Important Account Information for Our Members

✓ Terms and Conditions
✓ Electronic Transfers
✓ Funds Availability
✓ Truth in Savings

Effective October 1, 2016
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TERMS AND CONDITIONS OF YOUR ACCOUNT

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT - To help the government fight the funding of terrorism and money laundering activities, federal law requires 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 driver’s license or other identifying document.

AGREEMENT - This document, along with any other documents we give you pertaining to your account(s), is a contract that establishes rules which control your account(s) with us. Please read this carefully and retain it for future reference. If you sign the signature card or open or continue to use the account, you agree to these rules. You will receive a separate schedule of rates, qualifying balances, and fees if they are not included in this document. If you have any questions, please call us.

This agreement is subject to applicable federal laws, the laws of the state of California and other applicable rules such as the operating letters of the Federal Reserve Banks and payment processing system rules (except to the extent that this agreement can and does vary such rules or laws). The body of state and federal law that governs our relationship with you, however, is too large and complex to be reproduced here. The purpose of this document is to:

(1) summarize some laws that apply to common transactions;
(2) establish rules to cover transactions or events which the law does not regulate;
(3) establish rules for certain transactions or events which the law regulates but permits variation by agreement; and
(4) give you disclosures of some of our policies to which you may be entitled or in which you may be interested.

If any provision of this document is found to be unenforceable according to its terms, all remaining provisions will continue in full force and effect. We may permit some variations from our standard agreement, but we must agree to any variation in writing either on the signature card for your account or in some other document. Nothing in this document is intended to vary our duty to act in good faith and with ordinary care when required by law.

As used in this document the words “we,” “our,” and “us” mean the financial institution and the words “you” and “your” mean the account holder(s) and anyone else with the authority to deposit, withdraw, or exercise control over the funds in the account. However, this agreement does not intend, and the terms “you” and “your” should not be interpreted, to expand an individual’s responsibility for an organization’s liability. If this account is owned by a corporation, partnership or other organization, individual liability is determined by the laws generally applicable to that type of organization. The headings in this document are for convenience or reference only and will not govern the interpretation of the provisions. Unless it would be inconsistent to do so, words and phrases used in this document should be construed so the singular includes the plural and the plural includes the singular.

BYLAWS - Our bylaws, which we may amend from time to time, establish basic rules about our credit union policies and operations which affect your account and membership. You may obtain a copy of the bylaws on request. Our right to require you to give us notice of your intention to withdraw funds from your account is described in the bylaws. Unless we have agreed otherwise, you are not entitled to receive any original item after it is paid, although you may request that we send you an item(s) or a copy of an item(s). Dividends are based on current earnings and available earnings of the credit union, after providing for required reserves.

Bylaw requirements:

You must complete payment of one share in your Membership Savings account as a condition of admission to membership. If the balance in your account drops below one share ($5.00), for a period of six months or more, we may, at our option, close your account if you maintain no other account with us.

Nature of dividends - Dividends are paid from current income and available earnings, after required transfers to reserves at the end of a dividend period. (This disclosure further explains the dividend feature of your non-term share account(s).)

National Credit Union Share Insurance Fund - Member accounts in this credit union are federally insured by the National Credit Union Share Insurance Fund.

LIABILITY - You agree, for yourself (and the person or entity you represent if you sign as a representative of another) to the terms of this account and the schedule of charges. You authorize us to deduct these charges, without notice
to you, directly from the account balance as accrued. You will pay any additional reasonable charges for services you request which are not covered by this agreement.

Each of you also agrees to be jointly and severally (individually) liable for any account charge resulting from charges or overdrafts, whether caused by you or another with access to this account. This liability is due immediately, and can be deducted directly from the account balance whenever sufficient funds are available. You have no right to defer payment of this liability, and you are liable regardless of whether you signed the item or benefited from the charge or overdraft.

You will be liable for our costs as well as for our reasonable attorneys’ fees, to the extent permitted by law, whether incurred as a result of collection or in any other dispute involving your account. This includes, but is not limited to, disputes between you and another joint owner; you and an authorized signor or similar party; or a third party claiming an interest in your account. This also includes any action that you or a third party takes regarding the account that causes us, in good faith, to seek the advice of an attorney, whether or not we become involved in the dispute. All costs and attorneys’ fees can be deducted from your account when they are incurred, without notice to you.

DEPOSITS - We will give only provisional credit until collection is final for any items, other than cash, we accept for deposit (including items drawn “on us”). Before settlement of any item becomes final, we act only as your agent, regardless of the form of indorsement or lack of indorsement on the item and even though we provide you provisional credit for the item. We may reverse any provisional credit for items that are lost, stolen, or returned. Unless prohibited by law, we also reserve the right to charge back to your account the amount of any item deposited to your account or cashed for you which was initially paid by the payor bank and which is later returned to us due to an allegedly forged, unauthorized or missing indorsement, claim of alteration, encoding error or other problem which in our judgment justifies reversal of credit. You authorize us to attempt to collect previously returned items without giving you notice, and in attempting to collect we may permit the payor bank to hold an item beyond the midnight deadline. Actual credit for deposits of, or payable in, foreign currency will be at the exchange rate in effect on final collection in U.S. dollars. We are not responsible for transactions by mail or outside depository until we actually record them. We will treat and record all transactions received after our “daily cutoff time” on a business day we are open, or received on a day we are not open for business, as if initiated on the next business day that we are open. At our option, we may take an item for collection rather than for deposit. If we accept a third-party check for deposit, we may require any third-party indorsers to verify or guarantee their indorsements, or indorse in our presence.

DENIAL OF SERVICES - You are expected to uphold high standards of honesty, personal responsibility and courtesy in dealing with us and other members. We reserve the right to deny services at our discretion and if appropriate, restrict your access to Credit Union premises, if certain activity occurs. The following terms constitute denial of Credit Union services:

- You fail to meet your obligations to the Credit Union
- Your membership was established based on false information
- You are convicted of a crime in connection with business you conduct with us
- You fail to comply with applicable law and our bylaws and rules as amended from time to time
- You cause the Credit Union a loss in any way including but not limited to loan charge-offs, account overdrafts, or bankruptcy
- You fail to conduct business with us with personal responsibility and courtesy or in a civil and businesslike manner
- You act violently or threaten violence, or harass staff, volunteers or other members

WITHDRAWALS -

Generally - Unless clearly indicated otherwise on the account records, any of you, acting alone, who signs to open the account or has authority to make withdrawals may withdraw or transfer all or any part of the account balance at any time. Each of you (until we receive written notice to the contrary) authorizes each other person who signs or has authority to make withdrawals to indorse any item payable to you or your order for deposit to this account or any other transaction with us.

Postdated checks - A postdated check is one which bears a date later than the date on which the check is written. We may properly pay and charge your account for a postdated check even though payment was made before the date of the check, unless we have received written notice of the postdating in time to have a reasonable opportunity to act. Because we process checks mechanically, your notice will not be effective and we will not be liable for failing to honor your notice unless it specifically identifies the number, date, amount and payee of the item.
checks and withdrawal rules - if you do not purchase your check blanks from us, you must be certain that we approve the check blanks you purchase. if you attempt on forms not approved by us or by any method we do not specifically permit. we may refuse any withdrawal or transfer request which is greater in number than the frequency permitted, or which is for an amount greater or less than any withdrawal limitations. we will use the date the transaction is completed by us (as opposed to the date you initiate it) to apply the frequency limitations. in addition, we may place limitations on the account until your identity is verified.

even if we honor a nonconforming request, we are not required to do so later. if you violate the stated transaction limitations (if any), in our discretion we may close your account or reclassify it as a transaction account. if we reclassify your account, your account will be subject to the fees and earnings rules of the new account classification. if we are presented with an item drawn against your account that would be a “substitute check,” as defined by law, but for an error or defect in the item introduced in the substitute check creation process, you agree that we may pay such item. see the funds availability policy disclosure for information about when you can withdraw funds you deposit. for those accounts to which our funds availability policy disclosure does not apply, you can ask us when you make a deposit when those funds will be available for withdrawal. an item may be returned after the funds from the deposit of that item are made available for withdrawal. in that case, we will reverse the credit of the item. we may determine the amount of available funds in your account for the purpose of deciding whether to return an item for insufficient funds at any time between the time we receive the item and when we return the item or send a notice in lieu of return. we need only make one determination, but if we choose to make a subsequent determination, the account balance at the subsequent time will determine whether there are insufficient available funds.

a temporary debit authorization hold affects your account balance - on debit card purchases, merchants may request a temporary hold on your account for a specified sum of money, which may be more than the actual amount of your purchase. when this happens, our processing system cannot determine that the amount of the hold exceeds the actual amount of your purchase. this temporary hold, and the amount charged to your account, will eventually be adjusted to the actual amount of your purchase, but it may be up to three days before the adjustment is made. until the adjustment is made, the hold on your funds in your account available for other transactions will be reduced by the amount of the temporary hold. if another transaction is presented for payment in an amount greater than the funds left after the deduction of the temporary hold amount, that transaction will be a nonsufficient funds (nsf) transaction if we do not pay it or an overdraft transaction if we do pay it. you will be charged an nsf or overdraft fee according to our nsf or overdraft fee policy. you will be charged the fee even if you would have had sufficient funds in your account if the amount of the hold had been equal to the amount of your purchase.

here is an example of how this can occur – assume for this example the following: (1) you have opted-in to our overdraft services for the payment of overdrafts on atm and everyday debit card transactions; (2) we pay the overdraft, and (3) our overdraft (courtesy pay) fee is $28 per overdraft. you have $120 in your account. you swipe your card at the card reader on a gasoline pump. since it is unclear what the final bill will be, the gas station’s processing system immediately requests a hold on your account in a specified amount, for example, $80. our processing system authorizes a temporary hold on your account in the amount of $80, and the gas station’s processing system authorizes you to begin pumping gas. you fill your tank and the amount of gasoline you purchased is only $50. our processing system shows that you have $40 in your account available for other transactions ($120 - $80 = $40) even though you would have $70 in your account available for other transactions if the amount of the temporary hold was equal to the amount of your purchase ($120 - $50 = $70). later, another transaction you have authorized is presented for payment from your account in the amount of $60 (this could be a check you have written, another debit card transaction, an ach debit or any other kind of payment request). this other transaction is presented before the amount of the temporary hold is adjusted to the amount of your purchase (remember, it may take up to three days for the adjustment to be made). because the amount of this other transaction is greater than the amount our processing system shows is available in your account, our payment of this transaction will result in an overdraft transaction. because the transaction overdraws your account by $20, your account will be assessed the overdraft fee of $28 according to our overdraft fee policy. you will be charged this $28 fee according to our policy even though you would have had enough money in your account to cover the $60 transaction if your account had only been debited the amount of your purchase rather than the amount of the
temporary hold or if the temporary hold had already been adjusted to the actual amount of your purchase.

Overdrafts - You understand that we may, at our discretion, honor withdrawal requests that overdraft your account. However, the fact that we may honor withdrawal requests that overdraft the account balance does not obligate us to do so later. So you can NOT rely on us to pay overdrafts on your account regardless of how frequently or under what circumstances we have paid overdrafts on your account in the past. We can change our practice of paying overdrafts on your account without notice to you. You can ask us if we have other account services that might be available to you where we commit to paying overdrafts under certain circumstances, such as an overdraft protection line-of-credit or a plan to sweep funds from another account you have with us. You agree that we may charge fees for overdrafts. For consumer accounts, we will not charge fees for overdrafts caused by ATM withdrawals or one-time debit card transactions if you have not opted-in to that service. We may use subsequent deposits, including direct deposits of social security or other government benefits, to cover such overdrafts and overdraft fees.

Multiple signatures, electronic check conversion, and similar transactions - An electronic check conversion transaction is a transaction where a check or similar item is converted into an electronic fund transfer as defined in the Electronic Fund Transfers regulation. In these types of transfers, the check or similar item is either removed from circulation (truncated) or given back to you. As a result, we have no opportunity to review the check to examine the signatures on the item. You agree that, as to these types of transfers, in the absence of which we have no opportunity to examine the signatures, you waive any requirement of multiple signatures.

OWNERSHIP OF ACCOUNT AND BENEFICIARY DESIGNATION - These rules apply to this account depending on the form of ownership and beneficiary designation, if any, specified on the account records. We reserve the right to refuse some forms of ownership on any or all of our accounts. We make no representations as to the appropriateness or effect of the ownership and beneficiary designations, except as they determine to whom we pay the account funds. As used in this agreement ‘party’ means a person who, by the terms of the account, has a present right, subject to request, to payment from a multiple-party account other than as an agent.

Individual Account - is an account in the name of one person. Joint Account - This account or certificate is owned by the named parties. Upon the death of any of them, ownership passes to the survivor(s). Upon the death of that party, ownership passes to the named pay-on-death payee(s).

