



Pelican State  
credit union®

Your Financial Family for *Life*™



**YOUR MERGER  
GUIDE**



Federally Insured by  
**NCUA**



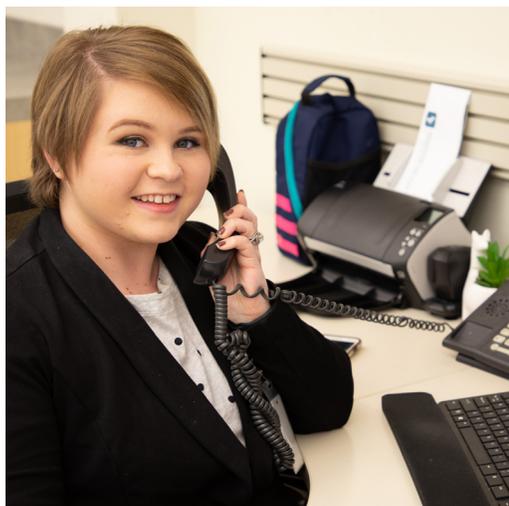
# PELICAN STATE CU MERGER GUIDE

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## Contact Us

We designed this comprehensive merger guide to answer the most frequently asked questions about the merger and describe the changes to your accounts and services. We are here for you and happy to help; please contact us with any questions or concerns you may have through any of these outlets:



**Phone:** Call us at 1-800-351-4877.

**Online:** Submit a contact form at [pelicanstatecu.com/contact](https://pelicanstatecu.com/contact), and we will contact you within one business day.

**Chat:** Chat with us on [pelicanstatecu.com](https://pelicanstatecu.com), Monday – Friday from 8:00 am – 5:00 pm.

**Text:** Text us from your cell phone at 1-844-916-1956, Monday – Friday from 8:00 am – 5:00 pm.

**Mail:** Send mail to P.O. Box 40088, Baton Rouge, LA 70835.

**In-Person:** Visit the Covington, Slidell, and Corps of Engineers branches. They will remain open! See page 14 for additional Pelican State CU branch and ATM locations.

# WELCOME TO THE PELICAN STATE CU FAMILY

## A Message From the CEO

Thank you for your ongoing support of our merger. On Saturday, August 1, 2020, your First Castle FCU account will be transferred over to Pelican State CU. At that time, we extend full access to our branches, ATMs, products, and services to you. This guide provides updates on all of your existing accounts and the resources you need to take advantage of our financial tools.

Following the merger, First Castle FCU branches in Covington, Slidell, and New Orleans will remain open, and Pelican will continue to serve the same communities, businesses, and organizations as First Castle FCU.

Plus, once you're a member of Pelican State CU, your immediate family members are eligible for membership too. This means that your parents, children, and siblings can share the benefits of Pelican State CU membership.

First Castle FCU team members were offered positions on our team, and they are already taking advantage of the great benefits and incentives we offer our team members across the state.

We look forward to taking care of you and introducing you to our products and services. On behalf of our Board of Directors and the entire credit union team, I want to thank you again for your support and welcome you to the Pelican State CU family!

Sincerely,



Jeffrey K. Conrad  
CEO/President

## Committed to the Community



The Pelican State CU family opens their hearts to contribute to many community and charity events. Whether it is fundraising, donating to local charities, or serving food to those in need, our team always strives to go the extra mile to support our communities and partners.

# UPDATES TO YOUR ACCOUNT ACCESS

## Mark Your Calendar for These Important Dates

This quick reference list highlights significant service interruptions and updates along with corresponding dates. The pages that follow provide additional details.



### **Tuesday, July 28, 2020: Last Day to Make Loan Payments Online or by Phone**

The last day to make First Castle FCU loan payments online and by phone using a debit or credit card from another financial institution is Tuesday, July 28. To make a loan payment from Wednesday, July 29 - Friday, July 31, you can visit a First Castle FCU branch.



