

- **Paper Items (checks and drafts)** - no later than **30** calendar days after we sent the statement on which the transaction is first reflected;
- **ACH Debit Entries** - no later than **60** calendar days following the original date of the transaction; and
- **ATM, POS and Other Electronic Fund Transfers** - no later than **60** calendar days after we sent the statement on which the transaction is first reflected.

The Credit Union's retention of your checks (share drafts) does not alter or waive your responsibility to examine your statements or the time limits for notifying us of any errors. The statement will be considered correct for all purposes and we will not be liable for any payment made or charged to your account unless you notify us in writing within the above time limitations. If you fail to receive a periodic statement you agree to notify us within fourteen (14) days of the time you regularly receive a statement.

ELECTRONIC PRESENTMENT AND PAYMENT OF CHECKS

In some cases when you write a check to a merchant in payment of goods or services the merchant may present that check electronically for payment instead of sending us the paper check. Also, if your check is returned unpaid to a merchant due to non-sufficient funds, the merchant may represent the check to us electronically. Generally, merchants who make use of electronic presentment of checks will inform you of their intention to do so at the time you give them your check. When we receive these items in electronic form, we will debit them against your account the same as if we had received the actual paper check.

When you provide information on your personal check (such as the MICR encoded routing, account and serial numbers) to a merchant or other payee, regardless of whether the check is in blank, partially completed, or fully completed and signed, and regardless of whether the check is presented in person or mailed to the merchant or other payee or sent to a lockbox or whether the check is retained by the merchant or other payee or returned to you, if the information from that check is converted to an electronic funds transfer (or "EFT") to debit the funds from your account, that electronic fund transfer is covered under the provisions and protections of the Electronic Fund Transfers Act. Expect for any fee debited via an EFT from your account by the merchant or other payee because the check was returned for insufficient or uncollected funds, check representations (such as checks returned NSF and subsequently represented for payment) wherein the original check was processed in paper form are NOT covered under the Electronic Fund Transfers Act. The person debiting the fee electronically must give notice and/or obtain your authorization.

IMPORTANT SAFETY TIPS WHEN USING AN ATM

□ **Be Observant of Your Surroundings.** Before, and when approaching any ATM, be alert for suspicious persons or circumstances. If you should observe any suspicious persons or circumstances, or you otherwise feel uneasy or uncomfortable with your surroundings, do not use the ATM. Come back at a more appropriate time or choose an ATM at another location. Report any suspicious persons to law enforcement authorities.

□ **Be Ready to Transact Business.** Before approaching any ATM, have your access card and transaction ready and in your hand so you don't have to reach into your purse or wallet while standing in front of the ATM. By being ready before approaching the ATM, your transaction is quicker and safer.

□ **Be Courteous to Other Users.** When approaching an ATM, which is in use, do not stand directly behind the person using the machine. Allow an adequate distance so that they may conduct their transaction securely, privately and confidentially.

□ **When Transacting Business,** continue to be observant of your surroundings. Stand between the ATM and the people waiting to use the machine so that others can't see you enter your PIN and perform your transaction. If you observe any suspicious persons or circumstances, terminate your transaction, immediately leave the area and contact law enforcement authorities.

□ **Leave Quickly.** Upon completion of your transaction, retrieve your card and receipt, and immediately leave the ATM area. Do not count or otherwise expose any money received from the ATM. Maintain a safe distance between you and any stranger. If you believe that you are being followed, you should go to the nearest place where there are other people and contact law enforcement authorities.

□ **Memorize your Personal Identification Number (PIN).** Do not write your PIN on your Card or leave it in your wallet. Keep your PIN a secret and afford your card the same security as cash. If you suspect unauthorized use of your card, or if your Card is lost or stolen, notify the Credit Union immediately. Never give Information about your Card, PIN, or accounts to strangers or inquirers on the telephone.

Users of ATMs should utilize such other precautions as may be appropriate under any particular set of circumstances. The Credit Union expressly disclaims any and all liability as relates to the use of ATMs owned or controlled by the Credit Union except as provided by statute.

Lockheed Federal Credit Union

2340 Hollywood Way or PO Box 6759
Burbank, CA 91510

Member Service Center

(800) 328-LFCU (5328)
(818) 565-2020 (for international calls)

TDD line for hearing impaired

(800) 342-5977

www.lfcu.com

NCUA Your savings federally insured to \$250,000 by the National Credit Union Administration, a U.S. Government Agency.



We do Business in accordance with the federal Fair Housing Law and the Equal Credit Opportunity Act.



LOCKHEED
FEDERAL CREDIT UNION

ANNUAL DISCLOSURE NOTICE LOCKHEED FEDERAL CREDIT UNION PRIVACY NOTICE

As a valued member of Lockheed Federal Credit Union, respecting your privacy and the security of your personal information is very important to us. **Please read this Privacy Notice carefully.** It is intended to advise you regarding the types of information we collect, and how the information is used. By providing this information to you, we want to assure you that we maintain strict security procedures to protect your information.

Information We Collect About You: To help us serve your financial needs, provide member services, and offer new products and services, we collect non-public personal information about you from the following sources:

- Information we receive from you on applications or other forms
- Information about your transactions with us, our affiliates, or others
- Information we receive from consumer reporting agencies and
- Information from third parties such as your employment history, savings balances, and loan balances

Use of Information: In order to administer, manage and service your account(s) and provide you with products and services, it is necessary for us to disclose or provide access to Customer Information. We may disclose all of the information that we collect as described above.

