).

3. **Joint Accounts.** An account owned by two or more persons is a joint account. If your account is a joint account, the account is owned as a joint account with rights of survivorship unless otherwise stated on the Account Application. If your account is a joint account without right of survivorship (a tenants-in-common account) the interest of a deceased owner will pass to the estate of the joint owner. If it is a joint account with right of survivorship, upon the death of one of the joint owners that person's interest will become the property of the surviving joint owners. The surviving owner's interest is subject to the Credit Union's statutory lien for the deceased owner's obligations, and to any security interest or pledge granted by the deceased owner, even if the surviving owner did not consent to it.

a. **Rights of Joint Account Owners.** Any joint account owner is authorized to act for the other owner(s) and the Credit Union may accept orders and instructions regarding the account and any services from any joint owner. Any joint account owner may terminate the account by withdrawing all funds in the account, stop payment on items drawn on an account, or pledge all or any part of the shares of any account without the consent of the other joint account owner(s) and the Credit Union shall have no duty to notify any other joint account owner(s). If the Credit Union believes that there is a dispute between joint owners or receives inconsistent instructions from them, the Credit Union may suspend or terminate the account, require a Court order to act or require

that all joint owners agree in writing to any transaction concerning the account.

b. Joint Account Owner Liability. If any item deposited in a joint account is returned unpaid or an account is overdrawn, each of the joint account owners is jointly and severally liable to the Credit Union for the amount of the returned item or overdraft and any charges, regardless of who created the overdraft, deposited or cashed the item or benefited from the transaction. If any joint owner is indebted to the Credit Union such that the Credit Union has a lien against an account of that joint owner, the Credit Union may enforce its rights against any or all funds in the joint account regardless of who contributed the funds to the joint account.

4. P.O.D. Account. A Payable on Death (P.O.D.) Account is an account payable to the owner or owners during their lifetimes, and upon the death of the last owner, payable to the named P.O.D. beneficiary on your Account Application. If the P.O.D. Account is held by more than one owner, each account owner will be subject to the rules pertaining to joint ownership as set forth above. Accounts payable to more than one P.O.D. beneficiary are owned jointly with right of survivorship. If there is no surviving P.O.D. beneficiary upon the death of the last owner, state law will determine ownership of the funds of the account.

5. Minor Accounts. For any account established for or cash card issued to a minor account owner, the custodian listed on the Application agrees to be primarily liable to the Credit Union for any returned item, overdraft, or unpaid charges or amounts on such accounts. All funds in the account shall be held by the custodian for the exclusive right and benefit of the minor. The Credit Union may make payments of funds directly to the minor without regard to his or her minority unless the Credit Union has received written notice from the custodian to withhold payment and the Credit Union has had a reasonable opportunity to act on the notice. The Credit Union has no duty to inquire of the use or purpose of any transaction by the custodian or minor. No account owner of a minor account may pledge the account as collateral for any loan without consent of all account owners and custodian. The minor account owner's tax identification number must be shown on the Application. When the minor account owner reaches age eighteen (18), the owner may change the account to an individual account; however, rights and responsibilities of the account shall continue until the Credit Union is notified of any account changes, including removal of the custodian by the minor account holder.

6. Business and Organizational Accounts. Accounts held by a non-natural person for a business or organizational purpose are subject to the same terms set forth in this Agreement and the following additional rules. The account owners agree to inform the Credit Union of the persons authorized to transact business on behalf of the corporation or organization. The Credit Union may rely on the account owner's representation of authorization stated on a written resolution until such time as the Credit Union is informed of changes in writing. The Credit Union shall have no notice of any breach of fiduciary duties arising from a transaction by any agent of the account owner, unless the Credit Union has actual knowledge of any wrongdoing.

7. Deposits. Deposits may be made to checking, savings, money market, Holiday Club, and Children's deposit accounts in any amount

by cash, check, or other item for deposit at the main office or at any branch. The Credit Union may require that additional deposits to share certificates be made in specific amounts. All deposit accounts are nonassignable and nontransferable to third parties.

a. Endorsements. You authorize the Credit Union, in its discretion, to accept transfers, checks, drafts, and other items for deposit into any of your accounts if they are made payable to, or to the order of, any one or more owners on the account, whether or not they are endorsed by all owners. You authorize the Credit Union to supply missing endorsements if the Credit Union chooses to supply such endorsements. When you deposit items to your account, you warrant that all prior endorsements are genuine. The Credit Union reserves the right to verify all endorsements on third party checks presented for deposit either in person or by comparison with member signature files Insurance, government, and certain other checks or drafts must be endorsed exactly as they are made payable. Endorsement must be placed in the space on the back of the share draft or check between the top edge and 1-1/2 inches from the top edge. The Credit Union may accept drafts or checks with endorsements outside this space. However, if any such endorsement causes any delay in processing the item for payment, you will be responsible for any loss incurred by the Credit Union due to the delay. The Credit Union may disregard information on any check other than the signature of the drawer and MICR information. Any item presented with a full payment legend must be presented in person to a Credit Union officer; otherwise, payment is made with full reservation of rights.

b. Final Payment. All noncash deposits are posted to your account and are provisional and subject to our receipt of final payment. If final payment is not received, we reserve the right to charge your account for the amount of those deposits and impose a service charge, as set forth in the Rate and Fee Schedule. After we have received final payment, we refer to these deposits as collected items. If the Credit Union incurs any fee to collect your deposit item, the Credit Union may charge such fees to your account. The Credit Union reserves the right to refuse all or part of a deposit or to close your account.

c. Direct Deposits. The Credit Union may offer direct deposit options allowing you to preauthorize deposits (i.e., payroll checks, Social Security or retirement checks, or other government checks) or preauthorize transfers from other accounts at the Credit Union. You must authorize any direct deposits to your accounts either orally or by a separate written authorization form. You authorize the Credit Union to accept any deposit you have authorized even if a written payroll form is not completed. If applicable, you must notify the Credit Union at least 30 days prior to any direct deposit or preauthorized transfer if you wish to cancel the direct deposit or direct transfer option.

d. Remote Deposit Capture. The Credit Union may offer Remote Deposit services (via Home Banking access) allowing you to deposit checks electronically (via scanned or digital camera images.) Contact the Credit Union at

1-800-848-0018 for account eligibility requirements.

d. Crediting of Deposits. Unless otherwise stated in the Funds Availability Policy elsewhere in this agreement, deposits received at our offices on business days will be credited to your account as of the day of the deposit. Please refer to our Funds Availability Policy section for more information.