### **Friday, July 31, 2020: No Shared Branch & First Castle FCU ATM Access**

Shared Branch Access: You will not be able to access your First Castle FCU account using a CO-OP Shared Branch™ from Friday, July 31 - Sunday, August 2. You can resume accessing your new Pelican State CU account through a Shared Branch on Monday, August 3.

First Castle ATM Access: You will not be able to access your First Castle FCU account using a First Castle FCU ATM from Friday, July 31 - Wednesday, August 5. Access to the ATMs at the Covington, Slidell, and Corps of Engineers branches will return on Thursday, August 6.



### **Saturday, August 1, 2020: Limited Account Access**

Account Access: You will not be able to access your First Castle FCU account(s) through online banking, voice banking, mobile banking, ATMs, First Castle FCU branches, or a Shared Branch (page 14) on Saturday, August 1, while the merger is taking place.

Debit & Credit Cards: You can continue to use your First Castle FCU debit and credit cards. Debit card purchases may be limited (page 6). Credit card purchases will not be interrupted during this time (page 9).

Please prepare accordingly by withdrawing cash, saving any Bill Pay information to reference later (page 4), and planning to avoid large purchases on Saturday, August 1.



### **Sunday, August 2, 2020: Merger Complete**

Account Access: On Sunday, August 2, the merger will be complete, and all of your accounts will be transferred to Pelican State CU. You will now be able to fully access your account at Pelican State CU.

On Sunday, August 2, you can enroll in Pelican State CU online/mobile banking to access your account (page 11). You can also contact us through any method on page 1 to access your account. You will no longer have access to First Castle FCU Bill Pay, online banking, voice banking, and mobile banking at this time.

Debit & Credit Cards: On Sunday, August 2, if you have one, please begin using your Pelican State CU debit card. Your First Castle FCU debit card will no longer work. You should continue to use your First Castle FCU credit card until further notice.

# UPDATES TO YOUR ACCOUNT ACCESS

## Your Account Number is Changing



To ease your account transition, we have maintained your existing First Castle FCU account number and simply added 345 and zeros to the beginning of your existing account number to equal 10 digits.

### How do I find my new account number(s)?

To access your new account number (member number) along with your full primary savings and checking account numbers (MICR numbers), please refer to the enclosed page that includes your name and address.

These new numbers will be active on Sunday, August 2, 2020, and will be needed to set up your online banking, mobile banking, direct deposit, and recurring payments.

### Will this affect my direct deposit and recurring payments?

Yes, you will need to update the account information tied to your direct deposit and recurring payments. Use your new account numbers along with Pelican State CU's routing number (265473485) to update your direct deposit information with your employer along with any ACH or recurring payments.

Payments will not be processed if you use your First Castle FCU account number after Friday, July 31, 2020. Your new account number(s) will be active on Sunday, August 2, 2020.

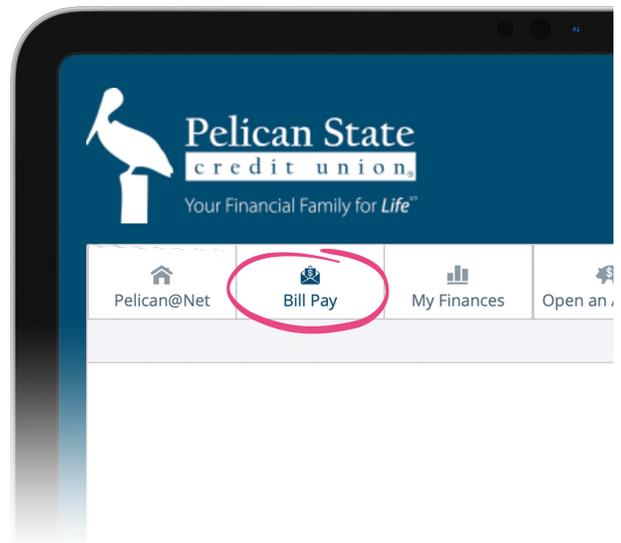
### Will my Bill Pay payments and payees be affected by the merger?

