

# Prairie State Bank & Trust

## ELECTRONIC FUND TRANSFERS

### YOUR RIGHTS AND RESPONSIBILITIES

The Electronic Fund Transfers Prairie State Bank & Trust (referred to as “Bank”, “we”, “our”, or “us”) is capable of handling for consumers are indicated below, 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. If you currently use any of the electronic fund transfer services offered, this agreement replaces all previous Electronic Fund Transfer disclosures. You should keep this notice for future reference.

#### TYPES OF TRANSFERS, LIMITATIONS, & FEES

**Online Banking** - Online Banking services are those that allow you to access your accounts, transfer funds and pay bills by computer through the internet. Once enrolled with Online Banking, you may access your specified account(s) by logging onto our internet website at [www.psbank.net](http://www.psbank.net) and using your User ID and password. At present, you may use this service to:

- Obtain balance and account history information about your checking, savings, and loan accounts;
- Transfer funds between checking and savings accounts;
- Transfer funds from specified lines of credit to checking or savings accounts;
- Make payments from checking or savings accounts to loan accounts with us; or
- Pay your bills online (Bill Pay) from your checking account.

**Limitations on Frequency and Amount of Transfers** - Please see the **Limitations on Transfers** section for important limitations that apply to savings and money market accounts.

**Fees** – Our optional Bill Pay service has no flat monthly fee and includes 10 free bill payment transactions per calendar month. After those first 10, a Bill Payment Fee of \$.55 is assessed for each additional Bill Pay transactions during the calendar month. Bill Payment Fees are not charged for Voyagers Checking, Bank Anywhere Checking and Active Checking accountholders. In all cases, standard text, data and/or internet rates apply as outlined in your contract with your service provider.

**Mobile App (download app via your device’s app store)** - Mobile App services are those that allow you to access your accounts and transfer funds by a mobile device using your device’s built-in functions. Once you download the app, you may access your account by logging in using your User ID and password or optional PIN login. At the present time, you may use this service to:

- Obtain balance and account history information about your checking and savings accounts;
- Transfer funds between checking and savings accounts; or
- Make payments from checking or savings accounts to loan accounts with us.

Upon access to the Mobile Banking App, you also have access to Mobile Text functions.

**Limitations on Frequency and Amount of Transfers** - Please see the **Limitations on Transfers** section for important limitations that apply to savings and money market accounts.

**Fees** – In all cases, standard text, data and/or internet rates apply as outlined in your contract with your service provider.

**24-Hour Telephone Banking** - Telephone transfers are those services that allow you to transfer funds between your accounts by use of your telephone. This includes the use of our automated 24-Hour Telephone Banking service and requests you make by telephone to one of our associates. Once enrolled for 24-Hour Telephone Banking, you may access specified account(s) by touch tone phone 24 hours a day at **1-800-952-2720** using your account number(s) and a personal identification number. Our associates are available during our normal banking hours at the telephone number listed on your bank statement and at the end of this disclosure. At present, you may use these services to:

- Obtain balance and account history information about your checking, savings, and loan accounts;
- Transfer funds between checking and savings accounts;
- Transfer funds from lines of credit to checking or savings accounts; or
- Make payments from checking or savings accounts to loan accounts with us.

**Limitations on Frequency and Amount of Transfers** - Please see the section **Limitations on Transfers** for important limitations that apply to savings and money market accounts.

**Fees** – There is no fee for the use of our automated 24-Hour Telephone Banking service. There is a \$2.00 Telephone Transfer of Funds Fee for each transfer request when you call and speak to an associate directly.

**Card Services** - Once requested, you may access or inquire about the funds in your specified account(s) by using a Prairie State Bank & Trust VISA® Debit Card and/or Prairie State Bank & Trust ATM Card (collectively “Card”). Using your Card at an Electronic Fund Transfer Terminal (“Terminal”), you may do the following:

- Obtain account balance information about your checking or savings account(s);
- Make deposits to checking or savings account(s);
- Get cash withdrawals from checking or savings account(s);
- Transfer funds among checking and savings account(s); or
- Access your checking account(s) to purchase goods or services in person, by phone or by computer; or get cash from a merchant, if the merchant permits; or do anything that a participating merchant will accept (these types of transactions are commonly known as Point of Sale “POS” transactions).