We may also share Customer Information about you with non-affiliated third parties as permitted by law, and who may help us process transactions or provide customer service for your accounts, such as preparing or mailing statements or processing transactions. Types of non-affiliates with which we share information include:

- ATM networks
- Mortgage insurers, escrow and title companies
- In response to a subpoena, a fraud investigation, or other legal process
- Bill payment processors
- Credit reporting agencies
- Check printers
- Data processing companies
- CU Service Centers,
- Other financial institution or entity that purchases your loan or account, or if we sell or merge parts of our business
- Regulatory agencies, auditors and consultants

We also share Customer Information with companies that perform marketing services on our behalf or to financial institutions with whom we have joint marketing agreements. We require these non-affiliates to agree to maintain appropriate safeguards to protect the confidentiality and security of your information through the use of confidentiality clauses in our agreements with them. If you decide to close your account(s) or become an inactive member, we will adhere to the privacy policies and practices as described in this notice.

Protecting Your Information: We protect information we collect about you by maintaining physical, electronic, and procedural safeguards. These safeguards restrict access to your confidential customer information to only those employees who have a specific need to utilize your data. We train our employees on how to handle your information to maintain the confidentiality and customer privacy.

If You Terminate Your Relationship With Us: If your credit union Membership is terminated we will not share information we have collected about you, except as permitted or required by law.

Confidentiality and Security: We restrict access to nonpublic personal information about you to those employees who have a specific business in utilizing your data. Our employees are trained in the importance of maintaining confidentiality and customer privacy. We maintain physical, electronic, and procedural safeguards that comply with federal regulations and leading industry practices to safeguard your nonpublic personal information.

Contact us

- Toll-free at (800) 328-LFCU (5328) or
- Write to us at Lockheed Federal Credit Union - Privacy
2340 Hollywood Way or P.O. Box 6759
Burbank CA 91510

**IN CASE OF ERRORS OR QUESTIONS
ABOUT YOUR ELECTRONIC TRANSFERS**

Contact us

- Toll-free at (800) 328-LFCU (5328) or
- Write to us at Lockheed Federal Credit Union - Privacy
2340 Hollywood Way or P.O. Box 6759
Burbank CA 91510

IMMEDIATELY (as soon as you can) if you think your statement or receipt is wrong (or shows transfers and transactions that you did not authorize) or if you need more information about a transfer listed on your 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.

If you do not tell us within 60 days after the statement was mailed to you, you may not recover funds lost after the 60 day period if we can prove that the loss could have been prevented had you told us in time. When reporting errors or questions, please provide:

- Account information: Your Name and Account Number
- 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
- Dollar Amount: The dollar amount of the suspected error and
- Date: The date of the transaction occurred

If you notify us orally, we may require you to send us your complaint or question in writing within ten (10) business days. We will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) calendar days to investigate your complaint or question. If we decide to do this, we will provisionally credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you

to put your complaint or request in writing and we do not receive it within ten (10) business days, we may not recredit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to provisionally credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we determine 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.

**YOUR BILLING RIGHTS
KEEP THIS NOTICE FOR FUTURE USE**

This notice contains tells you about your billing rights and our responsibilities under the Fair Credit Billing Act.

What To Do If You Find a Mistake on Your Statement: If you think there is an error on your statement, write to us at:

Lockheed Federal Credit Union
P.O. Box 10819, Burbank, CA 91510
Tel. (800) 328-LFCU (5328), or (818) 565-2020

You may also contact us “electronically” on the Web:

www.lfcu.com under “Contact Us” and ‘Secure Email’”

In your letter give us the following information:

- Account information: Your Name and Account Number
- Dollar Amount: The dollar of the suspected error
- Description of the problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake

You must contact us:

- Within 60 days after the error appears on your statement
- At least three business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong

You must notify us of any potential errors in *writing or electronically*. You may call us, but if you do, we are not required to investigate any potential errors and you may have to pay the amount in question.

What Will Happen After We Receive Your Letter

When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.

While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

- *If we made a mistake:* You will not have to pay the amount in question or any interest or other fees related to that amount.
- *If we do not believe there was a mistake:* You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within *10 days* telling us that you still refuse to pay. If you do so, we cannot report you as delinquent, and we must let those organizations know when the matter has been settled between us.

If you are dissatisfied with the goods or services that you have purchased with your credit card and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us *in writing at:*

Lockheed Federal Credit Union
P.O. Box 10819, Burbank, CA 91510

Or contact us electronically at: www.lfcu.com under “Contact Us” and ‘Secure Email’”.

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.

ACCOUNT STATEMENTS AND NOTICES

We issue periodic account statements that reflect all activity for the preceding statement period. Periodic account statements are sent to the mailing address you have provided, which should be kept current at all times. Account statements may also be provided to you electronically at your request through the *Statements* feature of Online Banking, our Internet banking service. It is your duty to exercise reasonable care and promptness in the examination of all periodic account statements submitted to you by us, and to discover any errors, unauthorized transactions or alterations on any items charged to your account, and to notify the Credit Union promptly after discovery. Failure to discover and/or report errors or unauthorized transactions within the time limitations set forth below will constitute a breach of your duty hereunder and preclude any claims for loss resulting from such failure: