

**WASHINGTON POSTAL EMPLOYEES  
FEDERAL CREDIT UNION  
HOME BANKING DISCLOSURE**

This policy explains the terms and conditions for use of the Washington Postal EFCU'S Internet Home Banking Service and provides certain disclosures and information concerning the service. Each members account at WPEFCU is also governed by the applicable account disclosure/agreement.

**Accessing Accounts**

To access accounts through our Internet Home Banking service, members must have an account number (User ID) an Internet Banking password and Multi-Factor Authentication registration. Multi-Factor Authentication has been incorporated into the login procedures for Washington Postal EFCU PCU Online. It protects you and your financial information, and offers an enhanced layer of protection when you access your account. A separate information sheet has been prepared, which addresses general questions about this feature.

The password that is used to gain access to members' information should be kept confidential by the member, just as they would keep other PIN numbers and security codes confidential. We recommend that the member change their home banking access password regularly. We also recommend that the member memorize their password and do not write it down. The member is responsible for keeping their password, account numbers and other account data confidential. If a member believes that their password may have been lost or stolen, or that someone has transferred or may transfer money between their accounts without their permission, they should notify us at once.

The credit union will not accept emails to initiate transactions, change information or answer inquires on their account(s). The credit union will not respond to these types of request via email, since we cannot be certain we are corresponding with the member.

The member can get an initial password for the Internet Home Banking service by visiting the credit union office, or calling us during regular credit union hours. Upon registration the member will be prompted to change their password.

The will be no fees to members to access their accounts through our Internet Banking service. We reserve the right to charge a fee, if necessary after providing thirty days notice to all users at the home banking log-in page.

Washington Postal EFCU has no control over the related to fees charged to members by their Internet service provider to access the internet.

## **Available Service and Limitations**

The following functions may be performed by members through our Internet Banking service:

- **Transfers:** Members may transfer funds between Share or Loan Accounts as the account agreements may allow. Transfers done through our Internet Banking service will immediately be debited or credited to members' accounts.
- **Account Balances:** Members may view their share and loan account balances. It is possible that some transactions that affect these balances and have not been processed by the credit union are not yet included in the balance at the time members view it. In addition there may be drafts written against members' balances, or other electronic items such as debit card transactions, that have not yet been presented to the credit union for payment.
- **Password Changes:** Internet Banking users are encouraged to regularly change their password at any time from the home banking section.
- **Check Search:** Members may search for drafts that have cleared their account. Members may also list clearings by date cleared or draft number.
- **Stop Payment:** Members may place a Stop Payment through the Home Banking site; however, processing demands may require a 24 hours waiting period to activate Stop Payment request. Stop Payment fees will be charged on the following business day.

**Additional Services:** The credit union will announce additional services which are available through our Internet Banking service, as they become available. Use of the service will indicate acceptance of the terms and conditions at the time presented.

The Credit Union reserves the right to refuse any transaction that would draw upon insufficient funds, lower an account below a required balance, or exceed the allowable number of transfers.

We reserve the right to limit access or cancel on line access at any time.

## **Privacy**

Our Home banking database is a private system operated for the exclusive use of our members. We use SSL encryption and multifactor authentication to insure the privacy of members' information when sending data between our home banking server and the member's PC.

## **Liability for Unauthorized Transfers**

Members should tell us at once if they believe their password has been lost or stolen and their password should be immediately changed from with the home banking section. Calling the credit union is the best way to notify us immediately. A member could lose all the money in their account. If a member tells us within two business days, the member can lose not more than \$50, if someone used their password without their permission.

If a member does not tell us within two business days after learning of the loss of theft of their password, and we can prove we could have stopped someone from using their password without their permission, if they had told us, the member could lose as much as \$500.

If a member's statement shows transfers that they did not make, they should tell us at once, if they do not well us within sixty days after the statement was mailed to them they may not get back any money they lost after the sixty days, if we can prove that we could have stopped someone from taking the money if they had told us in time.

If a member believes that their password has been lost, or stolen or that someone has transferred or may transfer money from their account with out their permission, they may call:

(202) 636 4530, or write to  
Washington Postal EFCU  
900 Brentwood Road, NE  
Washington, DC 20066

## **Statement**

All transactions generated by the member through our home banking service and any home banking fee will appear on the member's monthly or quarterly statement.

## **Our Liability**

We shall not be responsible for any loss, damage or injury whether caused by the equipment, software and or home banking service; nor shall we be responsible for any direct, indirect, special or consequential service, except where the law requires a different standard. We do not make any warranties concerning the equipment, software or any part thereof, including, without limitations, any warranties of merchant.

## **Errors and Questions**

If a member has error or questions about their electronic transactions they may telephone us or write us a soon as possible. We must hear from the member no later than 60 days after they learn of the error. The member will need to tell us:

- Their name and account number
- Why they believe there is an error and dollar amount involved
- Approximately when the error took place

If the member tells us orally, we may require that the member send us their complaint or question in writing within ten business days. We will tell the member the results of our investigation within 10 business days after we receive their notification, and correct any error.

If we need more time we may take up to forty-five days to investigate the complaint, but the member will have the use of the funds in questions after ten business days.

[Log In to Online Banking](#)