8. Account Access.

a. Authorized Signature. In order to access any account, the Credit Union must have an authorized signature of yours on an account card. The Credit Union is authorized to recognize your signature, but will not be liable for refusing to honor any item or instruction of yours if it believes in good faith that the signature on such item or instruction is not genuine. If you have authorized the use of a facsimile signature, the Credit Union may honor any draft that appears to bear your facsimile signature, even if it was made by an unauthorized person. If you give your account number to a third person, you authorize us to honor transactions initialed by the third person even if you did not specifically authorize a particular transaction.

b. Access Options. You may make withdrawals or transfers from your account in any manner which is permitted by the Credit Union (i.e., check, automated teller machines [ATMs], in person, by mail, automatic transfer, or telephone). If you make withdrawals by check, the check must be properly completed and signed by you or your representative whose authority is on file with us. The Credit Union may return as unpaid any check that is not drawn on the branch where your account is maintained or not in the form provided by the Credit Union. The Credit Union may restrict the withdrawals or transfers on your accounts.

c. Wire and ACH Transfers. Wire transfer transactions are governed by Regulation J. ACH transactions are governed by operating rules of the National Automated Clearing House Association (NACHA). In accordance with these rules, you will receive notice of receipt of wire transfers and ACH items in the periodic account statements that we provide. The Credit Union will not provide you with next -day notice of receipt of wire transfers and ACH items to your account. The Credit Union may give you credit for ACH payments before it receives final settlement of the funds transfer. Any such credit is provisional until the Credit Union receives the final settlement of the payment. You are hereby notified and agree, if the Credit Union does not receive such final settlement, that it is entitled to a refund from you of the amount credited to you in connection with that ACH entry. If you give the Credit Union a payment order which identifies the beneficiary (recipient of the funds) by both name and identifying or account number, payment may be made by the beneficiary's financial institution on the basis of the identifying or account number, even if the number identifies a person different than the named beneficiary. If you give the Credit Union a payment order which identifies an intermediary or beneficiary's financial institution by both name and an identifying number, a receiving financial institution may rely on the number as the proper identification even if it identifies



a different person than the named financial institution.

d. Transactions by Mail. Except as otherwise provided in this Agreement, the Credit Union may permit you to make withdrawals and deposits by mail. Such transactions will be posted to your account the same day the transaction is received by the Credit Union.

e. Credit Union Examination. The Credit Union may disregard information on any check other than the signature of the drawer and the legal written amount of the item and any magnetic encoded information. You agree the Credit Union does not fail to exercise ordinary care in paying an item solely because its procedures do not provide for site examination of items.

9. Account Transaction Limitations.

a. Withdrawal Restrictions. The Credit Union is only required to permit a withdrawal if you have sufficient available funds in your account to cover the full amount of the withdrawal or have an established overdraft protection plan. Drafts or other transfer or payment orders which are drawn against insufficient available funds will be subject to an overdrawn charge or Courtesy Pay fee, set forth in the Rate and Fee Schedule. If there are sufficient available funds to cover some but not all of your withdrawal orders, the Credit Union may allow those withdrawals for which there are sufficient available funds. Items paid will be presented in this order, as follows:

1st: Check Card Transactions - lowest to highest

2nd: ACH Transactions - lowest to highest

3rd: Checks/Drafts - lowest to highest

The Credit Union can also refuse to allow a withdrawal in other cases; for example: any dispute between the owners about the account (unless a court has ordered the Credit Union to allow the withdrawal); a legal garnishment or attachment is served; the account has been pledged as collateral for debt to the Credit Union; any required documentation has not been presented; or you fail to repay a Credit Union loan on time. Any garnishment is subject to the Credit Union's lien or security interest in an account. You will be advised of the reasons for refusal if such action is taken. The Credit Union reserves the right to require members to give notice in writing of any intended withdrawals from any account (except share drafts) of not less than 7 days and up to 60 days before such withdrawal.

b. Transaction Limitations. For Share and Money Market accounts, you may make up to six (6) preauthorized, automatic, telephone, Home or Mobile Banking or audio response transfers to another account of yours or to a third party, or Point of Sale (POS) debit card transactions during any calendar month. A preauthorized transfer includes any arrangement with the Credit Union to pay a third party from the member's account upon oral or written orders, including orders received through the Automated Clearing House (ACH). There is no limit on the number of transactions you may make in the following manner: (i) transfers to

any loan account with the Credit Union; (ii) transfers to another Credit Union account or withdrawals (checks mailed directly to you) when such transfer or withdrawal is initiated in person, by mail or at an ATM. If a transfer request would exceed the transfer limitations set forth above in any Statement period, the Credit Union may reverse the transfer, and your account will be subject to suspension or closure by the Credit Union and the Credit Union may impose a service charge, as set forth in the Rate and Fee Schedule.

## 10. Overdrafts

a. Overdraft Liability. If on any day, the available funds in your checking account are not sufficient to cover checks and other items posted to your account, those checks and items will be handled in accordance with our overdraft procedures or an overdraft protection plan you have with us. The Credit Union's determination of an insufficient account balance may be made at any time between presentation and the Credit Union's midnight deadline with only one review of the account required. The Credit Union has no duty to notify you of an insufficient funds item. Your account will then be subject to a charge for the item whether paid or returned as set forth in the Rate and Fee Schedule. Except as otherwise agreed in writing, the Credit Union, by covering one, does not agree to cover items in the future and may discontinue covering items at any time. If the Credit Union pays an item that would otherwise overdraw your account, you agree to pay the overdraft amount immediately. We reserve the right to pursue collection of previously dishonored items at any time, including giving a payor bank extra time beyond any midnight deadline limits. If you incur an overdraft, you agree to pay the entire overdraft amount plus charges and costs of collection. Costs of collection include, but are not limited to, reasonable attorney's fees, and collection agency fees.