STOP PAYMENTS - Unless otherwise provided, the rules in this section cover stopping payment of items such as checks and drafts. Rules for stopping payment of other types of transfers of funds, such as consumer electronic fund transfers, may be established by law or our policy. If we have not disclosed these rules to you elsewhere, you may ask us about those rules. We may accept an order to stop payment on any item from any one of you. You must make any stop-payment order in the manner required by law and we must receive it in time to give us a reasonable opportunity to act on it before our stop-payment cutoff time. When you place your stop-payment order we will tell you what information we need to stop payment. This information must be exact since stop-payment orders are handled by computers. If your information is not exact your order will not be effective and we will not be responsible for failure to stop payment. You may stop payment on any item drawn on your account whether you sign the item or not. Generally, if your stop-payment order is given to us in writing it is effective for six months. Your order will lapse after that time if you do not renew the order in writing before the end of the six-month period. If the original stop-payment order was oral your stop-payment order will lapse after 14 calendar days if you do not confirm your order in writing within that time period. We are not obligated to notify you when a stop-payment order expires. A release of the stop-payment request may be made only by the person who initiated the stop-payment order.

If you request payment on an item and we incur any damages or expenses because of the stop payment, you agree to indemnify us for those damages or expenses, including attorneys’ fees. You assign to us all rights against the payee in any other holder of the item. You agree to cooperate with us in any legal actions that we may take against such persons. You should be aware that anyone holding the item may be entitled to enforce payment against you despite the stop-payment order.

TELEPHONE TRANSFERS - A telephone transfer of funds from this account to another account with us, if otherwise arranged for or permitted, may be made by the same persons and under the same conditions generally applicable to withdrawals made in writing. Unless a different limitation is disclosed in writing, we restrict the number of transfers from a savings
account to another account or to third parties, to a maximum of six per month (less the number of “preauthorized transfers” during the month). Other account transfer restrictions may be described elsewhere.

TRANSFER LIMITATIONS - For savings and money market accounts you may make up to six transfers or withdrawals by means of a preauthorized, automatic, or telephonic transfer to another account of yours or to a third party or by check, debit card, or similar order to a third party during any calendar month (or statement cycle of at least four weeks). A preauthorized transfer includes any arrangement with us to pay a third party from your account at (i) a predetermined time; (ii) on a fixed schedule or (iii) upon oral or written orders including orders received through the automated clearing house (ACH). If the transfer or withdrawal is initiated in person, by mail, or at an ATM then there is no limit on the number of payments that may be made directly to you, directly to us for amounts you owe us, or transfers to your account we have with us. Withdrawals by phone are also unlimited if you are requesting that a check be mailed to you.

AMENDMENTS AND TERMINATION - We may change our bylaws and any term of this agreement. Rules governing changes in rates are provided separately in the Truth-in-Savings disclosure or in another document. For other changes we will give you reasonable notice in writing or by any other method permitted by law. We may close this account if your membership in the credit union terminates, or by giving reasonable notice to you and tender of the account balance personally or by mail. Items presented for payment after the account is closed may be dishonored. When you close your account, you are responsible for leaving enough money in the account to cover any outstanding items and charges to be paid from the account. Reasonable notice depends on the circumstances, and in some cases such as when we cannot verify your identity or we suspect fraud, it might be reasonable for us to give you notice after the change or account closure becomes effective. For instance, if we suspect fraudulent activity with respect to your account, we might immediately freeze or close your account and then give you notice. At our option, we may suspend your rights to member services if you violate the terms of this agreement. If we have notified you of a change in any term of your account and you continue to have your account after the effective date of the change, you have agreed to the new term(s).

NOTICES - Any written notice you give us is effective when we actually receive it, and it must be given to us according to the specific delivery instructions provided elsewhere, if any. We must receive it in time to have a reasonable opportunity to act on it. If the notice is regarding a check or other item, we must receive it in time to give us sufficient information to be able to identify the check or item, the precise check or item number, amount, date and payee. Written notice we give you is effective when it is deposited in the United States Mail with proper postage and addressed to your mailing address we have on file. Notice to any of you is notice to all of you.

STATEMENTS - Statements are a valuable tool to help prevent fraudulent or mistaken transfers. Your statement will show the transactions that occurred in connection with your account during the statement period.

Your duty to report unauthorized signatures, alterations and forgeries - Your statement will provide sufficient information for you to reasonably identify the items paid (item number, amount, and date of payment). You should keep a record of each transaction as it is made so that when we give you the information in the statement, you will have a complete understanding of each transaction listed.

You have some responsibilities in connection with your statement. You must examine your statement with “reasonable promptness.” Also, if you discover (or reasonably should have discovered) any unauthorized signatures or alterations, you must promptly notify us of the relevant facts. As between you and us, if you fail to do either of these duties, you must bear the loss entirely yourself or share the loss with us (we may have to share some of the loss if we failed to use ordinary care and if we contributed to the loss). The loss you might bear, in whole or part, could be not only with respect to items listed on the statement, but also other items with unauthorized signatures or alterations by the same wrongdoer. Of course, an attempt can be made to recover the loss from the thief, but this is often unsuccessful.

You agree that the time you have to examine your statement and report to us will depend on the circumstances, but you will not, in any circumstance, have a total of more than 30 days from when we first send or make the statement available to you.

You further agree that if you fail to report any unauthorized signatures, alterations or forgeries in your account within 60 days of when we first send or make the statement available, you cannot assert a claim against us on any items in that statement, and as between you and us the loss will be entirely yours. This 60-day limitation is without regard to whether we exercised ordinary care. The limitation in this paragraph is in addition to those contained in the second paragraph of this section.
Contact us if you do not receive your regular statement. If this is a business account, you agree that you will have at least two people review your statements, notices, and returned checks, or in the alternative, the person who reviews these will be someone who does not have authority to transact business on the account.

Your duty to report other errors - In addition to your duty to review your statements for unauthorized signatures, alterations and forgeries, you agree to examine your statement with reasonable promptness for any other error - such as an encoding error. In addition, if you receive or we make available either your items or images of your items, you must examine them for any unauthorized or missing indorsements or any other problems. You agree that the time you have to examine your statement and items and report to us will depend on the circumstances. However, this time period shall not exceed 60 days. Failure to examine your statement and items and report any errors to us within 60 days of when we first send or make the statement available precludes you from asserting a claim against us for any errors on items identified in that statement and as between you and us the loss will be entirely yours.

Errors relating to electronic fund transfers or substitute checks - For information on errors relating to electronic fund transfers (e.g., computer, debit card or ATM transactions) refer to your Electronic Fund Transfers disclosure and the sections on consumer liability and error resolution. For information on errors relating to a substitute check you received, refer to your disclosure entitled Substitute Checks and Your Rights.

PAYMENT ORDER OF ITEMS - The order in which items are paid is important if there is not enough money in your account to pay all of the items that are presented. The payment order can affect the number of items overdrawn or returned unpaid and the amount of the fees you may have to pay. To assist you in managing your account, we are providing you with the following information regarding how we process those items.

Our policy is to process electronic transactions first, in the order they are received on the day they are processed. We process checks and other similar items second, by dollar amount - smallest to largest on the day they are processed.

If a check, item or transaction is presented without sufficient funds in your account to pay it, we may, at our discretion, pay the item (creating an overdraft) or return the item for insufficient funds (NSF). We will not charge you a fee for paying an overdraft of an ATM or everyday debit card transaction if this is a consumer account and you have not opted-in to that service. The amounts of the overdraft and NSF fees are disclosed elsewhere, as are your rights to opt in to overdraft services for ATM and everyday debit card transactions, if applicable. We encourage you to make careful records and practice good account management. This will help you to avoid creating items without sufficient funds and potentially incurring the resulting fees.

PLEDGES - Only the primary owner of this account may pledge all or any part of the funds in it for any purpose to which we agree. Any pledge of this account must first be satisfied before the rights of any surviving account owner or account beneficiary become effective.

CHECK PROCESSING - We process items mechanically by relying solely on the information encoded in magnetic ink along the bottom of the items. This means that we do not individually examine all of your items to determine if the item is properly completed, signed and indorsed or to determine if it contains any information other than what is encoded in magnetic ink. You agree that we have exercised ordinary care if our automated processing is consistent with general banking practice, even though we do not inspect each item. Because we do not inspect each item, if you write a check to multiple payees, we can properly pay the check regardless of the number of indorsements unless you notify us in writing that the check requires multiple indorsements. We must receive the notice in time for us to have a reasonable opportunity to act on it, and you must tell us the precise date of the check, amount, check number and payee. We are not responsible for any unauthorized signature or alteration that would not be identified by a reasonable inspection of the item. Using an automated process helps us keep costs down for you and all account holders.

UNCLAIMED PROPERTY NOTICE - Your property may be transferred to the appropriate state if no activity occurs in the account within the time period specified by state law.

STALE-DATED CHECKS - We are not obligated to, but may at our option, pay a check, other than a certified check, presented for payment more than six months after its date. If you do not want us to pay a stale-dated check, you must place a stop-payment order on the check in the manner we have described elsewhere.

NCUA INSURANCE - Funds in your account(s) with us are insured by the National Credit Union Administration (NCUA) and backed by the full faith and credit of the United States. The amount of insurance coverage you have
depends on the number of accounts you have with us that are of different “ownership.” An individual account is one unique form of “ownership”; a joint account, a pay-on-death account, and a self directed qualified retirement account (e.g., an IRA) are examples of some of the others. Share insurance for a person’s self directed qualified retirement account is up to $250,000. (An IRA is a self directed qualified retirement account as is any account where the owner decides where and how to invest the balance.) Funds in your account(s) are insured by the Federal Deposit Insurance Corporation (FDIC) up to $250,000 per depositor for the total of funds combined in all of your other insured accounts with us. If you want a more detailed explanation or additional information, you may ask us or contact the NCUA. You can also visit the NCUA website at www.ncua.gov and click on the Share Insurance Link. The link includes detailed contact information as well as a share insurance estimator.

INDORSEMENTS - We may accept for deposit any item payable to you or your order, even if they are not indorsed by you. We may give cash back to any one of you. We may supply any missing indorsement(s) for any item we accept for deposit or collection, and you warrant that all indorsements are genuine.

DEATH OR INCOMPETENCE - You agree to notify us promptly if any person with a right to withdraw funds from your account(s) dies or is adjudicated (determined by the appropriate official) incompetent. We may continue to honor your checks, items, and instructions until: (a) we know of your death or adjudication of incompetence, and (b) we have had a reasonable opportunity to act on that knowledge. You agree that we may pay or certify checks drawn on or before the date of death or adjudication of incompetence for up to ten (10) days after your death or adjudication of incompetence unless ordered to stop payment by someone claiming an interest in the account.

CUTMA ACCOUNTS - (Please Note: This account has been discontinued). Under the California Uniform Transfers to Minors Act, the funds in the account are owned by the child who has unconditional use of the account when he or she reaches the age of majority. Before that time, the account may be accessed only by the custodian (or successor custodian), and the funds must be used for the benefit of the child. We, however, have no duty or agreement whatsoever to monitor or insure that the acts of the custodian (or successor custodian) are for the child’s benefit. For this type of account, the child’s Social Security number is needed for the Backup Withholding/TIN Certification.

BACKUP WITHHOLDING/TIN CERTIFICATION - Federal tax law requires us to report interest payments we make to you of $10 or more in a year, and to include your taxpayer identification number (TIN) on the report (the taxpayer identification number is your social security number if you are an individual). Interest includes dividends, interest and bonus payments for purposes of this rule. Therefore, we require you to provide us with your TIN and to certify that it is correct. In some circumstances, federal law requires us to withhold and pay to the IRS a percentage of the interest that is earned on funds in your accounts. This is known as backup withholding. We will not have to withhold interest payments when you open your account if you certify your TIN and certify that you are not subject to backup withholding due to underreporting of interest. (There are special rules if you do not have a TIN but have applied for one, if you are a foreign person, or if you are exempt from the reporting requirements.) We may subsequently be required to begin backup withholding if the IRS informs us that you supplied an incorrect TIN or that you underreported your interest income.

CREDIT VERIFICATION - You agree that we may verify credit and employment history by any necessary means, including preparation of a credit report by a credit reporting agency.

SECURITY - It is your responsibility to protect the account number(s) and access device(s) (e.g., an ATM card, point-of-sale card and/or PIN) for your account(s). Do not discuss, compare, or share information about your account number(s) or access device(s) with anyone unless you are willing to give them full use of your money. Checks and electronic withdrawals are processed by automated methods, and anyone who obtains your account number or access device could use it to withdraw money from your account, with or without your permission.

Except for consumer electronic funds transfers subject to Regulation E, you agree that if we offer you services appropriate for your account to help identify and limit fraud or other unauthorized transactions against your account, such as positive pay or commercially reasonable security procedures, and you reject those services, you will be responsible for any fraudulent or unauthorized transactions which could have been prevented by the services we offered, unless we acted in bad faith or to the extent our negligence contributed to the loss.

Account numbers - Thieves can encode your account number on a check which looks and functions like an authorized check and can be used to withdraw money from your account. Your account number can also be used to issue a “remotely created check.” Like a typical check, a remotely created check (sometimes called a telecheck, preauthorized draft or demand draft) is
a draft or check that can be used to withdraw money from your account. Unlike a typical check or draft, however, a remotely created check is not issued by the paying bank and does not contain the signature of the account owner (or a signature purported to be the signature of the account owner). If you have truly authorized the remotely created check (to purchase a service or merchandise, for example), it is properly payable. But it can be risky to authorize a remotely created check. A swindler could issue a remotely created check in an amount greater than you authorized, or issue additional remotely created checks that you have not authorized. We will not know if the withdrawal is unauthorized or in an amount greater than the amount you have authorized. Payment can be made from your account even though you did not contact us directly and order the payment.