Information from First Castle FCU Bill Pay will not process or be available to you after Friday, July 31, 2020. Payments and payees will not be transferred over to Pelican State CU.

On Sunday, August 2, 2020, you will need to enroll in Pelican@Net online banking by following the instructions on page 11 to set up Bill Pay with Pelican State CU.

Once logged in to Pelican@Net online banking, select the Bill Pay tab to access Pelican State CU's Bill Pay platform (pictured to the right). From there, you will be able to set up all of your payees and schedule payments.

Active First Castle FCU Bill Pay users will receive an email from Pelican State CU with reminders and additional instructions.



# SAVINGS ACCOUNTS

## What happens to my First Castle FCU savings accounts and certificates?

All First Castle FCU savings accounts, including certificates, will be transferred to a coordinating Pelican State CU savings account type on Saturday, August 1, 2020.

Please see the enclosed Truth in Savings Disclosure or visit [pelicanstatecu.com/rates](https://pelicanstatecu.com/rates) for savings account details and current dividend rates.

If you have a First Castle FCU IRA certificate or share certificate, its rate, maturity date, and penalty terms will remain the same after the merger until your certificate matures. At the time of maturity, Pelican State CU's current rates and terms will apply.

### Christmas Club Updates

At Pelican State CU, your Christmas Club account savings, plus the dividends you earn, are automatically transferred to your Primary Share savings account (or any other Pelican account you choose) during the first week of November each year.

There is no minimum balance to earn dividends or to open a Christmas Club, and there is a \$20 penalty fee per early withdrawal.



### Kasasa Saver Updates

This savings account is linked to the Kasasa Cash® or Kasasa Cash Back® checking account. Your dividend rewards and ATM fee refunds earned by your Kasasa Cash® or Kasasa Cash Back® checking account are swept into your Kasasa Saver® account automatically each month that qualifications are met. Plus, monthly dividends are paid on your balance each month! See page 7 for updates to your Kasasa Cash® and Kasasa Cash Back® qualifiers and qualification cycles.

### Castle Kids Savings Account Updates

Castle Kids Savings Accounts will convert to a Pelican State CU Team Pelican youth savings account. This youth savings account is for members 17 and under. It pays quarterly dividends on the entire balance in the account and \$1 for each highest attainable grade on their report cards.<sup>1</sup>



Team Pelican members aged 13-17 are also eligible to add a checking account to their membership with their parent as a signer. Ask us for details!

Plus, each year, Pelican State CU grants college scholarship awards to graduating high school seniors in each of our branch parishes.

Visit [pelicanstatecu.com](https://pelicanstatecu.com) to learn more about all of our savings products!

# CHECKING ACCOUNTS & DEBIT CARDS

## What happens to my First Castle FCU checking account?

On Saturday, August 1, 2020, checking account usage, such as ATM withdrawals and debit card purchases, may be limited as your First Castle FCU checking account is automatically transferred to a Pelican State CU checking account. Please begin using your Pelican State CU checking account on Sunday, August 2, 2020.

If you have a Basic Checking, it will be converted to a Kasasa Cash Back® checking. If you have a Kasasa Cash® and/or Kasasa Cash Back® checking, your checking type will remain the same at Pelican State CU. See page 7 for updates to your Kasasa Cash® and/or Kasasa Cash® Back rewards, qualification cycle, and qualifiers.

## Important Dates for Debit Card Holders

You will receive a Pelican State CU debit card to replace your First Castle FCU debit card before the merger.



### **By Saturday, August 1, 2020:** Activate Your New Pelican State CU Debit Card

When you receive your new Pelican State CU debit card by mail, complete the activation instructions below and begin using your Pelican State CU debit card on Sunday, August 2. If you attempt to use your new Pelican State CU debit card before Sunday, August 2, it will be declined.



### **Sunday, August 2, 2020:** Your First Castle FCU Debit Card is Deactivated

On Sunday, August 2, your First Castle FCU debit card will no longer work. Please use your Pelican State CU debit card to access your funds. You can no longer control your card through the CardValet® app. Please begin using the PelicanMobile app for card controls (page 11).