In the event of your default, you agree and understand that the Credit Union may retain the services of a collection agency and pay such agency a fee calculated on a amount of such fee will be our actual cost of collection, exclusive of any court costs and you agree to pay these amounts.

b. Overdraft Protection Plan. You can request to have Overdraft Protection on your account. We will honor checks and other items drawn on insufficient funds in your checking account by transferring the necessary funds.

c. Courtesy Pay. Basic Courtesy Pay may be provided for members who inadvertently overdraw their checking accounts by covering overdrafts and ACH items up to the approved limit (see requirements below) from available funds including the Courtesy Pay fee (see fee schedule) for each overdrawn item. Basic Courtesy Pay Protection does not apply to funds that are being held in an account for any reason (e.g. merchant holds, check holds under Regulation D, etc.) and does not cover ATM or Point of Sale [POS] transactions; Extended Courtesy Pay is available at members' request if they wish to have ATM and debit check card transactions covered by Courtesy Pay protection. To request Extended Courtesy Pay coverage, contact the Credit Union at 1-800-

Account requirements for Basic & Extended Courtesy Pay Protection:

- Members who have a Qualstar checking account (excluding MyCash Checking) with check writing access receive \$300 in coverage when the account is opened; after six (6) months coverage increases to \$500; Vacation Fund accounts receive \$100 in coverage six months following their initial vacation deposit.
- The member cannot have any delinquent loans, bankruptcies or charged-off loans.
- The account must be brought to a positive balance within thirty (30) days from the first day the account is overdrawn.
- The account must have a current address and phone number, otherwise Courtesy Pay will be discontinued.

Members who do not wish to receive Basic Courtesy Pay protection are required to opt-out by calling us at 1-800-848-0018 or mail an opt-out request to: Qualstar Credit Union, PO Box 96730, Bellevue, WA 98009.

11. Share Certificates. You agree that Share Certificate Accounts are governed by the terms of this Agreement and the specific terms and disclosures on the Certificate Account Agreement provided at the time you open a certificate account. If any term is conflicting between the Agreements, the Certificate Account Agreement shall govern. Certificate accounts will automatically renew upon expiration of the initial term for the same term at the prevailing interest rate unless 1) instructed to the contrary or 2) withdrawn or transferred within the seven day period following the renewal date.

12. Postdated and Staledated Items. You authorize us to accept and pay any check, even if the check is presented for payment before its date. You also agree not to deposit checks, drafts, or other items before they are properly payable. The Credit Union is under no obligation to you to, but we may, pay a check or draft drawn on your account which is presented more than six months after its date.

13. Fees and Charges. The Credit Union may charge you fees for the services provided by the Credit Union. A current Rate and Fee Schedule has been provided to you separately. You agree that the Rate and Fee Schedule may change at any time and you will be notified of such changes as required by law.

14. Stop Payment Orders.

- a. Stop Payment Request. You may, upon timely and proper request, ask the Credit Union to stop payment on any check or other payment order drawn upon your checking account. Stop payments of Credit Union official checks can only be requested if the check is lost. In the event an official check is lost, a declaration of loss form must be completed. You may request a stop payment by telephone, by mail, or by appearing in person. The stop payment will be effective if the Credit Union receives the order in time for the Credit Union to act upon the order and you state the number of the account, date and number of the item, its exact amount,

and to whom it was issued. If you give the Credit Union incorrect or incomplete information, the Credit Union will not be responsible for failing to stop payment on the item. If the stop payment order is not received in time for the Credit Union to act upon the order, the Credit Union will not be liable to you or to any other party for payment of the item. If we credit your account after paying a check over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to transfer to the Credit Union all of your rights against the payee or other holders of the check, and to assist the Credit Union in legal action taken against the person.

b. Duration of Order. Stop payment orders, verbal or written, will remain in effect until the return of the debit entry or written notice to revoke the stop payment order is received from the account holder.

c. Liability. The Credit Union may charge a fee for each stop payment order requested, as set forth on the Rate and Fee Schedule. Stop payments of Credit Union official checks can only be requested if the check is lost. In the event an official check is lost, a declaration of loss form must be completed. You can only stop payment on any other checks or drafts that the Credit Union issues on your behalf in the Credit Union's sole discretion. You should be aware that while payment of the item may be stopped, you may remain liable to any person, including the Credit Union, who is a holder of the item despite the stop payment order.

15. **Lost Items.** The Credit Union, in receiving items from you for withdrawal or deposit, acts only as your agent and reserves the right to reverse the credit for any deposited items or to charge your account for the items should they become lost in the collection process.

16. **Credit Union's Liability for Errors.** If the Credit Union does not properly complete a transaction according to this Agreement, the Credit Union will be liable for your losses or damages not to exceed the amount of the transaction. The Credit Union will not be liable if: (a) through no fault of the Credit Union, your account does not contain enough money to make the transaction; (b) circumstances beyond the Credit Union's control prevents the transaction; (c) your loss is caused by the negligence of another financial institution; or (d) the money in your account is subject to legal process or other claim. In no event will the Credit Union be liable for consequential damages. The Credit Union's actions will constitute the exercise of ordinary care if such actions or non-actions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearing house rules and general banking practices followed in the area serviced by the Credit Union. You grant the Credit Union the right, in making payments of deposited funds, to rely exclusively on the form of the Account and the terms of this Account Agreement. Any conflict between oral representations by you or Credit Union employees and any written form will be resolved by reference to this agreement and applicable written form.

17. **Credit Union Lien.** If you owe the Credit Union money and it is due, the Credit Union will have a lien on any or all of the funds in any account you may own at the Credit Union, regardless of

the source of the funds. The Credit Union may apply the funds on which it has a lien to pay off your indebtedness to the Credit Union. If the Credit Union chooses not to enforce its lien, the Credit Union does not waive its right to enforce the lien at a later time.

18. **Account Information.** The Credit Union agrees not to disclose information to third parties about your account regarding any transaction or balances except when: (1) it is necessary to complete the transaction; (2) the third party seeks to verify the existence or condition of your account in accordance with the Fair Credit Reporting Act or other applicable laws and regulations; (3) such disclosure is in compliance with the law, government agencies or court orders; or (4) you give us your written permission.

Please refer to our Privacy Policy section for more information.