Access devices - If you furnish your access device and grant actual authority to make transfers to someone who then exceeds that authority, you will be liable for the transfers unless we have been notified that transfers by that person are no longer authorized. Please review the additional information you have received or will receive regarding transfers by access device.

Blank checks - You must also take precaution in safeguarding your blank checks. Notify us at once if you think your blank checks have been lost or stolen. As between you and us, if you are negligent in safeguarding your checks, you must bear the loss entirely yourself, or share the loss with us if we failed to use ordinary care which substantially contributes to the loss.

UNLAWFUL INTERNET GAMBLING NOTICE - Restricted transactions as defined in Federal Reserve Regulation GG are prohibited from being processed through this account or relationship. Restricted transactions generally include, but are not limited to, those in which credit, electronic funds transfers, checks, or drafts are knowingly accepted by gambling businesses in connection with the participation by others in unlawful Internet gambling.

CLAIM OF LOSS - If you claim a credit or refund because of a forgery, alteration, or any other unauthorized withdrawal, you agree to cooperate with us in the investigation of the loss, including giving us an affidavit containing whatever reasonable information we require concerning your account, the transaction, and the circumstances surrounding the loss. You will notify law enforcement authorities of any criminal act related to the claim of lost, missing, or stolen checks or unauthorized withdrawals. We will have a reasonable period of time to investigate the facts and circumstances surrounding any claim of loss. Unless we have acted in bad faith, we will not be liable for special or consequential damages, including loss of profits or opportunity, or for attorneys’ fees incurred by you.

You agree that you will not waive any rights you have to recover your loss against anyone who is obligated to repay, insure, or otherwise reimburse you for your loss. You will pursue your rights or, at our option, assign them to us so that we may pursue them. Our liability will be reduced by the amount you recover or are entitled to recover from these other sources.

EARLY WITHDRAWAL PENALTIES (and involuntary withdrawals) - We may impose early withdrawal penalties on a withdrawal from a time account even if you don’t initiate the withdrawal. For instance, the early withdrawal penalty may be imposed if the withdrawal is caused by our setoff against funds in the account or as a result of an attachment or other legal process. We may close your account and impose the early withdrawal penalty on the entire account balance in the event of a partial early withdrawal. See your notice of penalty for early withdrawals for additional information.

ADDRESS OR NAME CHANGES - You are responsible for notifying us of any change in your address or your name. Unless we agree otherwise, change of address or name must be made in writing by at least one of the action’s creditors. Name and address changes may also be made in person at one of our branches. Informing us of your address or name change on a check reorder form is not sufficient. We will attempt to communicate with you only by use of the most recent address you have provided to us. If provided elsewhere, we may impose a service fee if we attempt to locate you.

INTERNATIONAL ACH TRANSACTIONS - Financial institutions are required by law to scrutinize or verify any international ACH transaction (IAT) that they receive against the Specially Designated Nationals (SDN) list of the Office of Foreign Assets Control (OFAC). This action may, from time to time, cause us to temporarily suspend processing of an IAT and potentially affect the settlement and/or availability of such payments.

FIDUCIARY ACCOUNTS - Accounts may be opened by a person acting in a fiduciary capacity. A fiduciary is someone who is appointed to act on behalf of and for the benefit of another. We are not responsible for the actions of a fiduciary, including the misuse of funds. This account may be opened and maintained by a person or persons named as a trustee under a written trust agreement, or as executors, administrators, or conservators under court orders. You understand that by merely opening such an account, we are not acting in the capacity of a trustee in connection with the trust nor do we undertake any obligation to monitor or enforce the terms of the trust or letters.
LEGAL ACTIONS AFFECTING YOUR ACCOUNT - If we are served with a subpoena, restraining order, writ of attachment or execution, levy, garnishment, search warrant, or similar order relating to your account (a “legal action” in this section), we will comply with that legal action. Or, in our discretion, we may freeze the assets in the account and not allow any payments out of the account until a final court determination regarding the legal action. We may do these things even if the legal action involves less than all of you. In these cases, we will not have any liability to you if there are insufficient funds to pay your items because we have withdrawn funds from your account or in any way restricted access to your funds in accordance with the legal action. Any fees or expenses we incur in responding to any legal action (including, without limitation, attorneys’ fees and our internal expenses) may be charged against your account. The list of fees applicable to your account(s) provided elsewhere may specify additional fees that we may charge for certain legal actions.

TELEPHONIC INSTRUCTIONS - Unless required by law or we have agreed otherwise in writing, we are not required to act upon instructions you give us via facsimile transmission or leave by voice mail or on a telephone answering machine.

MONITORING AND RECORDING TELEPHONE CALLS AND CONSENT TO RECEIVE COMMUNICATIONS - We may monitor or record phone calls for security reasons, to maintain a record and to ensure that you receive courteous and efficient service. You consent in advance to any such recording. We need not remind you of our recording before each phone conversation.

To provide you with the best possible service in our ongoing business relationship for your account we may need to contact you about your account from time to time by telephone, text messaging or email. However, we must first obtain your consent to contact you about your account because we must comply with the consumer protection provisions in the federal Telephone Consumer Protection Act of 1991 (TCPA), CAN-SPAM Act and their related federal regulations and orders issued by the Federal Communications Commission (FCC).

• Your consent is limited to this account, and as authorized by applicable law and regulations.

• Your consent does not authorize us to contact you for telemarketing purposes (unless you otherwise agreed elsewhere).

With the above understandings, you authorize us to contact you regarding this account throughout its existence using any telephone numbers or email addresses that you have previously provided to us or that you may subsequently provide to us.

This consent is regardless of whether the number we use to contact you is assigned to a landline, a paging service, a cellular wireless service, a specialized mobile radio service, other radio common carrier service or any other service for which you may be charged for the call. You further authorize us to contact you through the use of voice, voice mail and text messaging, including the use of pre-recorded or artificial voice messages and an automated dialing device.

If necessary, you may change or remove any of the telephone numbers or email addresses at any time using any reasonable means to notify us.

RESOLVING ACCOUNT DISPUTES - We may place an administrative hold on the funds in your account (refuse payment or withdrawal of the funds) if it becomes subject to a claim adverse to (1) your own interest; (2) others claiming an interest as survivors or beneficiaries of your account; or (3) a claim arising by operation of law. The hold may be placed for such period of time as we believe reasonably necessary to allow a legal proceeding to determine the merits of the claim or until we receive evidence satisfactory to us that the dispute has been resolved. We will not be liable for any items that are dishonored as a consequence of placing a hold on funds in your account for these reasons.

WAIVER OF NOTICES - To the extent permitted by law, you waive any notice of non-payment, dishonor or protest regarding any items credited to or charged against your account. For example, if you deposit a check and it is returned unpaid or we receive a notice of nonpayment, we do not have to notify you. However, if we receive a notice required by federal regulations CC or other law.

FUNDS TRANSFERS - The terms used in this section have the meaning given to them in Article 4A of the Uniform Commercial Code - Funds Transfers (UCC 4A). This section will generally not apply to you if you are a consumer. However, even if you are a consumer, this section will apply to that part of any funds transfer that is conducted by Fedwire. This section is subject to UCC 4A as adopted in the state in which you have your deposit with us. This agreement is also subject to all clearing house association rules, rules of the Board of Governors of the Federal Reserve System and their operating circulars. If any part of this agreement is determined to be unenforceable, the rest of the agreement remains effective. This agreement controls funds transfers unless supplemented or amended in a separate written agreement.
signed by us. This agreement does not apply to a funds transfer if any part of
the transfer is governed by the Electronic Fund Transfer Act of 1978 (EFTA),
except this agreement does apply to a funds transfer that is a remittance
transfer as defined in EFTA unless the remittance transfer is an electronic
fund transfer as defined in EFTA.

Funds transfer - A funds transfer is the transaction or series of transactions
that begin with the originator’s payment order, made for the purpose of
making payment to the beneficiary of the order. A funds transfer is completed
by the acceptance by the beneficiary’s bank of a payment order for the benefit
of the beneficiary of the originator’s order. You may give us a payment order
orally, electronically, or in writing, but your order cannot state any condition to
payment to the beneficiary other than the time of payment. Credit entries may
be made by ACH.

Authorized account - An authorized account is a deposit account you have
with us that you have designated as a source of payment of payment orders
you issue to us. If you have not designated an authorized account, any
account you have with us is an authorized account to the extent that payment
of the payment order is not inconsistent with the use of the account.

Acceptance of your payment order - We are not obligated to accept any
payment order that you give us, although we normally will accept your
payment order if you have a withdrawable credit in an authorized account
sufficient to cover the order. If we do not execute your payment order, but give
you notice of our rejection of your payment order after the execution date or
give you no notice, we are not liable to pay you as restitution any interest on a
withdrawable credit in a non-interest-bearing account.

Cutoff time - If we do not receive your payment order or communication
canceling or amending a payment order before our cutoff time on a funds
transfer day for that type of order or communication, the order or
communication will be deemed to be received at the opening of our next funds
transfer business day.

Payment of your order - If we accept a payment order you give us, we may
receive payment by automatically deducting from any authorized account the
amount of the payment order plus the amount of any expenses and charges
for our services in execution of your payment order. We are entitled to
payment on the payment or execution date. Unless your payment order
specifically directs otherwise, the payment or execution date is the funds
transfer date to which we receive the payment order. The funds transfer is completed upon
acceptance by the beneficiary’s bank. Your obligation to pay your payment
order is excused if the funds transfer is not completed, but you are still
required to pay us any expenses or charges for our services. However, if
you told us to route the funds transfer through an intermediate bank, and we
are unable to obtain a refund because the intermediate bank that you
designated has suspended payments, then you are still obligated to pay us for
the payment order. You will not be entitled to interest on any refund you
receive because the beneficiary’s bank does not accept the payment order.

Security procedure - As described more fully in a separate writing, the
authenticity of a payment order or communication canceling or amending a
payment order issued in your name as sender may be verified by a security
procedure. You affirm that you have no circumstances which are relevant to
the determination of a commercially reasonable security procedure unless
those circumstances are expressly contained in a separate writing signed by
us. You may choose from one or more security procedures that we have
developed, or you may develop your own security procedure if it is acceptable
to us. If you refuse a commercially reasonable security procedure that we
have offered you, you agree that you will be bound by any payment order
issued in your name, whether or not authorized, that we accept in good faith
and in compliance with the security procedure you have chosen.

Duty to report unauthorized or erroneous payment - You must exercise
ordinary care to determine that all payment orders or amendments to payment
orders that we accept that are issued in your name are authorized,
unauthorized, enforceable, or erroneously executed payment order or amendment, you must exercise ordinary care to notify us of
the relevant facts. The time you have to notify us will depend on the
circumstances, but that time will not in any circumstance exceed 14 days from
when you are notified of our acceptance or execution of the payment order or
amendment or that your account was debited with respect to the order or
amendment. If you do not provide us with timely notice you will not be entitled
to interest on any refundable amount. If we can prove that you failed to
download any of these duties with respect to an erroneous payment and that
we incurred a loss as a result of the failure, you are liable to us for the amount
of the loss not exceeding the amount of your order.

Identifying number - If your payment order identifies an intermediate bank,
beneficiary bank, or beneficiary by name and number, we and every receiving
or beneficiary bank may rely upon the identifying number rather than the name to make payment, even if the number identifies an intermediate bank or person different than the bank or beneficiary identified by name. Neither we nor any receiving or beneficiary bank have any responsibility to determine whether the name and identifying number refer to the same financial institution or person.

Record of oral or telephone orders - You agree that we may, if we choose, record any oral or telephone payment order or communication of amendment or cancellation.

Notice of credit - If we receive a payment order to credit an account you have with us, we are not required to provide you with any notice of the payment order or the credit.

Provisional credit - You agree to be bound by the automated clearing house association operating rules that provide that payments made to you or originated by you by funds transfer through the automated clearing house system are provisional until final settlement is made through a Federal Reserve Bank or otherwise payment is made as provided in Article 4A-403(a) of the Uniform Commercial Code.

Refund of credit - You agree that if we do not receive payment of an amount credited to your account, we are entitled to a refund from you in the amount credited and the party originating such payment will not be considered to have paid the amount so credited.

Amendment of funds transfer agreement - From time to time we may amend any term of this agreement by giving you reasonable notice in writing. We may give notice to anyone who is authorized to send payment orders to us in your name, or to anyone who is authorized to accept service.

Cancellation or amendment of payment order - You may cancel or amend a payment order you give us only if we receive the communication of cancelation or amendment before our cutoff time and in time to have a reasonable opportunity to act on it before we accept the payment order. The communication of cancelation or amendment must be presented in conformity with the same security procedure that has been agreed to for payment orders.

Intermediaries - We are not liable for the actions of any intermediary, regardless of whether or not we selected the intermediary. We are not responsible for acts of God, outside agencies, or nonsalaried agents.

Limit on liability - You waive any claim you may have against us for consequential or special damages, including loss of profit arising out of a payment order or funds transfer, unless this waiver is prohibited by law. We are not responsible for attorney fees you might incur due to erroneous execution of payment order.

Erroneous execution - If we receive an order to pay you, and we erroneously pay you more than the amount of the payment order, we are entitled to recover from you the amount in excess of the amount of the payment order, regardless of whether you may have some claim to the excess amount against the originator of the order.