Some of these services may not be available at all Terminals or merchants, or with all Cards. For POS transactions, the bank reserves the right to place a temporary hold on your account in an amount equal to the authorization amount received through the VISA® system. In certain

circumstances, VISA® permits the authorization amount to be estimated and the amount may exceed or be less than the final amount of the transaction.

**Limitations on Frequency and Amount of Transfers** - In addition to those limitations on transfers elsewhere described, the following limitations apply to Card transactions. As a security measure, when using your Card at a merchant or an ATM, there will be a limit on the number of debits and the amount that may be debited from your account over certain periods of time. Card transactions are limited to no more than 10 transactions per day. Card transactions are authorized from the available balance in your account plus any available Overdraft Privilege limit, if applicable. Cash withdrawals using your Card are limited to \$500.00 per day. Total purchases using your VISA® Debit Card by way of your signature and by way of your Personal Identification Number (“PIN”) are limited to \$750.00 per each method per day. For security reasons, there may be times when we further limit the amount or frequency of your Card transactions. The bank has the right to refuse a transaction on your account when your Card has been reported lost or stolen or when the bank reasonably believes there is unusual activity on your account. Please also see the **Limitations on Transfers** section for important limitations that apply to savings and money market accounts.

**Terminal receipts**- 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. You may not get a receipt if the amount of the transfer is \$15.00 or less.

**Non-Visa Debit Transactions**– To continue to provide you the greatest flexibility when using your Visa debit card, Prairie State Bank & Trust will allow non-Visa debit transaction processing and some transactions may now be made without being authenticated by a PIN (PINless-debit on a PIN-Debit Network). The PIN-debit network we support is NYCE®. These transactions are not covered by the provisions of the Visa cardholder agreement since these are non-Visa transactions. As a result, you may be liable for a portion of lost funds if your card is compromised.

**Visa definitions:**

**Non-Visa Debit Transactions** – An act between a Visa Debit Card Cardholder and a merchant that results in the generation of a transaction on a PIN-Debit Network.

**PIN-Debit Network** - A non-Visa debit network that typically authenticates transactions by use of a PIN that is not generally known as, marketed as, or enabled as a competitive general-purpose card program, or other prohibited payment program, either directly or through a joint acceptance agreement. For Example: NYCE®

**Actions you may be required to make to initiate a transaction through...**

- **A PIN-Debit Network** – example of this would be a bill payment transaction, initiating payment directly with the biller, your identity is verified using known information instead of the use of a PIN. These transactions are not covered by the provisions of the Visa cardholder agreement since these are non-Visa transactions.
- **Visa** – example of this would be signing a receipt, providing a card number over the phone or via the Internet, or swiping the card through a point-of-sale terminal.

**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.

**Currency Conversion**- When you use your Prairie State Bank & Trust VISA® Debit Card at a merchant that settles in currency other than US dollars, the charge will be converted into the US dollar amount.

Disclosure for transactions processed through VISA®:

- A 1% Currency Conversion Fee will be assessed on International transactions where VISA® has performed a currency conversion function.
- This fee will be based on a rate selected by VISA® from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate VISA® itself receives, or the government mandated rate in effect for the applicable central processing date.
- A .80% (eighty basis points) Cross Border Fee will be assessed on all single currency International transactions.

Disclosure for transactions processed through Cirrus:

- A .20% (twenty basis points) Currency Conversion Fee will be assessed on International transactions where Cirrus has performed a currency conversion function.
- This fee will be based on either a government mandated exchange rate, or a wholesale exchange rate selected by Cirrus and the rate used will be the applicable rate on the day the transaction was processed, which may differ from the date of the transaction or when it posted to the cardholder’s account.
- A .90% (ninety basis points) Cross Border Fee will be assessed on all International transactions whether or not a currency conversion function was performed by Cirrus.