19. **Inactive and Abandoned Accounts.** If you have an account that has a balance less than \$200.00 and you have not made a withdrawal from, deposit to, or transfer involving your account for more than one (1) year and the Credit Union has been unable to contact you during that period, the Credit Union will classify your account as an inactive account and may charge an inactive account service fee as allowed by applicable law and set forth on the Rate and Fee Schedule. The Credit Union will notify you at your last known address three (3) months prior to imposing any fee. If a deposit or withdrawal has not been made on the account and the Credit Union has had no other contact with you for the minimum period of years as required by the Uniform Unclaimed Property Act, the account will be presumed to be abandoned. Funds in abandoned accounts will be remitted in accordance with state law. Once funds have been turned over to the state, the Credit Union has no further liability to you for such funds and if you choose to reclaim such funds, you must apply to the appropriate state agency.

20. **Death of a Member.** Upon the death of a member, funds in the account shall be payable to joint owners or others in accordance with applicable state law. The Credit Union may require the survivor or other claimant to the account to produce certain documents before releasing the funds in the account. The Credit Union may continue to honor all transfers, withdrawals, deposits and other transactions on the account until the Credit Union learns of the member's death. Once the Credit Union learns of a member's death, the Credit Union may pay checks or honor other payments or transfer orders authorized by the deceased member for a period of ten (10) days unless the Credit Union receives instructions from an authorized person to stop payment of the checks or other items. You agree that the Credit Union can require that anyone who claims funds in your account after your death to indemnify the Credit Union for any losses resulting from honoring that claim.

21. **Legal Process.** If any legal action, such as a levy, garnishment, or attachment, is brought against your account, the Credit Union may refuse to pay out any money from your account until the dispute is resolved. If the Credit Union incurs any expenses or attorney fees in responding to legal process, such expenses may be charged against your account without prior notice to you, unless prohibited by law. Any legal process against your account is subject to the Credit Union's lien in security interest.

22. **Notices.**

a. **Name or Address Change.** It is your responsibility to notify the Credit Union upon a change of address or change

of name. An undeliverable address fee will be charged on the last day of every month on members' accounts that have an invalid address (per returned mail from the USPS, refer to the current fee schedule.) The Credit Union is only required to honor items drawn upon the name as listed on the account and to attempt to communicate with you only at the most recent address you have provided the Credit Union.

b. Notice of Amendments. Except as otherwise prohibited by applicable law, the terms of this Agreement and all fees and other agreements provided to you in connection with this account are subject to change at any time. If required by law, the Credit Union will notify you of any changes in terms, rates, or fees at such time as is required by law. To the extent permitted by law, amendments will be effective upon posting of the amendments in the branch office or upon delivery of notice to the last address which you have specified for this account. If the notice is given by mail, you agree only one notice is necessary in the case of a joint account. You may terminate your account prior to the effective date of any changes. You or any account holder may change the types of accounts or services at any time without the consent of any other account holder. Amendments requested by you, or any one joint owner, such as adding or closing a new type of account or service, may be made by telephone instruction. You agree that oral instructions are binding and agree to hold Credit Union harmless from any liability arising as a result of such instructions. Changes in account ownership such as adding or removing a joint owner, must be evidenced by a signed Subsequent Account Action form, which upon execution will be incorporated herein by this reference.

23. Taxpayer Identification Numbers and Backup Withholding. The Credit Union is required by law to withhold and pay to the Internal Revenue Service (IRS) a required percentage of payments of interest, dividends and certain other payments under certain conditions. This is called backup withholding. Your failure to furnish a correct TIN or meet other applicable requirements may result in backup withholding as well as civil or criminal penalties. If you refuse to provide your TIN, the Credit Union may suspend your account privileges.

24. Statements (Print & Electronic.) You will receive a periodic statement of all transactions and activity on your account during the statement period. For checking accounts, savings, money market accounts, and loans opened under and open-ended lending plan with current activity, a statement will be sent monthly. For savings and money market accounts without current electronic activity and all other accounts, statements will be provided quarterly.

You can choose to receive statements as a paper copy sent via mail or as electronic copies (eStatements) online. eStatements (and eNotices) are available as PDFs (Adobe Reader is required and can be obtained at no charge online) via Home Banking access; enrollment to receive eStatements is available on [www.qualstarcu.com](http://www.qualstarcu.com) (Home Banking access is required); two (2) years of archived statements are available online from the time of enrollment. In the event a paper copy is needed, you can print directly from the PDF; or if that is not an option you can call to request a copy (a statement copy fee will apply, please refer to the current fee schedule.) You can choose to discontinue receiving eStatements at any time by calling us or by changing your preference in Home Banking under "eStatements," which will prompt paper statements to be sent (both

options cannot be provided concurrently.) An e-mail notification is sent to the address on file when the statement is available to view online; your consent to receive eStatements includes your understanding that a current e-mail address must be kept on file in order to ensure the statements are received in a timely manner.

Any deposit, withdrawal, transfer, payment of dividends or interest, and imposition of applicable fees will appear on your statement. You are responsible for examining each statement and reporting any irregularities to the Credit Union. The Credit Union will not be responsible for any forged, altered, or unauthorized item drawn on your account if (1) you fail to notify the Credit Union within thirty (30) days of the mailing date of the earliest statement, or (2) any item forged or altered in a manner not detectable by a reasonable person including the unauthorized use of a facsimile signature machine.

You understand that your original check will not be returned to you but copies will be available through the collecting financial institution or the Credit Union and made available upon your request subject to a fee set forth in the Rate and Fee Schedule. You agree that the Credit Union's retention of checks does not alter or waive your responsibility to examine your statements or the time limits for notifying the Credit Union of any errors. The statement will be considered correct for all purposes and the Credit Union will not be liable for any payment made or charge to your account unless you notify the Credit Union in writing within the time limit after the statement and checks are made available to you.

25. Termination of Account. The Credit Union may terminate your account at any time without notice to you and may require you to close your account and apply for a new account if (1) there is a change in owners or authorized signers; (2) there has been a forgery or fraud reported or committed involving your account; (3) there is a dispute as to the ownership of funds in the account; (4) any account checks are lost or stolen; (5) if there are excessive returned unpaid items not covered by an overdraft protection plan; or (6) if there has been any misrepresentation or any other abuse of any of your accounts. You may terminate your account at any time by notifying the Credit Union in person, by telephone or in writing. The Credit Union is not responsible for payment of any check, withdrawal, or other item once your account is terminated.

26. Termination of Membership. You may terminate your membership at the Credit Union after giving written notice of your intent to withdraw from membership. The Credit Union is not liable for payment on any share draft, withdrawal, or other item once your membership is terminated. You may be expelled from membership for any reason allowed by applicable law, including causing a loss to the Credit Union.

