

# Centreville Bank®

MEMBER FDIC

## ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

This Electronic Fund Transfer disclosure does not apply to any accounts other than consumer accounts, as defined by Regulation E.

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 Fund 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 to an electronic fund transfer or to electronically pay a returned check 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 bank information. This information may be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your bank 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 Checking, Savings, or Money Market Account(s).
- **Preauthorized payments.** You may make arrangements to pay certain recurring bills from your Checking, designated Statement Savings, or Money Market Account(s).
- **Electronic check conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your Checking or Money Market Account using information from your check to pay for purchases or pay bills.
- **Electronic returned check charge.** You may authorize a merchant or other payee to initiate an electronic funds transfer to collect a charge in the event a check is returned for insufficient funds.

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

- make deposits to Checking, designated Statement Savings and/or Money Market Account(s)
- submit payments to your Loan(s) with us
- transfer funds among Checking, designated Statement Savings and/or Money Market Accounts
- get cash withdrawals from Checking, designated Statement Savings and/or Money Market Account(s)
  - you may withdraw no more than \$500.00 per card per day up to the available balance in your respective account

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

**Initial card activation -** For your protection, cards that are not activated within 90 days upon receipt will be canceled and a new application may be required.

If your Centreville Bank ATM card or Debit Mastercard® is captured at one of our bank-owned ATM machines, and you do not contact us within 10 calendar days of the capture, your card will be canceled. If your ATM card or Debit Mastercard® is not used within a rolling 12-month period, your card may be canceled and a new application may be required.

**ATM Card or Debit Mastercard® Monitoring -** We may periodically perform fraud monitoring of card transactions to identify possible account fraud or to limit your liability for unauthorized transactions. To avoid a possible interruption in the ability to use your card, please contact us beforehand if you are planning to travel or use your card in a manner that is not consistent with your normal card activity or spending patterns.

**Types of ATM Card Point-of-Sale (POS) Transactions -** You may access your Primary Checking Account, or designated Money Market Account if a checking account is not linked to the card, to purchase goods (in person), pay for services (in person), and get cash from a merchant, if the merchant permits, or from a participating financial institution.

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

- you may not exceed \$500.00 in PIN-based transactions per card per day up to your available account balance

**Types of Debit Mastercard® Point-of-Sale Transactions -** You may access your Primary Checking Account 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 - dollar limitations -** Using your Debit Mastercard®:

- you may not exceed \$3,000.00 per card per day up to your available account balance in PIN-based transactions and you may not exceed \$3,000.00 per card per day up to your available account balance but not to exceed \$4,500.00 per day from your Primary Checking Account in non-PIN-based transactions

**A temporary debit authorization hold affects your account balance -** On POS transactions, 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 amount of 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.

**Currency Conversion and Cross-Border Transaction Fees.** If you initiate a transaction with your Debit Mastercard® in a currency other than US Dollars, Mastercard will convert the charge into a US Dollar amount. The Mastercard currency conversion procedure is based on rates observed in the wholesale market or, where applicable, on government-mandated rates. The currency conversion rate Mastercard generally uses is the rate for the applicable currency that is in effect on the day the transaction occurred. However, in limited situations, particularly where Mastercard transaction processing is being delayed, Mastercard may instead use the rate for the applicable currency in effect on the day the transaction is processed.

Mastercard charges us a Currency Conversion Assessment of 20 basis points (.2% of the transaction) for performing the currency conversion. In addition, Mastercard charges us an Issuer Cross-Border Assessment of 90 basis points (.9% of the transaction) on all cross-border transactions regardless of whether there is a currency conversion. As a result, we charge you a Currency Conversion fee of .2% and a Cross-Border Transaction fee of .9%. The Cross-Border Transaction fee is charged on all cross-border transactions regardless of whether there is a currency conversion. A cross-border transaction is a transaction that occurs at a card acceptance location in a different country from the country in which the card was issued. This means a cross-border transaction can occur even though the transaction is made when you are not in a foreign country. For example, a transaction made online with a foreign merchant is a cross-border transaction even though made while you are physically in the United States.

**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.

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

**Restricted or Blocked Transactions:** At our discretion, we reserve the right to block transactions.

**Personal Online Banking Computer and Mobile Banking Transfers - types of transfers -** You may access your account(s) by computer through the internet by logging onto our website or by using an authorized mobile device. Please see our separate Personal Online Banking Agreement for more information.

**Telephone Banking Transfers - types of transfers -** You may access your account by telephone 24 hours a day at 401-823-6077 using a touch tone phone, your social security number or personal identification number, and your account number(s), to:

- transfer funds among checking, money market and/or designated Statement Savings Accounts
- get information about:
  - the account balance of Checking, Savings or Money Market Account(s)
  - the last five deposits to Checking, Savings or Money Market Account(s)
  - the last five withdrawals from Checking, Savings or Money Market Account(s)

- a recent check paid
- certain information regarding loan accounts

#### FEES

- We do not charge for direct deposits to any type of account.
- We may charge for cross-border transaction fees.
- We may charge you an ATM Service Fee for each withdrawal you make at an ATM not owned by Centreville Bank.
- We may charge for expedited Bill Payer services.
- We may charge for ACH debits initiated through Personal Online Banking
- Please refer to our separate fee schedule for additional information about fees.

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).

#### 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, the person or company making the deposit will tell you every time they send us the money. You can call us at 401-821-9100 to find out whether or not the deposit has been made.
- **Periodic statements.**

You will get a monthly account statement from us for your Checking and Money Market Account(s).

You will get a monthly account statement from us for your Statement Savings Account(s) unless there are no electronic transfers in a particular month. In any case, you will get a statement at least quarterly. Statements may be suppressed for dormancy or inactivity and a fee may be assessed. Please refer to our separate fee schedule.

For passbook accounts, if the only possible electronic transfers to or from your account are preauthorized credits, we do not send periodic statements. You may bring your passbook to us and we will record any electronic deposits that were made since the last time you brought in your passbook.

#### 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 or write us at the telephone number or address listed in this disclosure 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 you have a deposit sweep account and the transfer exceeds the balance in the linked account.
- (4) If the automated teller machine where you are making the transfer does not have enough cash.
- (5) If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- (6) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- (7) There may be other exceptions stated in our agreement with you.
- (8) If funds are subject to legal process of other encumbrance restricting such transfer.

#### 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) if you give us written permission.

#### 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. 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 and/or the balance of your linked accounts). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

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 Limits on Liability for Debit Mastercard®.** You will not be liable for any unauthorized transactions using your Debit Mastercard® if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

**(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 disclosure. You should also call the number or write to the address listed in this disclosure if you believe a transfer has been made using the information from your check 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 disclosure, 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 (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 (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.

CENTREVILLE BANK  
1218 MAIN STREET  
WEST WARWICK, RHODE ISLAND 02893-0909  
Business Days: Monday through Friday  
Excluding Federal and State Holidays  
Telephone: 401-821-9100

To Report Lost or Stolen Debit Mastercard®: 1-800-554-8969  
24-Hour Telephone Banking: 401-823-6077 or 888-823-6077  
www.centrevillebank.com

MORE DETAILED INFORMATION IS AVAILABLE ON REQUEST