Objection to payment - If we give you a notice that reasonably identifies a payment order issued in your name as sender that we have accepted and received payment for, you cannot claim that we are not entitled to retain the payment unless you notify us of your objection to the payment within one year of our notice to you.

OVERDRAFT SERVICES
OVERDRAFT PROTECTION POLICY

General

Opt-in is required for participation in the Overdraft Protection service. If your checking account drops below zero, your transactions will still go through without NSF (Non-Sufficient Funds) fees, as long as you have another Provident account that the funds can be drawn from, such as a credit card, another checking account, a savings account, or a money market account.

Provident will automatically withdrawal funds from each available overdraft source as indicated by the member. If there are insufficient funds in the overdraft source(s), the transaction may be declined. Please note that when the overdraft source is a Provident Visa credit card, overdraft protection is not available for ATM withdrawals, Bill Manager payments, automatic loan payments, or for signature and PIN based debit card transactions. Refer to "Service Charge Schedule" for details. For more information please refer to providentcu.org.

COURTESY PAY OVERDRAFT POLICY

General

Courtesy Pay is a discretionary overdraft service. Your Courtesy Pay limit for check, ACH, and recurring debit card transactions is available without any action on your part. Your Courtesy Pay limit may also be available for ATM and one-time/everyday debit card transactions at your request. The limit will not be included in the balance provided during an ATM inquiry. To help you manage your account, the total fees you have paid for items (both paid and

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Your credit union and account information (whether over the phone, the draft as well as on a deposit or withdrawal slip. Thus, you should only provide and credit union information. This information can be found on your check or post a sign and print the notice on a receipt). In all cases, these third party electronic fund transfer or to electronically pay a returned check or draft of ways. For example, your authorization to convert a check or draft to an use the Automated Clearing House (ACH) or other payments network. Your one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your one-time occurrences or may recur as directed by you. These transfers to make or receive payment may be a third party to initiate electronic fund transfers between your account and the third party’s account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check or draft to an electronic fund transfer or to electronically pay a returned check or draft charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and credit union information. This information can be found on your check or draft as well as on a deposit or withdrawal slip. Thus, you should only provide your credit union and account information (whether over the phone, the

Transaction Limitations

An insufficient balance can result from several events, such as (1) the payment of checks, electronic funds transfers or other withdrawal requests; (2) payments authorized by you; (3) the return of unpaid items deposited by you; (4) credit union service charges; or (5) the deposit of items which, according to the credit union’s Funds Availability Policy, are treated as not yet available or finally paid. We are not obligated to pay any item presented for payment if your account does not contain sufficient funds. In the normal course of business, we generally pay electronic transactions first and then checks per the credit union’s policy. We reserve the right to change the order of payment without notice to you if we suspect fraud or possible illegal activity affecting your account. Also, please be aware that the order of item payment may create multiple overdrafts during a single banking day for which you will be charged our standard Courtesy Pay fee for each overdraft paid or for each overdraft returned. For the current Courtesy Pay fee, refer to our “Service Charge Schedule”. We have no obligation to notify you before we pay or return any item. Normally, we will not approve an overdraft for you in excess of the predetermined amount assigned to your account type. So as not to exceed your limit, please note that the amount of the overdraft plus the credit union’s standard Courtesy Pay fee will be deducted from the overdraft limit. We may refuse to pay an overdraft for you at any time even though we may have previously paid overdrafts for you. The amount of any overdraft plus our standard Courtesy Pay fee that you owe us shall be due and payable upon demand. If there is an overdraft paid by us on an account with more than one owner on the signature card, each owner and agent, if applicable, drawing/presenting the item creating the overdraft, shall be jointly and severally liable for such overdraft plus our standard Courtesy Pay fee.

Requirements

If you maintain your account in good standing, we may approve your overdrafts within your current available Courtesy Pay limit as a non-contractual courtesy. Your account is in good standing if you (1) demonstrate responsible account management - such as making regular deposits to bring your account to a positive end of day balance at least once every 30 days (including the payment of all credit union fees and charges); (2) avoid excessive overdrafts suggesting the use of Courtesy Pay as a continuing line of credit, and (3) there are no legal orders, levies or liens against you.

ELECTRONIC FUND TRANSFERS

YOUR RIGHTS AND RESPONSIBILITIES

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Electronic Funds Transfers Initiated By Third Parties. You may authorize a third party to initiate electronic fund transfers between your account and the third party’s account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check or draft to an electronic fund transfer or to electronically pay a returned check or draft charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and credit union information. This information can be found on your check or draft as well as on a deposit or withdrawal slip. Thus, you should only provide your credit union and account information (whether over the phone, the
Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- **Preauthorized credits.** You may make arrangements for certain direct deposits to be accepted into your share draft (checking), share savings, or money market account(s).
- **Preauthorized payments.** You may make arrangements to pay certain recurring bills from your share draft, share savings, or money market account(s).
- **Electronic check or draft conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking or share draft account using information from your check or draft to pay for purchases or pay bills.
- **Electronic returned check or draft charge.** You may authorize a merchant or other payee to initiate an electronic funds transfer to collect a charge in the event a check or draft is returned for insufficient funds.

**Touch Tone Teller Transfers - types of transfers** - You may access your account by telephone 24 hours a day at 1-800-626-0224 using your personal identification number, member number, and a touch tone phone, to:

- access account balances and make transfers to and from your accounts under the same membership
- make transfers to other Provident member accounts

**ATM Card and ATM Transfers - types of transfers, frequency and dollar limitations, and charges** - You may access your account(s) by ATM using your ATM Card and personal identification number or Debit Card and personal identification number, to:

- make deposits to share draft, share savings, and money market account(s) with an ATM or Visa Debit Card
- get cash withdrawals from share draft, share savings or money market account(s) with an ATM card
  - you may make no more than four withdrawals per day
  - you may withdraw no more than $500.00 per day
  - see Service Charge Schedule for a list of applicable fees
- transfer funds from share savings to share draft account(s) with an ATM or Visa Debit Card
- transfer funds from share draft to share savings account(s) with an ATM or Visa Debit Card
- transfer funds from money market to share draft or share savings with an ATM or Visa Debit Card
- get information about:
  - the account balance of your share draft, share savings or money market account(s)
  - with an ATM card
  - with a Visa Debit Card
  - see Service Charge Schedule for a list of applicable fees

Some of these services may not be available at all terminals.

**Types of ATM Card Point-of-Sale Transactions** - You may access your share draft or share savings account(s) to purchase goods (in person), pay for services (in person), get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that a participating merchant will accept.

**Point-of-Sale Transactions - frequency and dollar limitations** - Using your card:

- you may make no more than 10 transactions per day
- you may not exceed $2,500.00 in transactions per day

**Types of Debit Card Point-of-Sale Transactions** - You may access your share draft account(s) to purchase goods (in person, online, or by phone), pay for services (in person, online, or by phone), get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that a participating merchant will accept.

**Point-of-Sale Transactions - frequency and dollar limitations** - Using your card:

- you may make no more than 10 transactions per day
- you may not exceed $2,500.00 in transactions per day

**Advisory Against Illegal Use.** You agree not to use your card(s) for illegal gambling or other illegal purpose. Display of a payment card logo by, for example, an online merchant does not necessarily mean that transactions are lawful in all jurisdictions in which the cardholder may be located. Please see your Debit Card Agreement for additional information relating to the use of your Visa® Debit Card.
Online Banking Transfers - types of transfers and charges - You may access your account(s) by computer through the internet by logging onto our website at www.providencetu.org and using your user ID and password to:

- transfer funds to and from accounts under the same membership, a cross account (initial set-up required) or an external account (initial set-up required)
- make payments from share draft to third parties (Bill Pay)
- separate Bill Pay Agreement
- get account balances for all accounts under your membership

Mobile Banking Transfers - You may access your account(s) through the downloadable app, the browser on your cell or mobile phone at www.providencetu.org or using Mobile Finance Manager Software and using your account manager online banking user ID and password to:

- transfer funds to your own accounts, cross accounts or external accounts (initial set-up required for some transfer types)
- get account balances for all accounts under your membership
- transaction history
- make bill payments
- locate credit union branches and network ATMs

FEES

- We do not charge for direct deposits to any type of account.
- We do not charge for preauthorized payments from any type of account. Except as indicated elsewhere, we do not charge for these electronic fund transfers.

ATM Operator/Network Fees. When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

A list of other fees can be found in our Service Charge Schedule.

DOCUMENTATION

- Terminal transfers. You can get a receipt at the time you make a transfer to or from your account using an automated teller machine or point-of-sale terminal. However, you may not get a receipt if the amount of the transfer is $15 or less.
- Preauthorized credits. If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can verify the transaction on Account Manager Online Banking or by calling us at (800) 632-4600 to find out whether or not the deposit has been made.
- Periodic statements. You will get a monthly account statement from us for your share draft (checking) accounts.

You will get a monthly account statement from us for your share savings accounts, unless there are no transfers in a particular month. In any case, you will get a statement at least quarterly.

PREAUTHORIZED PAYMENTS

- Right to stop payment and procedure for doing so. If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here is how:

  Call us at (800) 632-4600 in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.

  Please refer to our separate fee schedule for the amount we will charge you for each stop-payment order you give.

- Notice of varying amounts. If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)

- Liability for failure to stop payment of preauthorized transfer. If you order us to stop one of these payments 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.

FINANCIAL INSTITUTION’S LIABILITY

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 damages. However, there are some exceptions. We will not be liable, for instance:

(1) If, through no fault of ours, you do not have enough money in your account to make the transfer.
(2) If you have an overdraft line and the transfer would go over the credit limit.
(3) If the automated teller machine where you are making the transfer does not have enough cash.
(4) If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
(5) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
(6) There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY
We will disclose information to third parties about your account or the transfers you make:

(1) where it is necessary for completing transfers; or
(2) in order to verify the existence and condition of your account for a
third party, such as a credit bureau or merchant; or
(3) in order to comply with government agency or court orders; or
(4) as explained in the separate Privacy Disclosure.

UNAUTHORIZED TRANSFERS
(a) Consumer liability.
   • Generally. Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check or draft. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). You can lose no more than $50 if someone used your card and/or code without your permission, and, either:
      (i) your card can be used to initiate a transaction without a PIN or other personal identification number, or
      (ii) you tell us within 2 business days after you learn of the loss or theft of your card and/or code. If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as $500.
Also, if your statement shows transfers that you did not make, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

   • Additional Limit on Liability for Debit Card. Unless you have been grossly negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen Debit Card. This additional limit on liability does not apply to ATM transactions outside of the U.S., to ATM transactions not sent over Visa or Plus networks, or to transactions using your Personal Identification Number which are not processed by VISA®. Visa is a registered trademark of Visa International Service Association.

(b) Contact in event of unauthorized transfer. If you believe your card and/or code has been lost or stolen, call or write us at the telephone number or address listed in this brochure. You should also call the number or write to the address listed in this brochure if you believe a transfer has been made using the information from your check or draft without your permission.

ERROR RESOLUTION NOTICE
In Case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed in this brochure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared. (1) Tell us your name and account number (if any).
(2) Describe the error or 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.
(3) 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 10 business days.
We will determine whether an error occurred within 10 business days and 20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your
complaint or question. If we decide to do this, we will credit your account within 10 business days and 20 business days if the transfer involved a new account) 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 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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

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.

You may ask for copies of the documents that we used in our investigation.

PROVIDENT CREDIT UNION
303 TWIN DOLPHIN DRIVE, P.O. BOX 8007 94063
REDWOOD CITY, CALIFORNIA 94065

Business Days: Monday through Friday
Excluding Federal Holidays
Phone: 650-508-0300 or (800) 632-4600

MORE DETAILED INFORMATION IS AVAILABLE ON REQUEST

NOTICE OF ATM/NIGHT DEPOSIT

FACILITY USER PRECAUTIONS

As with all financial transactions, please exercise discretion when using an automated teller machine (ATM) or night deposit facility. For your own safety, be careful. The following suggestions may be helpful.

1. Prepare for your transactions at home (for instance, by filling out a deposit slip) to minimize your time at the ATM or night deposit facility.

2. Mark each transaction in your account record, but not while at the ATM or night deposit facility. Always save your ATM receipts. Don’t leave them at the ATM or night deposit facility because they may contain important account information.

3. Compare your records with the account statements or account histories that you receive.

4. Don’t lend your ATM or Debit card to anyone.

5. Remember, do not leave your card at the ATM. Do not leave any documents at a night deposit facility.

6. Protect the secrecy of your Personal Identification Number (PIN). Protect your ATM and Debit card as though it were cash. Don’t tell anyone your PIN. Don’t give anyone information regarding your ATM and Debit card or PIN over the telephone. Never enter your PIN in any ATM that does not look genuine, has been modified, has a suspicious device attached, or is operating in a suspicious manner. Don’t write your PIN where it can be discovered. For example, don’t keep a note of your PIN in your wallet or purse.

7. Prevent others from seeing you enter your PIN by using your body to shield their view.

8. If you lose your ATM or Debit card or if it is stolen, promptly notify us. You should consult the other disclosures you have received about electronic fund transfers for additional information about what to do if your card is lost or stolen.

9. When you make a transaction, be aware of your surroundings. Look out for suspicious activity near the ATM or night deposit facility, particularly if it is after sunset. At night, be sure that the facility (including the parking area and walkways) is well lighted. Consider having someone accompany you when you use the facility, especially after sunset. If you observe any problem, go to another ATM or night deposit facility.