## Activation Instructions to Avoid Card Downtime

1. Activate your Pelican State CU debit card as soon as it is received by calling (800) 290-7893.
2. Follow the activation instructions on your new card to ensure you do not experience card downtime. During the activation process, you will be given the option to set up a custom PIN.
3. Keep your card in a safe place and do not use it until Sunday, August 2, 2020.
4. Update your recurring payments with your new card information.

**Your First Castle FCU debit card will no longer work on Sunday, August 2, 2020.**

## Continue to Use Your First Castle FCU Checks

**You can continue to use your current First Castle FCU checks until Sunday, November 1, 2020.** Please order new checks from Pelican State CU before this date to ensure there are no processing interruptions.

If you need more First Castle FCU checks between Wednesday, July 1, and Friday, July 31, 2020, please stop by or call First Castle FCU. After Saturday, August 1, 2020, you may order new checks at any Pelican State CU branch, including the Covington, Slidell, and Corps of Engineers branches, by visiting [pelicanstatecu.com/checks](https://pelicanstatecu.com/checks), or by calling 1-800-351-4877.

Any leftover First Castle FCU checks should be securely destroyed or brought to your nearest branch to ensure proper disposal.

# CHECKING ACCOUNTS & DEBIT CARDS

## How will my Kasasa checking account change?

If you currently have a First Castle FCU Kasasa Cash® or Kasasa Cash Back® checking account, they will operate as explained below starting Sunday, August 2, 2020.

In order to earn rewards, please make sure you are meeting the new qualifiers below during Pelican State CU's qualification cycle.

### Kasasa Cash Back®

**This FREE checking account pays 4.00% cash back (up to \$10 per month) on debit card purchases and unlimited ATM fee refunds each month that qualifications are met!<sup>2</sup> If qualifications are not met, don't worry! You will still have the opportunity to try again the next month. Plus, the account is still free!**

### Kasasa Cash®

**This FREE checking account pays up to 4.25% APY on balances up to \$7,500 and unlimited ATM fee refunds each month that qualifications are met!<sup>3</sup> If qualifications are not met, don't worry! You will still earn 0.05% APY on the entire balance and have the opportunity to try again the next month. Plus, the account is still free!**

## New Kasasa Qualifiers

**Beginning Saturday, August 1, 2020, complete the simple tasks below in your Kasasa checking account each month to earn your rewards:**

- Be enrolled and log into Pelican State CU online or mobile banking (page 11)
- Be enrolled and receive FREE eStatements through online or mobile banking
- Have at least 15 debit card purchases post and settle
- Have at least 1 direct deposit, online bill payment, or automatic payment (ACH) post and settle

## Qualification Cycle Changes

**Your Kasasa qualification cycle will change after the merger.**

Pelican State CU's qualification period (or cycle) is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month. For example, if your statement cycle is January 1 to January 31, your qualification cycle for that month would be December 31 to January 30.

**Due to the merger, your qualification cycle to earn August rewards will be 2 days shorter.** You must meet all of your qualifiers from Sunday, August 2 - Sunday, August 30, 2020. The full qualification cycle will resume following this month, and qualifications must be met from Monday, August 31 - Tuesday, September 29, 2020, to earn September rewards.

For more details on qualifications, visit [pelicanstatecu.com/qualify](http://pelicanstatecu.com/qualify) or see our enclosed Truth in Savings Disclosure.



# CHECKING ACCOUNTS & DEBIT CARDS

## Important Overdraft Coverage Updates

Your First Castle FCU overdraft coverage will be transferred over to Pelican State CU on Saturday, August 1, 2020. If you were not enrolled in Overdraft Privilege at First Castle FCU, you will automatically be enrolled in Standard Overdraft Privilege coverage 60 days after the merger.

Plus, you can add any of Pelican State CU's additional overdraft protection options to your checking account any time after the merger is complete, such as adding a link to another Pelican State CU deposit account.