**Fees** – The following fees apply, unless otherwise specified:

For your transactions at an ATM owned by us	No charge
Foreign ATM Fee*	\$1.00
For your transactions at an ATM not owned by us	
Card Replacement Fee	\$5.00
For lost or damaged cards	
Debit Card Rush Order Fee	At Cost
Debit Card Chargeback Fee	\$20.00
Debit Card Inactivity Fee	\$5.00 per month
Applies after 6 months of no card activity	

\* When you use an ATM not owned by us, you may be charged an additional 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).

**Pre-authorized Electronic Fund Transfers-** 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 financial institution information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your financial institution 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 or savings account(s).
- **Preauthorized payments-** You may make arrangements to pay certain recurring bills from your checking or savings account(s).
- **Electronic check conversion-** You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills. This may occur at the point of purchase, or when you provide your check by other means such as by mail or drop box.
- **Electronic returned check charge-** You may authorize a merchant or other payee to initiate an electronic fund transfer to collect a charge in the event a check is returned for insufficient funds.

**Limitations on Frequency and Amount of Transfers-** Please see the **Limitations on Transfers** section for important limitations that apply to savings and money market accounts.

**Fees –** We do not charge for Pre-authorized Electronic Fund Transfers, except as specified elsewhere in this document or in other account documents or bank disclosures.

**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 at the end of 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. We will charge you a \$31.00 Stop Payment Fee 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 or 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.

**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 call us at 1-800-597-2977 to find out whether or not the deposit has been made. Once you are enrolled, our 24-Hour Telephone Banking, Online Banking Services, and Mobile Banking can provide this information as well.

## PERIODIC STATEMENTS

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

## LIMITATIONS ON TRANSFERS

**Legal Limitations –** In addition to limitations on transfers elsewhere described, certain legal limitations apply on the number of transfers that may be made from your savings and/or money market account(s). You may make no more than six (6) transfers and/or withdrawals each statement cycle for money market accounts or each calendar month for savings accounts from these accounts to another deposit account of yours at this bank or to a third party by means of a preauthorized or automatic transfer, or by telephone or online banking instruction, or by check, draft, debit card, or similar order made by you and payable to third parties. If you exceed these limitations, we may refuse to honor the excessive transactions, remove your transfer privileges, convert your account to another type, or close your account without prior notice.

**Fees -** You may be subject to fees if you exceed the transaction limits on your Account. Please refer to the Truth in Savings Disclosure applicable to your Account for more information regarding any Excess Withdrawal Fees.

## 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 transfer 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 order; or
- 4) If you give us written permission; or
- 5) As explained in the separate Privacy Disclosure.

### **UNAUTHORIZED TRANSFERS**

**Consumer Liability.** 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). 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 \$50.00 if someone used your card and/or code without your permission. Also, 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 \$500.00. 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 VISA® Debit Cards.** 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 VISA® Debit Card. This additional limit on liability does not apply to ATM transactions outside of the U.S. or to transactions using your Personal Identification Number which are not processed by VISA®, or to commercial cards. 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 or that someone has transferred or may transfer money from your account without your permission, 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.

**Business days.** For the purposes of this disclosure, our business days are Monday through Friday. Holidays are not included.

### **ERROR RESOLUTION NOTICE**

In Case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed below, 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 (5 business days if involving a VISA® point-of-sale transaction processed by VISA or 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 (5 business days if involving a VISA® point-of-sale transaction processed by Visa or 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 30 days after the first deposit is made, unless you (or each of you, if applicable) already have (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.

### **BANK CONTACT INFORMATION**

## **Prairie State Bank & Trust**

**Customer Service Center**

**2653 West Lawrence Ave., Springfield, IL 62704**

**Business Days: Monday through Friday, Excluding Federal Holidays**

**Phone: 1-800-597-2977 toll free**