27. Indemnity. If you ask the Credit Union to follow instructions that the Credit Union believes might expose it to claims, suits, lawsuits, expenses, liabilities, or damages, whether directly or indirectly, the Credit Union may refuse to follow your instructions or may require a bond or other protection. An example of the kind of protection asked for would be your promise to defend the Credit Union against any claims and pay all legal fees and costs associated with the defense.

28. Waiver. Any waiver of any term or condition stated in this Agreement must be in writing and signed by an officer of the Credit Union and shall not be considered as a waiver of any future

or other obligation or right.

29. **Severability.** In the event that any paragraph of the Agreement or any portion thereof is held by a court to be invalid or unenforceable for any reason, the other paragraphs and portions of this Agreement shall not be invalid or unenforceable and will continue in full force and effect.

30. **Governing Laws.** The Agreement is governed by the Bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the State of Washington, and local clearinghouse rules, as amended from time to time. Any disputes regarding this Agreement shall be subject to the jurisdiction of the court of the county in which the Credit Union is located.

31. **Enforcement.** In the event either party brings a legal action to enforce the Agreement and collect any overdrawn funds on accounts accessed under this Agreement, the prevailing party shall be entitled, subject to applicable law, to payment by the other party of its reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions, if applicable. If there is a lawsuit, you agree that it may be filed and heard in the county and state in which the Credit Union is located, if allowed by applicable law.

## II. FUNDS AVAILABILITY POLICY

1. **General Policy.** In accordance with Regulation CC, deposits of cash, electronic direct deposits and wire transfers received during regular business hours on business days will be available on the day we receive the deposit. Once the funds are available, you may withdraw the funds in cash and may use the funds to pay checks that have been written. For determining the availability of your deposits, business days are Monday - Thursday, 9:00 a.m. - 5:00 p.m. and Friday 9:30 a.m. - 6:00 p.m., except Federal holidays. Federal holidays, Saturdays, and Sundays are not considered business days. If you make deposits after hours on a business day or during a holiday or weekend, we will consider that the deposit was made on the next business day we are open.

Regulation CC does not apply to funds deposited by checks to non-transaction accounts (i.e. Savings, Certificates and Money Market accounts) nor to foreign checks. If a hold is necessary in any of these cases a hold may be placed until funds are collected.

2. **Reservation of Right to Hold.** In some cases, we will not make all of the funds that you deposit by check available to you. Depending on the type of check that you deposit, funds may not be available until the seventh (7th) business day after the day of your deposit. However, the first \$200 of your deposit will be available on the first business day after the date of deposit. If we are not going to make all of the funds from your deposit available on the first business day, we will notify you at the time you make your deposit and tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice. The length of delay varies depending on the type of deposit and is explained below

3. **Next-Day Availability.** Funds from the following deposits are available on the first business day after the day of your deposit if they are made to a branch employee:

- Cashier's checks, certified checks, and teller's



checks

- Federal Home Loan Bank and Federal Reserve bank checks
- Share drafts drawn on Qualstar Credit Union
- State, local government, and U.S. Treasury checks
- US Postal Service money orders

If you do not make your deposit with one of our employees (for example, if you mail the deposit), the first \$5,000 from these deposits will be available on the second business day after the day of your deposit. The remaining funds from next-day items will be available on the seventh (7th) business day after the day of deposit.

4. Other Check Deposits. The delay for other check deposits (via Shared Branching or Mobile/Remote Deposit) is as follows:

- The first \$200 from a deposit of checks will be available on the first business day after the day of your deposit. The remaining funds will be available on the second business day after the day of your deposit.

5. Deposits Made at Nonproprietary Automated Teller Machines (ATMs). Nonproprietary ATMs are not owned by the Credit Union. Deposits made at Nonproprietary automated teller machines will generally be available to you by the fifth business day after the day we receive your deposit.

6. Longer Delays May Apply. Funds you deposit by check may be delayed for a longer period under the following circumstances:

- Large deposits aggregated in any one day. The first \$5,000 is subject to the standard availability policy. The remaining funds will be available on the seventh (7th) business day after the day of deposit.
- Redeposit of a check that has been returned unpaid.
- Repeated overdrafts on your account in the last six (6) months.
- There is an emergency, such as a failure of communication or computer equipment a suspension of payments by another institution, war, or an emergency condition beyond the control of the Credit Union.
- There is reasonable cause to believe that a check is uncollectible.

We will notify you if we delay your availability to withdraw funds for any of these reasons and we will tell you when the funds will be available, which is generally no later than the 7th business day after the day of your deposit.

7. New Accounts Exception. An account is considered to be a new account for the first 30 days it is open. An account is not considered a new account if each signer on the account has another established checking account at the Credit Union for at least 30 days.

- Cash, electronic direct deposits and wire transfers received during regular business hours on business days will be available on the day we receive the deposit.

- Funds from the first \$5,000 of a day's total deposits of cashier's, certified, federal, local government, state, teller's, and traveler's checks will be available on the first business day after the day of deposit. The remaining funds from next-day items will be available on the seventh (7th) business day after the day of deposit.
- Funds from all other check deposits will be available on the seventh (7th) business day after the day of deposit.
- If you do not make a deposit with one of our employees (for example, if you mail the deposit or submit an electronic deposit with Remote Deposit), the first \$5000 from these deposits will be available on the second business day after the day of deposit. The remainder of the deposit will be available on the seventh (7th) day after the date of deposit.
- Deposits to new accounts are not subject to any other availability time schedules, nor are they subject to the \$200 cash withdrawal requirement. If we are not going to make all of the funds from your deposit available on the first business day, we will notify you at the time you make your deposit and tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the day after we receive your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.

### III. ELECTRONIC FUNDS TRANSFERS

The following disclosures set forth your and our additional rights and responsibilities concerning the electronic funds transfers. Terms and conditions set forth elsewhere in the Agreement shall also apply to your electronic funds transfer service. Electronic funds transfers ("EFTs") are electronically initiated transfers of money through direct deposits, automated teller machines ("ATMs"), VISA check card purchases, electronic check conversions, and online service transactions, (Home Banking, Mobile Banking, Personal Finance Management software and STAR Telephone Teller) involving your deposit accounts at the Credit Union.