Pelican State CU overdraft coverage fees and limits will vary from First Castle FCU overdraft coverage options. For more details on options, fees, and limits, see the enclosed Overdraft Coverage Information handout and form.

**Overdraft Privilege** is a non-contractual service, provided by Pelican State CU, which allows an account to go negative in order to pay an item. This allows you to overdraw your account up to a disclosed limit for a fee in order to pay a transaction. A fee of \$30 is imposed for overdrafts created by checks, ACH, point-of-sale, or by other electronic means.

**Overdraft Protection** is a contractual agreement, offered by Pelican State CU, which transfers funds from another source in order to pay an item to prevent or protect an account from becoming overdrawn.

## Get a Debit Card Printed on the Spot!

Starting Monday, August 3, 2020, you can take a debit card home from a Pelican branch and begin accessing your funds immediately!

We print Visa® cards on the spot in most of our branches, including the Covington and Slidell branches.



## Add Your Pelican Debit Card to Your Mobile Wallet

Starting Sunday, August 2, 2020, you can add your activated Pelican debit card to your smartphone's mobile wallet and begin making contactless payments! This is a free service provided to all members.<sup>4</sup>

Here's how to make contactless payments:

1. Install and set up an app on your phone that can carry out the payment, such as Apple Pay, Google Pay, or Samsung Pay.
2. Add your card information in the app.
3. Pay by using your phone anywhere you see the symbol on the right!



# CREDIT CARDS & PERSONAL LOANS

## What happens to my First Castle FCU credit card?

Your First Castle FCU credit card will continue to work during and after the merger; there will be no downtime. If you have a First Castle FCU credit card, you will receive a new Pelican State CU credit card and instructions in October 2020.

### Credit Card Payment Updates

If your First Castle FCU credit card payment is set to automatically transfer from your First Castle FCU checking account, you will need to update this automatic payment with your new Pelican State CU checking account information on Sunday, August 2, 2020. If your First Castle FCU credit card payment is set to automatically transfer from another financial institution, no update is needed at this time. You can also make payments by visiting a branch, calling 1-800-351-4877, or using Pelican State CU's Bill Pay service through online or mobile banking (page 11).

### Credit Card Access Information

To report your credit card lost or stolen or to dispute a credit card charge, continue to call 1-877-848-5092. You can also continue to view your credit card transactions online through First Castle FCU's credit card site which will be linked on [pelicanstatecu.com/FirstCastle](https://pelicanstatecu.com/FirstCastle). Your username and password will remain the same.

## What happens to my First Castle FCU loan(s)?

Your First Castle FCU loan will be transferred to Pelican State CU on Saturday, August 1, 2020. Your original loan contract will be honored, and you will pay Pelican State CU throughout the remaining life of your loan. There will be no changes to your payment, rate, or term! If your secured loan has a title, such as a vehicle loan, the title will be now be physically or electronically stored at Pelican State CU.

### Loan Payment Options

Only automatic loan payments being made from a First Castle FCU account will continue after the merger. All other payments methods will need to be updated. You can pay your loans in-branch or through any of these methods:

- **ACH** – Set up a recurring loan payment from any account at Pelican State CU or another financial institution, and your payment will be automatically processed each month.
- **Cash** – Cash payments are accepted at Pelican State CU branches and Shared Branch locations. Please do not send cash payments in the mail.
- **Mobile Deposit** – Download the free PelicanMobile app to your device (page 11). Upload a picture of a check, deposit the payment to your account, and transfer it to your loan—all from your smartphone!
- **Check** – Checks are accepted at Pelican State CU branches, at Shared Branch locations, and by mail. You can mail checks to Pelican State CU at P.O. Box 40088, Baton Rouge, LA 70835.
- **Transfer** – Log into our free online banking program, Pelican@Net, or our free app, PelicanMobile, and transfer funds from your Pelican State CU savings or checking account to make your loan payment.
- **Online Payment Center** – You can use our online Payment Center to securely make payments to your Pelican State CU loan using an account or debit card from another financial institution. Visit [pelicanstatecu.com/paymentcenter](https://pelicanstatecu.com/paymentcenter) or download the PelicanMobile app to access it.<sup>5</sup>

# MORTGAGE LOANS

## What happens to my First Castle FCU mortgage?

Your mortgage loan will be transferred to Pelican State CU on Saturday, August 1, 2020, and your original loan contract will be honored. This means no changes will be made to your rate or term!

