



## Phone service to your Credit Union accounts, 24 hours a day

### Convenience

You can enjoy the convenience of using your touch-tone phone to access your accounts from home, work, and even out-of-town.

### Services

- Obtain account balances
- Confirm deposits
- Verify checks clearing your checking account
- Make account-to-account transfers
- Make withdrawals by mail
- Open End Loan advances
- Home Equity Line of Credit advances
- Make Visa® payments
- Place stop payments on checks
- ... and much more

### Access

- Simply fill out the application and return it to the Credit Union to be processed.
- The Credit Union will mail you your authorization code (PIN) and instructions on how to use PS24.
- Once you receive this, call 207-469-PS24 (local) or 888-688-0077 (toll free) to access PS24.

Please open for account disclosure language.

## PS24 Member Agreement *continued from other side*

We expressly disclaim all warranties that the components of the PS24 system shall function properly or be available for use.

### Agreement Modification

This Agreement may be amended by us without prior notice to you when such a change is immediately necessary to maintain or restore the security of the system or a member's account; however, we will notify you in writing thirty (30) days prior to the effective date of any change in any term or condition of the Agreement or your account, if such change would result in greater cost liability for you or decreased access to your account.

### Joint Accounts

The request for PS24 shall be signed by all parties to a joint account, and by signing, you each agree to be jointly and severally bound thereunder.

## Regulation D

### Restrictions on Electronic Funds Transactions

Federal Reserve Bank regulations (known as Regulation D) limit the number of automatic, electronic or telephone withdrawals/transfers from a savings account to **six per calendar month**. According to the regulation, **Seaboard cannot honor withdrawal or transfer requests that exceed the six per calendar month limitation**. You may face overdraft situations and incur Non Sufficient Funds fees if we cannot honor transfer requests due to exceeding the Regulation D limit.

Transfers that collectively count toward the **six per calendar month** limit include:

- Overdraft transfers from savings to checking to cover Non Sufficient Funds
- PS24 (telephone audio response service) transfers from savings to checking
- Power Line (home banking service) transfers from savings to checking
- Automatic transfers from savings to third party (i.e. mortgage company, brokerage firm, etc.)
- Telephone calls requesting transfers from savings to checking

There is no withdrawal or transfer limit on a savings account if you conduct your business by mail, in person or at an ATM. **Furthermore, there is no withdrawal limit on any transfers initiated from a checking account.**



# SEABOARD

FEDERAL CREDIT UNION

*The smart place for your money*

### Main Office

177 Main Street · P.O. Box G · Bucksport, ME 04416  
207-469-6341 · 800-639-2206  
PS24: 469-7724 · 888-688-0077  
www.seaboardfcu.com

### Office Hours

**Lobby** - Monday–Friday - 8:00 A.M. to 4:30 P.M.  
**Drive-Up** - Mon., Tues., Wed. - 8:00 A.M. to 4:30 P.M.  
Thursday - 7:30 A.M. to 6:00 P.M.  
Friday - 8:00 A.M. to 5:00 P.M.

### Ellsworth Office

200 Main Street  
P.O. Box 115  
Ellsworth, ME 04605  
207-667-8285

### Office Hours

**Lobby**  
Monday–Friday  
8:00 A.M. to 4:30 P.M.

### Drive-Up

Monday–Friday  
8:00 A.M. to 4:30 P.M.

### Hermon Office

2410 Route 2  
Hermon, ME 04401  
P.O. Box 6359  
Hermon, ME 04402  
207-848-9995

### Office Hours

**Lobby**  
Monday–Friday  
8:00 A.M. to 4:30 P.M.  
Saturday  
8:00 A.M. to 12:00 P.M.  
**Drive-Up**  
Monday–Friday  
8:00 A.M. to 4:30 P.M.  
Saturday  
8:00 A.M. to 12:00 P.M.

Proudly serving Hancock,  
Penobscot, Waldo and  
Washington Counties with  
today's most advanced  
financial services.



CREDIT UNION  
SERVICE CENTERS.  
*The Member-Friendly Financial Network*



Federally Insured by NCUA



We Do Business In Accordance With the  
Federal Fair Housing Law and the  
Equal Credit Opportunity Act

Rev. 10/09



# SEABOARD

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# PS24 Member Agreement

We are Seaboard Federal Credit Union at P.O. Box G, Bucksport, Maine 04416, and our information phone number is (207) 469-6341.

You (each of you who sign this agreement) hereby agree to the rules and regulations affecting the issuance of the personal identification number (P.I.N.) and PS24 service provided by us for your convenience.

## Personal Identification Number (P.I.N.)

The P.I.N. will be your "remote banking signature", and you are responsible for maintaining its confidentiality. The P.I.N. should be memorized and not written in order to prevent unauthorized use and so you may report its loss or theft accurately. Each P.I.N. serves the owner's primary account and all sub-accounts. You understand that any person using PS24 service and your P.I.N. may withdraw funds from your savings, checking, and club accounts, may make transfers between accounts, and may obtain open-ended balances. If you disclose your P.I.N. to anyone, you understand that you have given them access to your accounts via our PS24 system and that you are responsible for any such transactions.

## Consumer Liability for Unauthorized PS24 Transactions

TELL US AT ONCE if you believe your P.I.N. has been LOST or STOLEN. Telephoning is the best way of keeping your possible losses down. If you tell us within two (2) business days, you can lose no more than FIFTY DOLLARS (\$50.00) if someone uses your P.I.N. without your permission.

If you do NOT tell us within two (2) business days after you learn of the loss or theft of your P.I.N., and we can prove that we could have stopped someone from using your P.I.N. without your permission if you had told us, you could lose as much as FIVE HUNDRED DOLLARS (\$500.00).

Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within sixty (60) days after the statement was mailed to you, you may not get back any money you lost if we can prove that we could have stopped someone from taking the money if you had told us in time.

We are liable only for losses in excess of the limits stated.

## Notification Procedure

If you believe that your P.I.N. has been LOST or STOLEN, or that someone has transferred or may transfer money from your account without permission, call us at the number shown at the beginning of this Agreement, or write us at the address given at the beginning of this Agreement.

## Types of Transactions Available

You may use the PS24 system to obtain account balances, confirm deposits, verify checks clearing your checking account, make transfers between accounts, make withdrawals by mail, obtain open-end advances, make Visa payments and more.

## Cross-Account Transfers

The PS24 system allows you to transfer funds to another member's account, such as your spouse's or child's. For security purposes, certain restrictions apply:

- (1) Before any cross-account transfers are allowed, you must designate the accounts to which you wish to transfer funds. The enclosed PS24 application provides a section on cross-account transfers.
- (2) PS24 only allows you to transfer funds INTO an account. You cannot initiate a withdrawal FROM your designated cross-accounts.
- (3) Once a cross-account transfer is completed, you cannot reverse the transaction.
- (4) Cross-account transfers are limited to savings, club and checking accounts.

## Transfer Limitations

According to federal regulations, you are permitted no more than six transfers or withdrawals or a combination of such transfers and withdrawals, from your savings account (or money market account, if applicable) per calendar month, to another account at this institution, or to a third party by means of a pre-authorized or automatic transfer, telephonic agreement order or instruction, transfers made by check, draft, debit card or similar order. These limits do not apply to transfers from a checking account. A pre-authorized transfer includes any arrangement with Seaboard FCU to pay a third party funds from your share (or money market account, if applicable) upon written or oral orders including through the Automated Clearing House (ACH). Transfers from your savings account using our PS24 System (Phone Services 24 Hours/Day) are audio response transactions and count towards these limits. Automatic transfers from savings to checking accounts to cover electronic funds transfers (EFTs) or checks you write and automatic debits at Seaboard Federal Credit Union count towards these limits. There are no limits on transfers to or from any loan account you have at the credit union or transfers to another Seaboard FCU account when the transfer is initiated in person, by mail or at an Automated Teller Machine (ATM). If a transfer request exceeds the transfer limitations set forth above, the Credit Union may refuse or reverse the transaction and suspend or close the account and charge any appropriate fees.

## Posting Transactions

Transactions are posted at the time of call.

## Conditions Under Which We Will Disclose Information to a Third Party

You agree that we may, and you hereby authorize us to, disclose information to third parties about your account(s) or the transfers you make (1) where it is necessary for completing transfers; (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; (3) in order to comply with government agency or court orders as permitted by law; or (4) if you give us your written permission.

## Documentation of Transactions

You will receive a monthly statement of your account activity. You will not receive any other slip or confirmation

of a PS24 transaction.

## Error Resolution

Telephone or write us at the number and address shown at the beginning of this Agreement, AS SOON AS YOU CAN, if you think your statement is wrong, or if you need more information about a transfer listed on the statement. We must hear from you no later than sixty (60) days after we send you the FIRST statement on which the problem or error appeared. Provide the following information:

- (1) Your name and account number.
- (2) A description of the error or the transfer you are unsure about, and a clear explanation of why you believe it is an error, or why you need more information.
- (3) The dollar amount of the suspected error.

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

We will tell you the results of our investigation within twenty (20) days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to ninety (90) calendar days to investigate your complaint or question.

If we decide to do this, we will recredit your account within twenty (20) business days (five (5) business days for Visa Check Card) for the amount you think is in error, so you will have the use of the money during the time it takes to complete our investigation. If we ask you to put your complaint or question in writing and do not receive it within ten (10) business days, we may not recredit your account.

If we decide that there was no error, we will send you a written explanation within three (3) business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

## Cancellation

Your P.I.N. remains our property. We may cancel your PS24 privileges at any time without notice or cause. Any cancellation or termination shall not affect any of your existing liability to us.

## Liability

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:

If, through no fault of ours, you do not have enough money in your account to make the transfer.

If the PS24 system was not working properly, and you knew about the breakdown when you started the transfer.

If circumstances beyond our control (such as fire or flood) prevent the transfer despite reasonable precautions that we have taken.

# PS24 Application

Account Number \_\_\_\_\_

Member Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Home Phone \_\_\_\_\_

Date of Birth \_\_\_\_\_

Social Security Number \_\_\_\_\_

Mother's Maiden Name \_\_\_\_\_

## Cross-account Transfer Authorization

For security reasons, PS24 only allows you to transfer funds INTO an account.

I wish to use PS24 with the following accounts:

To Account Number \_\_\_\_\_

To Account Number \_\_\_\_\_

To Account Number \_\_\_\_\_

To Account Number \_\_\_\_\_

By signing below, I (the primary member) authorize the cross-account transfer(s) designated above. I request that Seaboard Federal Credit Union provide me with **PS24** Services. I understand that if this application is accepted, the Credit Union will provide me with a **PS24** Personal Identification Number. Use of the PIN will indicate I accept and agree to abide by the terms and conditions of the **PS24** Agreement and Disclosures as modified from time to time by the Credit Union.

**Joint Accounts:** The request for **PS24** shall be signed by all parties to a joint account, and by signing, you each agree to be jointly and severally bound thereunder.

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Joint Owner Signature \_\_\_\_\_ Date \_\_\_\_\_

*continued on reverse side*