10. Don’t accept assistance from anyone you don’t know when using an ATM or night deposit facility.

11. If you notice anything suspicious or if any other problem arises after you have begun an ATM transaction, you may want to cancel the transaction, pocket your card and leave. You might consider using another ATM or coming back later.

12. Don’t display your cash; pocket it as soon as the ATM transaction is completed and count the cash later when you are in the safety of your own car, home, or other secure surrounding.

13. At a drive-up facility, make sure all the car doors are locked and all of the windows are rolled up, except the driver’s window. Keep the engine running and remain alert to your surroundings.

14. We want the ATM and night deposit facility to be safe and convenient for you. Therefore, please tell us if you know of any problem with a facility. For instance, let us know if a light is not
YOUR ABILITY TO WITHDRAW FUNDS

This policy statement applies to “transaction” accounts and savings accounts. Transaction accounts, in general, are accounts which permit an unlimited number of payments to third persons and an unlimited number of telephone and preauthorized transfers to other accounts of yours with us. Checking accounts are the most common transaction accounts. Feel free to ask us whether any of your other accounts might also be under this policy.

Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once the funds are available, you can withdraw them in cash and we will use the funds to pay checks that you have written.

Funds deposited at ATMs authorized to accept Provident Credit Union deposits are subject to our verification and may be subject to a 2 business day hold. Such funds will become available after we have verified your deposit and within 2 business days from the time your deposit was made. The day of deposit is not considered a business day.

Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after closing or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

LONGER DELAYS MAY APPLY

Case-by-case delays. In some cases, we will not make all of the funds that you deposit by check available to you on the first business day after the day of your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. The first $200 of your deposits, however, will be available on the first business day.

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. We will also 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.

Safeguard exceptions. In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than $5,000 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrafted your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications equipment.
- We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

SPECIAL RULES FOR NEW ACCOUNTS

If you are a new member, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first $5,000 of a day’s total deposits of cashier’s, certified, teller’s, traveler's, and federal, state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over $5,000 will be available on the ninth business day after the day of your deposit. If you deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first $5,000 will not be available until the second business day after the day of your deposit.
Funds from all other check deposits will be available on the ninth business day after the day of your deposit.

TRUTH-IN-SAVINGS DISCLOSURE

MEMBERSHIP SAVINGS ACCOUNT

Rate Information:
The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the credit union board of directors.

This account is subject to a tiered variable rate. For the current dividend rate and corresponding annual percentage yield, refer to the "Savings and Checking Rate Guide" provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month.
Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly, for example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.

If you close your account before dividends are paid, you will not receive the accrued dividends.

Minimum balance requirements:
The minimum balance required to open this account is $5.00.
Your account will be automatically closed if your balance remains at zero for 180 days or more.
You must maintain a minimum daily balance of $5.00 in your account to obtain the disclosed annual percentage yield. Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations:
During any month, you may not make more than six withdrawals or transfers to another credit union account of yours or to a third party by means of a preauthorized, automatic, or computer transfer, telephonic order or instruction, or by check, draft, debit card, or similar order to a third party. If you exceed the transfer limitations set forth above, your account may be subject to closure by the credit union. These limitations do not apply to transfer for payment to Provident loans, withdrawals or transfers made by mail, messenger, ATM, in person or by telephone (provided that a check is sent directly to you). If you exceed these limitations, your transactions may be refused including those relying on overdraft protection transfers.

Par value of a share:
The par value of a share in this account is $5.00.

Fees and Charges:
See separate Service Charge Schedule.

YOUTH SAVINGS ACCOUNT

Rate Information:
The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the credit union board of directors.

This account is subject to a tiered variable rate. For the current dividend rate and corresponding annual percentage yield, refer to the "Savings and Checking Rate Guide" provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month.
Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly, for example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.

Minimum balance requirements:
The minimum balance required to open this account is $5.00.
Your account will be automatically closed if your balance remains at zero for 180 days or more.

You must maintain a minimum daily balance of $5.00 in your account each day to obtain the disclosed annual percentage yield. Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

**Daily balance computation method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

**Accrual of dividends on noncash deposits** - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

**Transaction limitations:**
During any month, you may not make more than six withdrawals or transfers to another credit union account of yours or to a third party by means of a preauthorized, automatic, or computer transfer, telephone order or instruction, or by check, draft, debit card, or similar order to a third party. If you exceed the transfer limitations set forth above, your account may be subject to closure by the credit union. These limitations do not apply to transfer for payment to Provident loans, withdrawals or transfers made by mail, messenger, ATM, in person or by telephone (provided that a check is sent directly to you). If you exceed these limitations, your transactions may be refused including those relying on overdraft protection transfers.

**Par value of a share:**
The par value of a share in this account is $5.00.

**Fees and Charges:**
See separate Service Charge Schedule.

**Account Conversion:**
Upon turning age eighteen (18), this account will automatically convert to a Membership Savings Account. See Master Disclosure for Account details.

**ROUND UP SAVINGS ACCOUNT**

**Requirements:** You must be enrolled in the Round Up Program to open this account. This Account will automatically be opened within one business day of enrollment in the Round Up Program within online banking. Joint owners are not allowed for this account type.

**Variable Rate Information:** This Account is subject to a tiered Variable Rate. For the current dividend rate and corresponding APY, refer to the "Savings & Checking Rate Guide".

**Compounding and crediting:** Dividends will be compounded every month. Dividends will be credited to your account each month.

**Dividend period:** For this account type, the dividend period is monthly, for example, the beginning date of the first dividend period of the calendar year is January 1st, and the ending date of such dividend period is January 31st. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31st. If you close your account before dividends are paid, you will not receive the accrued dividends.

**Minimum balance requirement:** There is no minimum balance requirement to open this account. Your account will be automatically closed if your balance remains at zero for 180 days or more.

**Daily balance computation method:** Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

**Transaction Limitations:** During any month, you may not make more than six withdrawals or transfers to another credit union account of yours or to a third party by means of a preauthorized, automatic, or computer transfer, telephone order or instruction, or by check, draft, debit card, or similar order to a third party. If you exceed the transfer limitations set forth above, your account may be subject to closure by the credit union. These limitations do not apply to your selected end of month balance transfer to an eligible share account, transfer for payment to Provident loans or lines of credit, withdrawals or transfers made by mail, messenger, ATM, in person or by telephone (provided that a check is sent directly to you). If you exceed these limitations, your transactions may be refused including those relying on overdraft protection transfers.

**Account Matching:** We will match 100% of your Round Up transfers for the first three months on the first enrolled checking account. Thereafter, we will match 5% on this account and all subsequent enrolled accounts. Matching funds are based solely on signature transactions (i.e. when the credit option is selected). The Super Reward Checking account is not eligible for matching. See Round Up Program additional Terms and Conditions for details.

**Fees and Charges:** Any fees and charges applicable to Your Account are disclosed separately in the “Service Charge Schedule”. 

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SIMPLY FREE CHECKING ACCOUNT

Minimum balance requirements:
The minimum balance required to open this account is $25.00. No monthly fee or minimum balance required.
Your account will be automatically closed if your balance remains at zero for 180 days or more.

Transaction limitations:
No transaction limitations apply to this account unless otherwise stated in the Common Features section.

Fees and Charges:
There is a charge for overdraft protection on this account. Refer to the “Service Charge Schedule” for that fee.

SUPER REWARD CHECKING ACCOUNT

Requirements:
No minimum balance is required. You must meet all of the requirements below each statement cycle to obtain the disclosed APY (Annual Percentage Yield) and receive rebates for ATM surcharges. A valid e-mail address on file is also required.
(1) Purchases of $300 or more using a debit and/or credit card per statement cycle
(2) 1 Direct Deposit OR ACH payment (auto debit/credit) posted
(3) Receive statements electronically (e-Documents) when made available

All transactions referred to as “per month” or “monthly” must be posted within the monthly qualification cycle which begins on the first business day of the month and ends on the last business day of the current month. Posting date may be later than the date of the transaction. If these requirements are not met in their entirety, the lowest tier APY will be paid and no ATM rebates will be issued for that cycle. If your account qualifies, we will rebate each nationwide ATM surcharge fees totaling up to $12 per month. Rebates will be deposited into the qualifying account on the first of the following month. Limit one account per membership.

Only one Visa credit card can have its purchases count towards your qualifications each month (whichever one that is selected on the account on the last business day of the month). If you have more than one Super Reward Checking account, credit card purchases on one credit card cannot meet the requirements of more than one checking account.

Rate Information:
The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the Credit Union board of directors. This account is subject to a tiered variable rate. For the current dividend rate and corresponding annual percentage yield, refer to the “Savings and Checking Rate Guide” provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month. Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly, for example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.

If you close your account before dividends are paid, you will not receive the accrued dividends.

Minimum balance requirements:
The minimum balance required to open this account is $25.00. Your account will be automatically closed if your balance remains at zero for 180 days or more.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations:
No transaction limitations apply to this account unless otherwise stated in the Common Features section of the Master Account Disclosure.

PROVIDENT CHECKING ACCOUNT

Requirements:
To qualify for and maintain eligibility for a Provident Checking Account, you must meet one of the following three requirements:
(1) $2,500.00 combined savings/checking/deposit balances or
(2) Direct Deposit - Minimum of $1,000.00 per month to your Provident Checking account or

(Please note: This account has been discontinued)
Only one Visa credit card can have its purchases count towards your (1) $2,500.00 combined savings/checking/deposit balances or

To qualify for and maintain eligibility for a Provident Checking Account, you must be between the ages of 13 and 17 and have an eligible joint member on the account 18+ years of age. Enrollment in e-Documents is required for this account.

Dividends:
No dividends are paid on these accounts.

Minimum balance requirements:
The minimum deposit required to open this account is $25.00.

Your account will be automatically closed if your balance remains at zero for 180 days or more.

Transaction limitations:
No transaction limitations apply to this account unless otherwise stated in the Common Features section.

Account Conversion:
Upon turning age eighteen (18), this account will automatically convert to a Simply Free Checking account. See Master Account Disclosure for account details.

FRESH START CHECKING ACCOUNT
(Please note: This account has been discontinued)

Requirements:
Courtesy Pay is not available on this account. Fresh Start Checking account holders must remain in the account 12 consecutive months before becoming eligible to apply for account conversion. Account conversion is not allowed prior to 12 months of Fresh Start Checking history. After 12 months you will need to apply for one of our other checking accounts. There is a monthly fee for this account. Refer to the “Service Charge Schedule” for that fee.

Minimum balance requirements:
The minimum balance required to open this account is $25.00.

Transaction limitations:
No transaction limitations apply to this account unless otherwise stated in the Common Features section.

REGULAR CHECKING ACCOUNT
(Please note: This account has been discontinued)

Requirements:
You must maintain a minimum daily balance of $500.00 in this Account to avoid a service fee. Refer to the “Service Charge Schedule” for that fee.

Minimum balance requirements:
The minimum balance required to open this account is $25.00.

Your account will be automatically closed if your balance remains at zero for 180 days or more.

Transaction limitations:
No transaction limitations apply to this account unless otherwise stated in the Common Features section.

MONEY MARKET SAVINGS ACCOUNT

Rate Information:
The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the credit union board of directors.

This account is subject to a tiered variable rate. For the current dividend rate and corresponding annual percentage yield, refer to the “Savings and Checking Rate Guide” provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month. Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly; for example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.
Minimum balance requirements:
The minimum balance required to open this account is $2,500.00. Your account will be automatically closed if your balance remains at zero for 180 days or more. You must maintain a minimum daily balance of $2,500.00 in your account each day to obtain the disclosed annual percentage yield.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations:
During any month, you may not make more than six withdrawals or transfers to another credit union account of yours or to a third party by means of a preauthorized, automatic, or computer transfer, telephonic order or instruction, or by check, draft, debit card, or similar order to a third party. If you exceed the transfer limitations set forth above, your account will be subject to closure by the credit union. These limitations do not apply to transfer for payment to Provident, withdrawals or transfers made by mail, messenger, ATM, in person or by telephone (provided that a check is sent directly to you). If you exceed these limitations, your transactions may be refused including those relying on overdraft protection transfers.

PREMIER MONEY MARKET ACCOUNT

Requirements:
This account requires a minimum $1,000 per month direct deposit to a checking account under the same membership. The deposit must begin no later than 90 days from the date the account is opened and continue for the life of this account. If the direct deposit does not begin or stops, the account is eligible to earn the Base Premier Money Market account rate.

Rate Information:
The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the credit union board of directors. This account is subject to a tiered variable rate. For the current dividend rate and corresponding annual percentage yield, refer to the “Savings and Checking Rate Guide” provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month. Dividends will be credited to your account each month.

Dividend period - For this account type, the dividend period is monthly. For example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.

Minimum balance requirements:
The minimum balance required to open this account is $25,000. Your account will automatically closed if your balance remains at zero for 180 days or more. You must maintain a minimum daily balance of $25,000 in your account and meet requirements to obtain the disclosed higher annual percentage yield tiers. Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations:
During any month, you may not make more than six withdrawals or transfers to another credit union account of yours or to a third party by means of a preauthorized, automatic, or computer transfer, telephonic order or instruction, or by check, draft, debit card, or similar order to a third party. If you exceed the transfer limitations set forth above, your account may be subject to closure by the credit union. These limitations do not apply to transfer for payment to Provident, withdrawals or transfers made by mail, messenger, ATM, in person or by telephone (provided that a check is sent directly to you). If you exceed these limitations, your transactions may be refused including those relying on overdraft protection transfers.