#### 1. Services.

- a. ATMs. You may use your card and Personal Identification Number ("PIN") in automated teller machines within the Co-op Network, Plus System Network, and such other machines or facilities as the Credit Union may designate. At the present time, you may use your card to:
  - Make deposits to your share account or your checking account.
  - Withdraw cash from your checking account and share account.
  - Transfer funds between your share account and your checking accounts.
  - Obtain balance information for your share account

and your checking account.

- Access your Personal Line of Credit or VISA credit card account. (Any line of credit or VISA credit card advances accessed by this card are governed by your Loan Contract Agreement or VISA Credit Card Agreement, whichever is applicable).
- b. ATM Surcharge. If you use an ATM that is not operated by us, you may be charged an ATM Surcharge by the ATM operator or an ATM Network utilized for such a transaction. The ATM Surcharge will be debited from your account if you elect to complete the transaction.
- c. Direct Deposit. Upon instruction of (i) your employer, (ii) the Treasury Department, or (iii) other financial institutions, the Credit Union will accept direct deposits of your paycheck or of federal recurring payments, such as Social Security.
- d. Online Banking Services. You can access your account via Mobile Banking, Home Banking and Personal Finance Management (PFM) software with your log-in information. Currently, you may use these services to:
  - Obtain balance information from your share, checking, money market, Youth Accounts, Certificates of Deposit or IRA accounts and loan accounts.
  - Transfer funds between these same accounts (except IRAs and certificates) including loan payments to any of your loan accounts.
  - Withdraw funds from share or checking accounts by check, made payable to you and mailed to you at your mailing address.\*
  - Access your Personal Line of Credit Account. (Loan advance withdrawals will be subject to the Loan Contract Agreements governing the account.)
  - Access your VISA (cash advances will be subject to the VISA Credit Card Agreement governing the account).\*
  - Verify certain account information, including if a particular draft has cleared your checking account, the date of your last payroll deposit, loan payment and loan payoff amounts, and account and loan history.
  - View transaction history on your checking, share and loan accounts (the number of transactions available vary by service.)
  - View information on dividends earned, interest paid, or IRA contributions from your accounts.
  - Pay bills from a checking account. A separate enrollment process and Terms and Conditions apply. Please refer to the most current Rate and Fee Schedule for any applicable fees.
  - View eStatements. Up to 2 year's worth of statements are archived, starting from the date of enrollment. Enrollment is required (log-in to Home Banking at [www.qualstarcu.com](http://www.qualstarcu.com)) to activate eStatements.
  - Deposit checks electronically into savings or

checking via the device camera or a desktop scanner. Current check holds and availability apply.

- Manage Visa cards via Mobile Banking to temporarily freeze access, report lost/stolen (with or without ordering a new card), edit credit limits and schedule travel to prevent service interruption.
- e. Visa Check Card. You may use your card to purchase goods and services any place your card is honored by participating merchants who accept the ATM/Credit Card networks Qualstar subscribes to. Contact Qualstar for an up-to-date list of participating networks. Funds to cover your card purchases will be deducted from your checking account. If the balance in your account is not sufficient to pay the transactions amount, the Credit Union may treat the transaction as an overdraft request pursuant to the overdraft protection plan or may terminate all services under the agreement.
- f. Visa Check Card/Debit Card Foreign Transactions Visa purchases and cash advances processed in foreign countries or currencies (other than U.S. dollars) will be converted to and billed to you in U.S. dollars under the regulations established by Visa International. Qualstar does not determine the currency conversion rate used, nor do we receive any portions of the currency conversion rate. The conversion rate to U.S. dollars will be (a) a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which may vary from the rate Visa itself receives, or (b) the government mandated rate in effect for the applicable central processing date, in each instance, plus or minus any adjustment determined by the Issuer. Conversion to U.S. dollars may occur on a date other than the transaction date; therefore, the currency conversion rate may be different than the rate in effect at the time of the transaction. In each instance, Visa charges a 1% Currency Conversion/International Service Assessment fee for each transaction done with a merchant or processor in a foreign country (including telephone and internet transactions). You understand and agree to pay the 1% fee charged to you by Visa through QCU in addition to your actual charges.
- g. Electronic Check Conversions. An electronic check conversion is an event that occurs when a merchant uses your draft or check to create a one-time debit to your account using the ACH network. This can happen whether you fill out the check completely or partially or even leave it completely blank; whether you present the check at a point of sale or mail it to a merchant who then converts the check; and whether you keep the check or give it to the merchant, or the merchant's financial institution.

Three types of transactions that can show up on your account as a result of these encounters:

- Accounts Receivable Check ("ARC"). If you write a check to pay a bill and send it in the mail, a merchant may use your signed check as an authorization to convert the check into an electronic withdrawal. Your signed check is the authorization for this conversion. When the electronic withdrawal debits your account,

it will reference the number of the check written.

- Point of Purchase ("POP") Sale. A POP transaction is a point of purchase sale. Some merchants' systems and debit card transactions are set up to show an electronic check conversion as a POP transaction.
- Re-presented Check ("RCK"). If vendors do not receive payment for a check or draft, they can represent the item to the Credit Union, often adding a fee (such as an NSF) to the item. If this occurs, the re-presentation of the item is not an EFT occurrence, however the addition of new fees to the transaction does make it an EFT occurrence.

2. Service Limitations.

a. ATM Machines.

(1) Cash withdrawals can be made from ATMs and a fee may be assessed for an excessive number of withdrawals, as set forth in the Rate & Fee schedule. You may withdraw up to \$300 (if there are sufficient funds in your account) per day.

(2) Deposits. You should review the Credit Union's Funds Availability Policy to determine the availability of funds deposited at ATMs.

(3) Transfers. You may transfer up to the available balance in your account at the time of transfer. Only one savings and one checking account can be coded for ATM access.

(4) If you use an ATM that is not operated by us you may be charged an ATM surcharge by the ATM operator or by the ATM network utilized for such a transaction. The ATM surcharge will be debited from your account if you elect to complete the transaction.

b. Online Services. Your accounts can be accessed online via Home Banking, Mobile Banking, and Personal Finance Management software. No transfer or withdrawal done via online services may exceed the available funds in your account. The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds or uncollected funds, exceed a credit limit, draw an account below its required minimum balance or otherwise require us to increase our required reserve on the account.

c. Check Card/POS Purchases/Electronic Check Conversions. There is no limit on the number of Check Card or POS purchase transactions you may make by card to a checking account during a statement period. No purchase may exceed the available funds in your account. The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits. The Credit Union may refuse to honor any transaction for which you do not have sufficient

available verified funds.