ACCUMULATOR ACCOUNT

Requirements:
A minimum deposit of $25 is required to open this Account. This minimum deposit will be applied upon the first deposit into your account. If you close or
withdraw funds from your Accumulator Savings Plan prior to your transfer date you will incur a fee of $25 for each withdrawal. There is a maximum opening deposit of $3,000. This plan cannot be used for overdraft protection for checking, nor used as collateral on a loan. Deposits can only be made by Direct Deposit, Payroll Deduction or automatic transfers. Withdrawals and transfers are not available through all channels. Contact us for additional information on available channels. In this agreement the terms “Direct Deposit” and “Payroll Deduction: apply only to money deposited from your employer.

Rate information: The dividend rate and annual percentage yield may change every month. We may change the dividend rate for your account as determined by the credit union board of directors. The APY is variable and subject to change monthly on the 1st. The floor APY is guaranteed through December 31 of the current year on all new and existing Accumulator Savings Plans and is subject to change once a year on January 1st. Withdrawals will reduce earnings. Dividends are deferred until the last day of the month you have selected to have the balance of this account transferred to your Savings Account (00 Suffix).

Compounding and Crediting - Dividends will not be compounded. Dividends will be credited to your account at maturity.

Dividend Period - For this account type, the dividend period is the same as the term, beginning on the date the account is opened, and ending on the maturity date. The dividend maturity month and day is selected by the member. If you close your account before dividends are paid, you will not receive the accrued dividends.

Minimum balance requirements: The minimum balance required for this account is $25. If your balance falls below the minimum balance requirement, the next deposit to your account will be applied to the minimum balance requirement. Withdrawals are not permitted if the withdrawal amount combined with the withdrawal fee exceeds your balance. Your account will be automatically closed if your balance remains at zero for 180 days or more.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items to your account.

Transaction limitations: The maximum deposit we allow is $3,000.00 per month. ATM and online access are not available.

TERM SHARE CERTIFICATE ACCOUNT

Rate Information - For the dividend rate and corresponding annual percentage yield, refer to the "Term Share Certificate/IRA Rate Guide" provided in conjunction with this disclosure.

Compounding frequency - Dividends will be compounded every month.

Crediting frequency - Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly.

Minimum balance requirements: The minimum balance required to open this account is $1,000.00. Your account will be automatically closed if your balance remains at zero for 180 days or more.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends are credited to your account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations: After the account is opened, you may not make additions into the account until the maturity date stated on the account. You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty. You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.

Time requirements - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Early withdrawal penalties (a penalty may be imposed for withdrawals before maturity) - See “Service Charge Schedule” for details.
In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

**Withdrawal of dividends prior to maturity** - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

**Automatically renewable account** - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. The dividend rate will be the same we offer on new term share accounts on the maturity date which have the same term, minimum balance (if any) and other features as the original term share account.

You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

**VARIABLE ADD-ON TERM SHARE CERTIFICATE ACCOUNT**

**Rate Information** - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Compounding frequency** - Dividends will be compounded every month.

**Crediting frequency** - Dividends will be credited to your account every month.

**Dividend period** - For this account type, the dividend period is monthly.

**Minimum balance requirements**: The minimum balance required to open this account is $500.00. Your account will be automatically closed if your balance remains at zero for 180 days or more.

You must maintain a minimum daily balance of $500.00 in your account to obtain the disclosed annual percentage yield.

**Daily balance computation method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

**Accrual of dividends on noncash deposits** - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

**Transaction limitations**: The maximum amount you can deposit is $500,000.00. Deposits that bring the balance over $500,000.00 are at the discretion of Provident’s management.

There are no limitations on the frequency or timing of additions, except that no additions can be made in the last seven days before maturity.

You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.

You can withdraw dividends accrued in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.

**Time requirements** - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Early withdrawal penalties** (a penalty may be imposed for withdrawals before maturity) -

See “Service Charge Schedule” for details.

In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

For any account which earns a dividend rate that may vary from time to time during the term, the dividend rate we will use to calculate this early withdrawal penalty will be the dividend rate in effect at the time of the withdrawal.

**Withdrawal of dividends prior to maturity** - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

**Automatically renewable account** - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. A withdrawal will reduce earnings.
maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. Dividends will be calculated on the same basis as during the original term.

You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

**ADD-ON TERM SHARE CERTIFICATE ACCOUNT (FIXED RATE)**

**Rate Information** - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Compounding frequency** - Dividends will be compounded every month.

**Crediting frequency** - Dividends will be credited to your account every month.

**Dividend period** - For this account type, the dividend period is monthly.

**Minimum balance requirements:**
The minimum balance required to open this account is $250.00.

Your account will be automatically closed if your balance remains at zero for 180 days or more.

You must maintain a minimum daily balance of $250.00 in your account each day to obtain the disclosed annual percentage yield.

**Daily balance computation method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

**Accrual of dividends on noncash deposits** - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

**Transaction limitations:**
The maximum amount you can deposit is $500,000.00. Deposits that bring the balance over $500,000.00 are at the discretion of Provident’s management.

There are no limitations on the frequency or timing of additions, except that no additions can be made in the last seven days before maturity.

You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.

You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.

**Time requirements** - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Early withdrawal penalties** (a penalty may be imposed for withdrawals before maturity) -

See “Service Charge Schedule” for details.

In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

**Withdrawal of dividends prior to maturity** - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

**Automatically renewable account** - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. The dividend rate will be the same we offer on new term share accounts on the maturity date which have the same term, minimum balance (if any) and other features as the original term share account.

You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

**YOUTH ADD-ON TERM SHARE CERTIFICATE ACCOUNT (FIXED RATE)**

(You must be under the age of 18 to apply for this account)

**Rate Information** - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Compounding frequency** - Dividends will be compounded every month.
Crediting frequency - Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly.

Minimum balance requirements: The minimum balance required to open this account is $50.00.
Your account will be automatically closed if your balance remains at zero for 180 days or more.
You must maintain a minimum daily balance of $50.00 in your account each day to obtain the disclosed annual percentage yield.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations: The maximum amount you can deposit is $500,000.00. Deposits that bring the balance over $500,000.00 are at the discretion of Provident's management.
There are no limitations on the frequency or timing of additions, except that no additions can be made in the last seven days before maturity.
You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.
You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.

Time requirements - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Early withdrawal penalties (a penalty may be imposed for withdrawals before maturity) -
• If your account has an original maturity of 12 months or more:
  The penalty we may impose will equal 180 days.
In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

Withdrawal of dividends prior to maturity - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

Automatically renewable account - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.
Each renewal term will be the same as the original term, beginning on the maturity date. The dividend rate will be the same we offer on new term share accounts on the maturity date which have the same term, minimum balance (if any) and other features as the original term share account.
You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

DIVIDEND DEFERRED TERM SHARE CERTIFICATE ACCOUNT

Rate Information - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Compounding frequency - Dividends will not be compounded.

Crediting frequency - Dividends will be credited to your account at maturity.

Dividend period - For this account type, the dividend period is the same as the term, beginning on the date the account is opened, and ending on the stated maturity date.

Minimum balance requirements: The minimum balance required to open this account is $500.00.
Your account will be automatically closed if your balance remains at zero for 180 days or more.
You must maintain a minimum daily balance of $500.00 in your account each day to obtain the disclosed annual percentage yield.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.
Dividends will be credited to your account every
Crediting frequency -
on the business day you place noncash items (for example, checks) to your
Dividends are calculated by the daily
You must maintain a minimum daily balance of $500.00 in your account each
180 days or more.
You must maintain a minimum daily balance of $500.00 in your account each
180 days or more.
The minimum balance required to open this account is $500.00.
Crediting frequency -
Compounding frequency -
For the dividend rate and corresponding annual
percentage yield, refer to the "Term Share Certificate/IRA Rate Guide" provided in conjunction with this
disclosure.
Withdrawal of dividends prior to maturity - The annual percentage yield is
based on an assumption that dividends will remain in the account until
maturity. A withdrawal will reduce earnings.
Automatically renewable account - This account will automatically renew at
maturity. You may prevent renewal if you withdraw the funds in the account at
maturity (or within the grace period mentioned below, if any) or we receive
written notice from you within the grace period mentioned below, if any. We
can prevent renewal if we mail notice to you at least 30 calendar days before
maturity. If either you or we prevent renewal, dividends will not accrue after
final maturity.
Each renewal term will be the same as the original term, beginning on the
maturity date. The dividend rate will be the same we offer on new term share
accounts on the maturity date which have the same term, minimum balance (if
any) and other features as the original term share account.
You will have a grace period of seven calendar days after maturity to withdraw
the funds without being charged an early withdrawal penalty.
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Early withdrawal penalties (An Early Penalty will be imposed if you withdraw the Certificate below the minimum balance. Also, if you withdraw more than one time within a seven calendar day period the Certificate will be closed and the penalty will apply.) - See “Service Charge Schedule” for details. In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

Withdrawal of dividends prior to maturity - The annual percentage yield is based on the assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

Automatically renewable account - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. The dividend rate will be the same we offer on new term share accounts on the maturity date which have the same term, minimum balance (if any) and other features as the original term share account.

You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

IRA SAVINGS ACCOUNT

Rate Information: The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the credit union board of directors.

For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month. Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly, for example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.

Minimum balance requirements: The minimum balance required to open this account is $25.00.

You must maintain a minimum daily balance of $25.00 in your account each day to obtain the disclosed annual percentage yield.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations: Individual Retirement Accounts are subject to limitations and/or penalties imposed by the Internal Revenue Service. Please see your IRA Agreement or your tax advisor for additional information.

Fees: There is an annual service charge and cancellation service charge for IRA Accounts. Refer to the “Service Charge Schedule” for those fees.

IRA TERM SHARE CERTIFICATE ACCOUNT

Rate Information - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Compounding frequency - Dividends will be compounded every month.

Crediting frequency - Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly.

Minimum balance requirements: The minimum balance required to open this account is $500.00. Your account will be automatically closed if your balance remains at zero for 180 days or more.
You must maintain a minimum daily balance of $500.00 in your account each day to obtain the disclosed annual percentage yield.

**Daily balance computation method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

**Accrual of dividends on noncash deposits** - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

**Transaction limitations:**
After the account is opened, you may not make additions into the account until the maturity date stated on the account.
You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.
You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.
Individual Retirement Accounts are also subject to limitations and/or penalties imposed by the Internal Revenue Service. Please see your IRA Agreement or your tax advisor for additional information.

**Time requirements** - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Early withdrawal penalties** (a penalty may be imposed for withdrawals before maturity) -
See “Service Charge Schedule” for details.
In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

**Withdrawal of dividends prior to maturity** - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

**Automatically renewable account** - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. The dividend rate will be the same we offer on new term share accounts on the maturity date which have the same term, minimum balance (if any) and other features as the original term share account.

You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

**Fees:**
There is an annual service charge and cancellation service charge for IRA Accounts. Refer to the “Service Charge Schedule” for those fees.

**IRA ADD-ON TERM SHARE CERTIFICATE ACCOUNT**

**Rate Information** - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Compounding frequency** - Dividends will be compounded every month.

**Credit period** - Dividends will be credited to your account every month.

**Dividend period** - For this account type, the dividend period is monthly.

**Minimum balance requirements:**
The minimum balance required to open this account is $250.00.
Your account will be automatically closed if your balance remains at zero for 180 days or more.
You must maintain a minimum daily balance of $250.00 in your account each day to obtain the disclosed annual percentage yield.

**Daily balance computation method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

**Accrual of dividends on noncash deposits** - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

**Transaction limitations:**
The maximum amount you can deposit is $500,000.00. Deposits to Add-On Certificates that bring the balance over $500,000.00 are at the discretion of Provident’s management.
There are no limitations on the frequency or timing of additions, except that no additions can be made in the last seven days before maturity.

You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.

You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.

Individual Retirement Accounts are also subject to limitations and/or penalties imposed by the Internal Revenue Service. Please see your IRA Agreement or your tax advisor for additional information.

**Time requirements** - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Early withdrawal penalties** (a penalty may be imposed for withdrawals before maturity) -

See “Service Charge Schedule” for details.

In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

**Withdrawal of dividends prior to maturity** - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

**Automatically renewable account** - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. The dividend rate will be the same we offer on new term share accounts on the maturity date which have the same term, minimum balance (if any) and other features as the original term share account.

You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

**Fees:**

There is an annual service charge and cancellation service charge for IRA Accounts. Refer to the “Service Charge Schedule” for those fees.

**VARIABLE 36 MONTH IRA TERM SHARE CERTIFICATE ACCOUNT**

**Rate Information** - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

**Compounding frequency** - Dividends will be compounded every month.

**Crediting frequency** - Dividends will be credited to your account every month.

**Dividend period** - For this account type, the dividend period is monthly.

**Minimum balance requirements:**

The minimum balance required to open this account is $500.00. Your account will be automatically closed if your balance remains at zero for 180 days or more. You must maintain a minimum daily balance of $500.00 in your account each day to obtain the disclosed annual percentage yield.