3. Security of Your Account Access Information.

a. The log-in information you use to access your account via online services (Home Banking, Mobile Banking, and Personal Finance Management Software) is confidential and should not be disclosed to parties not on the account. If you fail to maintain the security of your log-in(s) and the Credit Union suffers a loss, we may terminate your online services immediately.

b. The ATM-PIN (Personal Identification Number) issued to you is for your security purposes. The numbers are confidential and should not be disclosed to third parties or recorded on or with the cards. You are responsible for safekeeping your PIN. You agree not to disclose or otherwise make your PIN available to anyone not authorized to sign your accounts. If you authorize anyone to use your PIN that authority shall continue until you specifically revoke such authority by notifying the Credit Union in writing. If you fail to maintain the security of these access codes and the Credit Union suffers a loss, we may terminate your ATM and account services immediately.

4. Member Liability (Card/PIN). Tell us at once if you believe your card or PIN has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum line of credit). If you tell us within two (2) business days, you can lose not more than \$50 if someone uses your card without your permission. If you do not tell us within two (2) business days after you learn of the loss or theft of your cash card, and we can prove that we could have stopped someone from using your card without your permission if you had told us, you could lose as much as \$500. In no event will you be liable for more than \$50 for unauthorized withdrawals from a Line of Credit Account through the STAR Service. Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within sixty (60) days after the statement was mailed to you, you may not get back any money lost after the sixty days if we can prove that we could have stopped someone from making the transfers if you had told us in time. If a good reason (such as a hospital stay) kept you from telling us, we will extend the time periods.

If you believe your cash, check or credit card has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call:

7:30 a.m. to 6:00 p.m. weekdays

(excluding holidays):

(425) 643-3400

1-800-848-0018 toll free

To report a lost or stolen card after hours,  
please call:

(425) 643-7827

1-800-422-6016 toll free

Or write:

Qualstar Credit Union

PO Box 96730

Bellevue, Washington 98009

5. **Business Days.** Our business days are Monday through Friday. Holidays recognized by the Federal Reserve Bank are not included.

6. **Fees and Charges.** There are certain charges for electronic fund transfer services as set forth on the Rate and Fee Schedule. From time to time, the charges may be changed. We will notify you of any changes as required by law. If you request a transfer or check withdrawal from your Personal Line of Credit account, such transactions may be subject to charges under the terms and conditions of your Loan Contract Agreement or VISA Credit Card Agreement.

7. **Right to Receive Documentation Transfers**

a. **Periodic Statements.** Transfers and withdrawals transacted through an ATM, STAR or Online Home Banking will be recorded on your periodic statement. You will receive a statement monthly unless there is no transaction in a particular month. In any case, you will receive a statement at least quarterly.

b. **Direct Deposits.** If you have arranged to have a direct deposit made to your account at least once every sixty (60) days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling the phone numbers listed above. This does not apply to transactions occurring outside the United States.

c. **Terminal Receipts.** You get a receipt at the time you make any transfer to or from your account using Plus System ATMs, or a point of sale terminal.

8. **Account Information Disclosure.** We will disclose information to third parties about your account or the transfers you make:

a. As necessary to complete transfers;

b. To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant;

c. To comply with government agency or court orders;

d. If you give us your written permission.

Please refer to our Privacy Policy section for more information.

9. **Credit Union Liability for Failure to Make Transfers.** If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damage. However, there are some exceptions. We will not be liable, for instance:

a. If, through no fault of ours, you do not have

enough money in your account to make the transfer or the transfer would go over the credit limit on your line of credit.

- b. If you used the wrong PIN, or you used a PIN or card in an incorrect manner.
- c. If the automated teller machine (ATM) where you are making the transfer does not have enough cash.
- d. If the ATM was not working properly and you knew about the problem when you started the transaction.
- e. If circumstances beyond our control (such as fire, flood or power failure) prevent the transaction.
- f. If the money in your account is subject to legal process or other claim.
- g. If your account is frozen because of a delinquent loan.
- h. If the error was caused by an ATM network Qualstar subscribes to.
- i. If there are other exceptions as established by the Credit Union.
- j. The ATM machine may retain your card in certain instances, in which event you may contact the Credit Union about its replacement.

10. Preauthorized Electronic Fund Transfers.

- a. Stop Payment Rights. If you have arranged in advance to make regular electronic fund transfers out of your account(s) for money you owe others, you may stop payment of preauthorized transfers from your account. You must notify the Credit Union orally or in writing at any time up to three (3) business days before the scheduled date of the transfer. Stop payment orders, verbal, written or via Home Banking, will remain in effect until the return of the debit entry or written notice to revoke the stop payment order is received from the account holder.
- b. Liability for Failure to Stop Payment of Preauthorized Transfers. If you order us to stop one of these payments three (3) business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.
- c. Notice of Varying Amounts. If regular payments vary in amount, the person you are going to pay is required to tell you, ten (10) days before each payment, when it will be made and how much it will be.

11. Termination of ATM and Online Services. You agree that we may terminate this Agreement and your use of your Card or Online Services if:

- a. You, or any authorized user of your PIN, or Online Banking Services login information, breach this or any other agreement with us;
- b. We have reason to believe that there has been an unauthorized use of your PIN or



Online Banking Service log-in information; or

- c. We notify you or any other party to your account that we have cancelled or will cancel this Agreement.

You or any other party to your account can terminate this Agreement by notifying us in writing. Termination of service will be effective the first business day following receipt of your written notice.

Termination of this Agreement will not affect the rights and responsibilities of the parties under this agreement for transactions initiated before termination.

12. Notices. The Credit Union reserves the right to change the terms and conditions upon which this service is offered. The Credit Union will mail notice to you at least twenty-one (21) days before the effective date of any change, as required by law. Use of this service is subject to existing regulations governing the Credit Union account and any future changes to those regulations.

13. Billing Errors. In case of errors or questions about your electronic transfers, telephone us at the phone numbers or write us at the address set forth above as soon as you can. We must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared.

- a. Tell us your name and account number.
- b. Describe the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- c. Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will tell you the results of our investigation within 10 business days\* after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45\*\* days to investigate your complaint or question. If we decide to do this, we will credit your account within 10\* business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. (If the error you assert is an unauthorized Visa transaction, other than a cash disbursement at an ATM, we will credit your account within 5 business days unless we determine that the circumstances or your account history warrant a delay, in which case you will receive credit within 10 business days). If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

\* If you give notice of an error within 30 days after you make the first deposit to your account, we will have 20 business days instead of 10 business days.

\*\*If you give notice of an error within 30 days after you make

the first deposit to your account, notice of an error involving a point of sale transaction, or notice of an error involving a transaction initiated outside the U.S. its possessions and territories, we will have 90 days instead of 45 days to investigate.

14. ATM Safety Notice. The following information is a list of safety precautions regarding the use of Automated Teller Machine (ATM) and Night Deposit facilities.
  - a. Be aware of your surroundings, particularly at night.
  - b. Consider having someone accompany you when the ATM or Night Deposit facility is use after dark.
  - c. If another person is uncomfortably close to you at the time of your transaction, ask the person to step back before you complete your transaction.
  - d. Refrain from displaying your cash at the ATM or night deposit facility. As soon as your transaction is completed, place your money in your purse or wallet. Count the cash later in the safety of your car or home.
  - e. If you notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility, or coming back later. If you are in the middle of a transaction and you notice something suspicious, cancel the transaction, take your ATM access device or deposit envelope, and leave.
  - f. If you are followed after making a transaction, go to the nearest public area where people are located.
  - g. Do not write your PIN (personal identification number) on your card.
  - h. Report all crimes to law enforcement officials immediately.

#### IV. PRIVACY NOTICE FOR QUALSTAR CREDIT UNION

You can be confident that your financial privacy is a top priority of Qualstar Credit Union (QCU). We are required by law to give you this privacy notice to explain how we collect, use, and safeguard your personal financial information. If you have any questions, please contact us at 1-800-848-0018.

QCU collects non-public personal information about you from the following sources:

- Information we receive from you on applications or other forms;
- Information we receive from you on Home Banking and our website (see below for information specifically regarding children under 13 years of age);
- Information about your transactions with us or others; and;
- Information we receive from a consumer

reporting agency.

In compliance with the Children's Online Privacy Protection Act (COPPA), information on children under the age of 13 is collected only when needed for opening and maintaining their accounts, as well as providing eStatements (if opt-in is chosen.) Since credit is not issued on children's accounts and marketing to them is limited, the exchange of information is minimal.

We are committed to providing you with competitive products and services designed to meet your financial needs, which necessitates that we share information about you to complete your transactions and to provide you with certain financial opportunities. In order to do so, we have entered into agreements with other companies that provide either service to us or additional financial products for you to consider. To protect our members' privacy, we only work with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not permit these companies to sell the information we provide them to other third parties.

We may disclose the nonpublic personal information we collect, as described above, to financial service providers such as insurance companies providing supplemental benefits to our members.

We may disclose the following information to companies that perform marketing services on our behalf:

- Information we receive from you on applications, our website, or other forms, such as your name, address, Social Security number, and birth date;
- Information about your transactions with us or our affiliates such as your account number;
- Information we receive from a consumer reporting agency, such as your creditworthiness.

If you terminate your membership with QCU, we will not share information we collect about you, except as permitted by law.

We may also disclose information we collect about you under other circumstances as permitted or required by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union, follow your instructions, or protect the security of our financial records.

QCU restricts access to nonpublic personal information about you to those employees who have a specific business purpose for using it. Our employees are trained on the importance of maintaining confidentiality and member privacy. We maintain physical, electronic, and procedural safeguards that comply with federal regulations and leading industry practices to safeguard your nonpublic personal information.

QCU continues to develop new opportunities for members. As such, we reserve the right to disclose nonpublic personal information such as information we receive from you on applications, our website, or other forms to financial service providers such as financial planning specialists and securities broker-dealers.

If you prefer that we not disclose information about you to these businesses, you may "opt out" of these disclosures, that

is, you may direct us not to disclose information about you, as explained in this notice. Please remember that by law, your right to opt out of the disclosure of information to third party businesses is not applicable to those disclosures we make to companies that perform services on our behalf (such as check printers), other financial institutions with whom we have a joint marketing agreement, companies necessary to process or service your account, or third parties to whom disclosure is permitted or required by law (such as the credit union's auditors and examiners). In order to exercise your opt out option as permitted by law, you may contact us toll-free at 1-800-848-0018, or write to us at PO Box 96730, Bellevue, WA, 98009.

Short Code 72483 Text Messaging Terms & Conditions  
Messaging and data rates may apply. User information will only be used for the service they have opted-in for and will not be used for other services provided on this short code. User information will not be sold to a 3rd party. . To opt-out from services on this short code, text STOP, END, CANCEL, QUIT, or UNSUBSCRIBE to this short code, 72483.







## How to access your account and get in touch with us:

### Home Banking

[www.qualstarcu.com](http://www.qualstarcu.com)

Sign-up for Home Banking and access Bill Payer, Check Deposit & eStatements, as well as Mobile Banking on your mobile device(s).

### Mobile Banking

iPhone & Android Apps Available

Review account balances & transactions, pay bills, deposit checks, make payments & transfers, and more.

### Secure E-Mail

To send a **secure** e-mail to us, please use our secure message feature in Mobile & Home Banking.

**Please do not** send account or personal information via unsecured e-mail.

### 24/7 Call Center

[Limited services available during non-business hours.]

**Toll Free:** 1-800-848-0018 | **Local:** 425-643-3400

### Mail Us

PO Box 96730 Bellevue, WA 98009-7730

### Branch Locations

Redmond Branch • 2115 152nd Ave. N.E.  
Redmond, WA 98052

Everett Branch • 2502 Colby Ave.  
Everett, WA 98201

Kent Branch • 25844 104th Ave. S.E.  
Kent, WA 98030

Renton Branch • 617 South 3rd St., Suite A  
Renton, WA 98057

Seattle Branch • 1731 4th Ave. South  
Seattle, WA 98134

Tacoma Branch • 4027 Tacoma Mall Blvd.,  
Suite K, Tacoma, WA 98409

Federal Way Branch • 1825 South 316th St.  
Federal Way, WA 98003



Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.  
National Credit Union Administration, a US Government Agency