**Daily balance computation method** - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

**Accrual of dividends on noncash deposits** - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

**Transaction limitations:**

After the account is opened, you may not make additions into the account until the maturity date stated on the account.

You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.

You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.

Individual Retirement Accounts are also subject to limitations and/or penalties imposed by the Internal Revenue Service. Please see your IRA Agreement or your tax advisor for additional information.
Time requirements - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Early withdrawal penalties (a penalty may be imposed for withdrawals before maturity) -

- See “Service Charge Schedule” for details.

In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

Withdrawal of dividends prior to maturity - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

Automatically renewable account - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. Dividends will be calculated on the same basis as during the original term. You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

Fees:

- There is an annual service charge and cancellation service charge for IRA Accounts. Refer to the “Service Charge Schedule” for those fees.

VARIABLE 24 MONTH IRA ADD-ON TERM SHARE CERTIFICATE

Rate Information - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Compounding frequency - Dividends will be compounded every month.

Crediting frequency - Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly.

Minimum balance requirements:

- The minimum balance required to open this account is $500.00.
- Your account will be automatically closed if your balance remains at zero for 180 days or more.
- You must maintain a minimum daily balance of $500.00 in your account each day to obtain the disclosed annual percentage yield.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations:

- The maximum amount you can deposit is $500,000.00. Deposits on Add-On Certificates that bring the balance over $500,000.00 are at the discretion of Provident's management.
- There are no limitations on the frequency or timing of additions, except that no additions can be made in the last seven days before maturity.
- You may make withdrawals of principal from your account before maturity.
- Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.
- You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account.
- Individual Retirement Accounts are also subject to limitations and/or penalties imposed by the Internal Revenue Service. Please see your IRA Agreement or your tax advisor for additional information.

Time requirements - Your account will mature after the term indicated in the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Early withdrawal penalties (a penalty may be imposed for withdrawals before maturity) -

- See “Service Charge Schedule” for details.

In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.
Withdrawal of dividends prior to maturity - The annual percentage yield is based on an assumption that dividends will remain in the account until maturity. A withdrawal will reduce earnings.

Automatically renewable account - This account will automatically renew at maturity. You may prevent renewal if you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any) or we receive written notice from you within the grace period mentioned below, if any. We can prevent renewal if we mail notice to you at least 30 calendar days before maturity. If either you or we prevent renewal, dividends will not accrue after final maturity. Each renewal term will be the same as the original term, beginning on the maturity date. Dividends will be calculated on the same basis as during the original term. You will have a grace period of seven calendar days after maturity to withdraw the funds without being charged an early withdrawal penalty.

Fees: There is an annual service charge and cancellation service charge for IRA Accounts. Refer to the “Service Charge Schedule” for those fees.

HEALTH SAVINGS ACCOUNT (HSA)

Requirements: No minimum balance is required. Courtesy Pay is not available on this account. Refer to the “Service Charge Schedule” provided in conjunction with this disclosure for any applicable fees. Health Savings Accounts have specific eligibility requirements. You, as the owner of the account are solely responsible for ensuring that you satisfy the Health Savings Account eligibility requirements set forth in Internal Revenue Code Section 223. If you establish an HSA and you are not otherwise eligible, you will be subject to adverse tax consequences. We recommend that you contact qualified tax or legal counsel before establishing an HSA.

Rate Information: The dividend rate and annual percentage yield may change every dividend period. We may change the dividend rate for your account as determined by the credit union board of directors. This account is subject to a tiered variable rate. For the current dividend rate and corresponding annual percentage yield, refer to the “Savings and Checking Rate Guide” provided in conjunction with this disclosure.

Compounding and crediting - Dividends will be compounded every month. Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly, for example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the last day of the dividend period, and for the example above is January 31.

If you close your account before dividends are paid, you will not receive the accrued dividends.

Minimum balance requirements: There is no minimum balance requirement. Your account will be automatically closed if your balance remains at zero for 180 days or more.

Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your Accrual of dividends on noncash deposits - balance method which applies a daily periodic rate to the balance in the balance method which applies a daily periodic rate to the balance in the Daily balance computation method - accrued dividends.

Declaration date is the last day of the dividend period, and for the example declaration date is the last day of the dividend period, and for the example

Compounding and crediting - Dividends will be compounded every month. Dividends will be credited to your account every month.

Rate Information - For the dividend rate and corresponding annual percentage yield, refer to the “Term Share Certificate/IRA Rate Guide” provided in conjunction with this disclosure.

Compounding frequency - Dividends will be compounded every month.

Crediting frequency - Dividends will be credited to your account every month.

Dividend period - For this account type, the dividend period is monthly.

Minimum balance requirements: The minimum balance required to open this account is $250.00. Your account will be automatically closed if your balance remains at zero for 180 days or more.

You must maintain a minimum daily balance of $250.00 in your account each day to obtain the disclosed annual percentage yield.
Daily balance computation method - Dividends are calculated by the daily balance method which applies a daily periodic rate to the balance in the account each day. Dividends on Certificates are based on a 365 day year.

Accrual of dividends on noncash deposits - Dividends will begin to accrue on the business day you place noncash items (for example, checks) to your account.

Transaction limitations:
The maximum amount you can deposit is $500,000.00. Deposits to Add-On Certificates that bring the balance over $500,000.00 are at the discretion of Provident’s management.

There are no limitations on the frequency or timing of additions, except that no additions can be made in the last seven days before maturity.

You may make withdrawals of principal from your account before maturity. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty. You can only withdraw dividends credited in the term before maturity of that term without penalty. You can withdraw dividends anytime during the term of crediting after they are credited to your account. These accounts are also subject to limitations and/or penalties imposed by the Internal Revenue Service. Please consult your tax advisor for additional information.

Maximum contribution limitations are applied to your entire Health Savings Account (HSA) – for example, deposits more than the allowable amount, or getting additional cash back on an HSA debit card transaction – can raise a variety of tax concerns. As a result, before electronically accessing any account you may have with us, it is a good practice to make sure you are using the correct access device (such as a card) or accessing the appropriate account for the transaction. Also, it is your responsibility to ensure the contributions, distributions, and other actions related to your HSA, comply with the law, including federal tax law. As always, we recommend consulting a legal or tax professional if you have any questions about managing your HSA.

The terms of this disclosure are intended to work in conjunction with the HSA Agreement provided to you earlier. In the event of a conflict, the terms of the HSA Agreement control. You understand that your HSA is intended to be used for payment of qualified medical expenses. It is your responsibility to satisfy any tax liability resulting from use of your HSA for any purpose other than payment or reimbursement of qualified medical expenses. We do not monitor the purpose of any transaction to or from your HSA. Nor are we responsible for ensuring your eligibility for making contributions or ensuring withdrawals are used for payment or reimbursement of qualified medical expenses. Refer to your HSA Agreement for more information relating to the use of your HSA.
MASTER ACCOUNT DISCLOSURE ADDENDUM

Effective November 1, 2017

Version 5
MASTER ACCOUNT ADDENDUM DISCLOSURE
Effective November 1, 2017 unless otherwise stated.

Change In Terms
This is a supplement to and a Change in Terms of the Account Disclosures found within your Provident Credit Union Master Account Agreement and Disclosure.

DENIAL OF SERVICES
We have added to the Denial of Services section, that we may, at our discretion, limit the number of accounts you open within your membership, either through online banking or in person.

Here is the disclosure of your liability for denial of services after you receive this notice.

You are expected to uphold high standards of honesty, personal responsibility and courtesy in dealing with us and other members. We reserve the right to deny services at our discretion and if appropriate, restrict your access to Credit Union premises, if certain activity occurs. The following terms constitute denial of Credit Union services:

a) You fail to meet your obligations to the Credit Union — Your membership was established based on false information
b) You are convicted of a crime in connection with business you conduct with us
c) You fail to comply with applicable law and our bylaws and rules as amended from time to time
d) You cause the Credit Union a loss in any way including but not limited to loan charge-offs, account overdrafts, or bankruptcy
e) You fail to conduct business with us with personal responsibility and courtesy or in a civil and businesslike manner
f) You act violently or threaten violence, or harass staff, volunteers or other members

We may, at our discretion, limit the number of accounts you open within your membership, either through online banking or in person.

VISA® ZERO LIABILITY RULE
Under the new Visa rule, you will not be liable for any transactions using a lost or stolen Visa card unless you have been negligent or engaged in fraud.

Under the previous rule, you are not liable for any transaction using a lost or stolen Visa card unless you were grossly negligent or engaged in fraud.
Whether conduct is negligent depends on the circumstances and is subject to interpretation. However, negligence is generally considered to be the failure to use such care as a reasonably prudent person would have exercised in a similar situation. Negligence is more careful conduct than gross negligence.

As a result of the Visa rule change, you have to use a higher degree of care to have zero liability for unauthorized transactions than you had to exercise under the previous Visa rule.

Here is the disclosure of your liability for unauthorized electronic fund transfers, effective 30 days after you receive this notice.

UNAUTHORIZED TRANSFERS

Consumer Liability. Generally. Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). You can lose no more than $50 if someone used your card and/or code without your permission, and, either:

✔ Your card can be used to initiate a transaction without a PIN or other personal identification number, or
✔ You tell us with 2 business days after you learn of the loss of your card and/or code. If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as $500.

Also, if your statement shows transfers that you did not make, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time period.

ADDITIONAL LIMITS ON LIABILITY FOR VISA DEBIT CARD TRANSACTIONS

Unless you have been negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen Visa card. This
additional limit on liability does not apply to ATM transactions outside of the U.S., to ATM transactions not sent over Visa or Plus networks, or to transactions using your Personal Identification Number which are not processed by Visa. Visa is a registered trademark of Visa International Service Association.

Contact in event of unauthorized transfer
If you believe your card and/or code has been lost or stolen, call or write us at the telephone number or address listed at the end of this disclosure. You should also call the number or write to the address listed at the end of this disclosure if you believe a transfer has been made using the information from your check without your permission.

PROVISIONAL PAYMENT DISCLOSURE
Credit given by Provident Credit Union to you with respect to an automated clearing house credit entry is provisional until we receive final settlement for such entry through a Federal Reserve Bank. If Provident Credit Union does not receive the final settlement, you are hereby notified and agree that Provident Credit Union is entitled to a refund of the amount credited to you in connection with such entry, and the party making payment to you via such entry (i.e. the originator of the entry) shall not be deemed to have paid you in the amount of such entry.

Notice Disclosure
Under the operating rules of the National Automated Clearing House Association, which are applicable to ACH transactions involving your account, Provident Credit Union is not required to give next day notice to you of receipt of an ACH item and we will not do so. However, we will continue to notify you of the receipt of payment in your monthly statements that we provide to you.

Choice of Law Disclosure
Provident Credit Union may accept on your behalf payments to your account which have been transmitted through one or more Automated Clearing Houses (ACH) and which are not subject to the Electronic Funds Transfer Act and your rights and obligations with respect to such payment shall be construed in accordance with and governed by the laws of the state of California as provided by the operating rules of the National Automated Clearing House Associations, which are applicable to ACH transactions involving your account.

PROVIDENT CHECKING
Requirements:
The Provident Checking Account has no monthly fee if one of the following is maintained:
1) $2,500.00 combined savings/checking/deposit balances or

2) Direct Deposit — Minimum of $1,000.00 per month to your Provident Checking account or

3) Bill Pay — A minimum of two electronic bill payments per month using Provident’s Bill Manager. Please note, bill payments issued via paper check will not count towards waiving the monthly service fee. Refer to the Service Charge Schedule for that fee.

Minimum balance requirements:
The minimum balance required to open this account is $25.00. Your account will be automatically closed if your balance remains at zero for 180 days or more.

Transaction limitations:
No transaction limitations apply to this account unless otherwise stated in the Common Features section of the Master Account Disclosure.

DEPOSIT RECLASSIFICATION
Provident will make a change in the way it reports checking account balances as part of an aggregate total to the Federal Reserve Bank (FRB). This change to your Checking Account will not affect your available balance, your access to that balance, account statement, dividend earnings on dividend bearing accounts, NCUA insurance, or any other feature of your Account. This will allow us to substantially lower our reserve requirement balance at the FRB and increase the amount of funds available for loan and investments. If your Account is a plan on which dividends are paid, your dividend calculation will remain the same.

COURTESY PAY
Overdraft fees will be assessed once your account has a negative balance in excess of $5.

You will be charged a maximum of 5 standard Courtesy Pay fees per day per account. Any approved overdrafts after that will be paid at no charge if you are within your current available Courtesy Pay limit.

Effective August 7, 2018
Provident Credit Union may pay overdrafts within the Courtesy Pay limits but as a discretionary courtesy and not a right or obligation. The Courtesy Pay limit on your checking account is dynamic, meaning that the limit may change monthly based on specific account activity. Please refer to the Master Account Disclosure and the Service Charge Schedule for more details.
INDIVIDUAL RETIREMENT ACCOUNT (IRA)
Effective June 1, 2019

The following is a summary of changes being made to our service charge for IRA accounts.

We will no longer charge an IRA Annual Service Charge of $15 on IRA Savings, IRA Term Share Certificate or Coverdell ESA Savings accounts.

An IRA Transfer Fee of $15 will be assessed each time we transfer out all or a portion of your IRA Savings, IRA Term Share Certificate or Coverdell ESA Savings funds.

We will waive the IRA Transfer Fee if any of the following occurs: a) death or total disability of the member; b) the voluntary or involuntary liquidation of this Credit Union; c) the credit union fails to pay a dividend on a certificate within ten (10) days after the established dividend date; d) required minimum distribution – annual.

For IRA Term Share Certificates, if transferring and withdrawing funds before maturity, both an early withdrawal penalty (see “Service Charge Schedule” for details) and IRA Transfer Fee of $15 would apply. If within the 7-day grace period, only the IRA Transfer Fee would apply.

SIMPLY FREE CHECKING
Effective April 1, 2020

There will be no service charge for overdraft protection on this account.

NOTICE OF CHANGE TO OUR FUNDS AVAILABILITY POLICY AND THE TERMS AND CONDITIONS OF YOUR ACCOUNT
Effective July 1, 2020

Important new information about making withdrawals from your account—

We are making changes to our funds availability policy with you. The dollar amounts in bold italics have increased. The result of this change is that, in the circumstance when the updated dollar amounts apply, more money will be made available to you sooner.

YOUR ABILITY TO WITHDRAW FUNDS

This policy statement applies to “transaction accounts” and savings accounts. Transaction accounts, in general, are accounts which permit an unlimited number of payments to third persons and an unlimited number of telephone and preauthorized transfers to other accounts of yours with us. Checking accounts are the most common transaction accounts.
Feel free to ask us whether any of your other accounts might also be under this policy.

Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once the funds are available, you can withdraw them in cash and we will use the funds to pay checks that you have written.

Funds deposited at ATMs authorized to accept Provident Credit Union deposits are subject to our verification and may be subject to a 2 business day hold. Such funds will become available after we have verified your deposit and within 2 business days from the time your deposit was made. The day of deposit is not considered a business day.

Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after closing or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

LONGER DELAYS MAY APPLY

Case-by-case delays. In some cases, we will not make all of the funds that you deposit by check available to you on the first business day after the day of your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. The first $225 of your deposits, however, will be available on the first business day.

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. We will also 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.

Safeguard exceptions. In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:
✓ We believe a check you deposit will not be paid.
✓ You deposit checks totaling more than $5,525 on any one day.
✓ You redeposit a check that has been returned unpaid.
✓ You have overdrawn your account repeatedly in the last six months.
✓ There is an emergency, such as failure of computer or communications equipment.

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

SPECIAL RULES FOR NEW ACCOUNTS

If you are a new member, the following special rules will apply during the first 30 days your account is open.

✓ Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first $5,525 of a day’s total deposits of cashier’s, certified, teller’s, traveler’s, and federal, state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over $5,525 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first $5,525 will not be available until the second business day after the day of your deposit.

✓ Funds from all other check deposits will be available on the ninth business day after the day of your deposit.

Federally insured by NCUA to at least $250,000
MASTER ACCOUNT DISCLOSURE
CHANGE IN TERMS

Effective May 26, 2020
IMPORTANT CHANGE IN TERMS

The following are changes and/or clarifications to the “Important Account Information For Our Members” that governs the terms of your accounts with Provident Credit Union. Please read this document carefully. It includes an Arbitration Provision and Class Action Waiver. You can opt out of the Arbitration Provision as provided below and you will not lose any of the rights and benefits of your accounts.

The “General” section of the “COURTESY PAY OVERDRAFT POLICY” provisions on page 12 is replaced with the following:

Courtesy Pay is a discretionary overdraft service that may be available if you do not have Overdraft Protection. If you qualify for Courtesy Pay, then Provident may, but is not obligated to pay “Overdrafts” up to an assigned courtesy pay limit.

An Overdraft occurs when you do not have enough money in the “Available Balance” in your checking account at the time a transaction is presented to us for payment. If we pay an overdraft transaction, including a check, ACH payment, debit card payment that we have previously authorized, or any other electronic payment, with Courtesy Pay, then you will be assessed an Overdraft (Courtesy Pay) Fee as provided in our Fee Schedule. If we reject a check or ACH payment transaction when it is presented to us, then you will be assessed a Returned Item Fee as set forth on our Fee Schedule. You will be charged a Returned Item Fee or an Overdraft Fee for checks and ACH payments each time they are presented for payment, even if they were previously rejected and you were previously charged a Returned Item Fee. You will not be charged any fees if a debit card payment is declined at the time you give your card to a merchant and the merchant asks us to authorize but we do not authorize the payment.

If you qualify, Courtesy Pay for check, ACH, and recurring debit card transactions is available without any action on your part; it is a no-cost benefit that comes with your account. However, you must affirmatively opt in toCourtesy Pay for ATM and one-time/everyday debit card transactions. Should you opt in, you may opt out of Courtesy Pay for debit card payments and ATM withdrawals at any time.

Your checking account has two types of balances: the “Actual Balance” and the “Available Balance”. It is important to understand how the two balances are calculated and how they are used to know when you may be charged Returned Item or Overdraft Fees. Your Actual Balance is the full amount of all deposits into your account less transactions that have “posted” to (or have been paid from) your account. Your Available Balance is the amount of money in your account that is available for you to use without incurring an Overdraft.
Fee. It is the Actual Balance less holds placed on deposits and pending transactions that have been authorized but have not yet been presented to us for payment (such as pending debit card purchases that have been authorized at the point of sale, but have not been sent to us for payment by the merchant). We use your Available Balance to determine whether to authorize payments and whether to assess Returned Item or Overdraft Fees when transactions are posted to (paid from) your account. The following is an example of how this works:

Assume you have $100 in your Actual Balance and your Available Balance and you have opted in to Courtesy Pay for debit cards. Further assume you use your debit card to buy a shirt for $70, in which case the merchant will typically ask us to authorize the payment. If we do, then we will reduce your Available Balance to $30 because we are now required to pay the $70 for the shirt when the transaction is presented to us (usually a few days later) through the merchant’s card network. Before the merchant sends the shirt payment to us, a check you have written for $50 is presented for payment. Because you have only have $30 in your Available Balance, we may reject the check (in which case you will be charged a Returned Item Fee) or we may pay it with Courtesy Pay (in which case you will be charged an Overdraft Fee). The $50 check payment is an overdraft because your Available Balance is insufficient at $30 even though your Actual Balance is still $100. Later, when the shirt payment is presented to us through the merchant’s card network, we are required to pay it, but your Available Balance is now $20 due to the check we paid. You will be charged an Overdraft Fee on the shirt payment too, even though you had enough Available Balance at the time the payment was authorized.

To help you manage your account and avoid Overdraft and Returned Item Fees, you can see your Available Balance at ATMs, online or on your mobile banking application. We also provide you with a summary of Overdraft and Returned Item Fees on you monthly account statements for the current period and year-to-date.

The following Section is added to the last page of the Important Account Information For Our Members:

ARBITERATION AND WAIVER OF CLASS ACTION

You and the credit union agree that we shall attempt to informally settle any and all disputes arising out of, affecting, or relating to your accounts, or the products or services the credit union has provided, will provide or has offered to provide to you, and/or any aspect of your relationship with the credit union (hereafter referred to as the “Claims”). If that cannot be done, then you agree that any and all Claims that are threatened,
made, filed or initiated after the Effective Date (defined below) of this Arbitration and Waiver of Class Action provision (“Arbitration Agreement”), even if the Claims arise out of, affect or relate to conduct that occurred prior to the Effective Date, shall, at the election of either you or us, be resolved by binding arbitration administered by the American Arbitration Association (“AAA”) in accordance with its applicable rules and procedures for consumer disputes (“Rules”), whether such Claims are in contract, tort, statute, or otherwise. The Rules can be obtained on the AAA website free of charge at www.adr.org; or, a copy of the Rules can be obtained at any credit union branch upon request. Either you or we may elect to resolve a particular Claim through arbitration, even if one of us has already initiated litigation in court related to the Claim, by: (a) making written demand for arbitration upon the other party, (b) initiating arbitration against the other party, or (c) filing a motion to compel arbitration in court. AS A RESULT, IF EITHER YOU OR WE ELECT TO RESOLVE A PARTICULAR CLAIM THROUGH ARBITRATION, YOU WILL GIVE UP YOUR RIGHT TO GO TO COURT TO ASSERT OR DEFEND YOUR RIGHTS (EXCEPT FOR CLAIMS BROUGHT INDIVIDUALLY WITHIN SMALL CLAIMS COURT JURISDICTION, SO LONG AS THE CLAIM REMAINS IN SMALL CLAIMS COURT). This Arbitration Agreement shall be interpreted and enforced in accordance with the Federal Arbitration Act set forth in Title 9 of the U.S. Code to the fullest extent possible, notwithstanding any state law to the contrary, regardless of the origin or nature of the Claims at issue. This Arbitration Agreement does not prevent you from submitting any issue relating to your accounts for review or consideration by a federal, state, or local governmental agency or entity, nor does it prevent such agency or entity from seeking relief on your behalf. This Arbitration Agreement shall not apply to claims that are initiated in or transferred to small claims court.

1. Selection of Arbitrator. The Claims shall be resolved by a single arbitrator. The arbitrator shall be selected in accordance with the Rules, and must have experience in the types of financial transactions at issue in the Claims. In the event of a conflict between the Rules and this Arbitration Agreement, this Arbitration Agreement shall supersede the conflicting Rules only to the extent of the inconsistency. If AAA is unavailable to resolve the Claims, and if you and we do not agree on a substitute forum, then you can select the forum for the resolution of the Claims.

2. Effective Date. This Arbitration Agreement is effective upon the 31st day after we provide it to you (“Effective Date”), unless you opt-out in accordance with the requirements of the RIGHT TO OPT-OUT provision below. If you receive your statements by mail, then the Arbitration Agreement was provided to you when it was mailed. If you receive your
statements electronically, then it was provided to you when you were sent notice electronically.

3. Arbitration Proceedings. The arbitration shall be conducted within 50 miles of your residence at the time the arbitration is commenced. Any claims and defenses that can be asserted in court can be asserted in the arbitration. The Arbitrator shall be entitled to award the same remedies that a court can award, including any kind of injunctive relief that could be awarded by a court. Discovery shall be available for non-privileged information to the fullest extent permitted under the Rules. The Arbitrator’s award can be entered as a judgment in court. Except as provided in applicable statutes, the arbitrator’s award is not subject to review by the court and it cannot be appealed. The credit union shall pay for any filing, administration, and arbitrator fees imposed on you by the AAA. However, you will be responsible for your own attorneys’ fees, unless you prevail on your Claim in the arbitration, in which case, we will pay your attorneys’ fees. Conversely, if the credit union prevails, then you will not be required to pay its attorneys’ fees and costs. Nothing contained in this Arbitration Agreement shall prevent either you or the credit union from applying to any court of competent jurisdiction for emergency provisional relief, such as a temporary restraining order, a temporary protective order, an attachment or any other pre-judgment remedies.

Any determination as to whether this Arbitration Agreement is valid or enforceable in part or in its entirety will be made solely by the arbitrator, including without limitation any issues relating to whether a Claim is subject to arbitration; provided, however, the enforceability of the Class Action Waiver set forth below shall be determined by the Court.

4. Class Action Waiver. ANY ARBITRATION OF A CLAIM SHALL BE ON AN INDIVIDUAL BASIS. YOU UNDERSTAND AND AGREE THAT YOU ARE WAIVING THE RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN A CLASS ACTION LAWSUIT.

5. Severability. In the event the Class Action Waiver in this Arbitration Agreement is found to be unenforceable for any reason, the remainder of this Arbitration Agreement shall also be unenforceable. If any provision in this Arbitration Agreement, other than the Class Action Waiver, is found to be unenforceable, then the remaining provisions shall remain fully enforceable.

6. Right to Opt-Out. You have the right to opt-out of this Arbitration Agreement and it will not affect any other terms and conditions of your relationship with the Credit Union. To opt out, you must notify the credit union in writing of your intent to do so within 30 days.
after the Effective Date. Your opt-out will not be effective and you will be deemed to have consented and agreed to the Arbitration Agreement unless your notice of intent to opt out is received by the credit union in writing at Provident Credit Union 303 Twin Dolphin drive, Redwood City, CA 94065 or via e-mail at riskmanagement@providentcu.org within such 30 day time period. Your notice of intent to opt out can be a letter that is signed by you or an e-mail sent by you that states “I elect to opt out of the Arbitration Agreement” or any words to that effect.
Being an owner makes your life easier.

When you join Provident Credit Union, you become a true partner in a member-owned, not-for-profit financial cooperative.

You and other members pool your savings and enjoy a wide range of financial solutions—along with better rates, lower fees and superior service.

Provident Credit Union was established in 1950 and today serves more than 100,000 members online and at branches throughout the San Francisco Bay Area and beyond. All deposits are backed by the U.S. government and federally insured by the National Credit Union Administration (NCUA) of up to $250,000.

You’ll Enjoy:

✓ Free ATMs at over 30,000 shared locations in 50 states and over 100 internationally
✓ Account access at over 5,000 shared branches
✓ Convenient online and mobile banking

We’re Ready To Help:

Telephone Banking: (800) 626-0224
Support and loans: (800) 632-4600
Fax: (650) 508-0619
Find a branch and ATM: providentcu.org/branches

Follow Us On 🌟 📱 🌐

Federally insured by NCUA to at least $250,000

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