Your payment due date may be adjusted. A Pelican Mortgage Service Representative will reach out to you before Saturday, August 1, 2020, if the due date on your mortgage needs to be adjusted and to answer any questions you may have.

### Mortgage Note Transfer

Pelican State CU will become your new lienholder. Your mortgage note will be transferred from First Castle FCU to Pelican State CU to hold.

### Escrow Savings Account Update

Escrow savings accounts will no longer earn dividends as of Saturday, August 1, 2020. Please see our enclosed Truth in Savings Disclosure for details.



### Mortgage Loan Payment Options

Your loan payment amount will not change. Only automatic loan payments being made from a First Castle FCU account will continue after the merger. All other payments methods will need to be updated. You can pay your mortgage in-branch or through any of these methods:

- **ACH** – Set up a recurring loan payment from any account at Pelican State CU or another financial institution, and your payment will be automatically processed each month.
- **Cash** – Cash payments are accepted at Pelican State CU branches and Shared Branch locations. Please do not send cash payments in the mail.
- **Check** – Checks are accepted at Pelican State CU branches, at Shared Branch locations, and by mail. You can mail checks to Pelican State CU at P.O. Box 40088, Baton Rouge, LA 70835.

There are also additional payment options that our Mortgage Service Representatives can set up for you. Contact Pelican State CU (page 1) and ask for our Mortgage Team for more details.

# ONLINE & MOBILE BANKING

## Online & Mobile Banking Updates

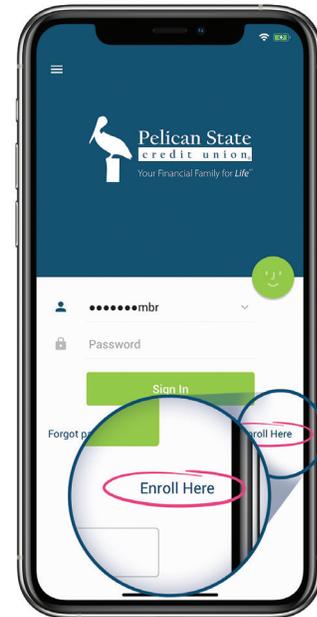
On Saturday, August 1, 2020, you will no longer have access to your account through First Castle FCU's online banking system and mobile banking app.

On Sunday, August 2, 2020, you can enroll to receive full access to Pelican State CU's online banking platform (Pelican@Net) and mobile banking app (PelicanMobile).<sup>6</sup>

You must enroll to receive a new username and password to access your Pelican State CU account. To enroll, follow the instructions below, call 1-800-351-4877, or visit any branch.

Once you enroll in either online banking or mobile banking, you will be able to use the same login and password to access the other platform. Combined features of the platforms include:

- Pay Bills Online
- Check Account Balances
- Transfer Funds
- Make Loan Payments
- Change Password
- View/Print Check Images
- Turn Cards On/Off
- Receive eStatements
- View Account and Loan History
- Apply for a Personal Loan
- Open a Checking or Savings
- Monitor Transactions
- Customize Account Names
- Make Remote Deposits
- Access Your FICO® Score<sup>7</sup>
- Request Loan Payment Relief
- View Card Authorizations
- Use the MyFinances Budgeting Tool
- Skip a Loan Payment
- View Your Visa's Pelican Points
- Set Up Text and Email Alerts



## What information do I need to enroll?

- Member Number - Find your new member number starting with 345 on the enclosed page that includes your name and address.
- SSN of Primary Account Holder
- Last Name of Primary Account Holder
- Date of Birth of Primary Account Holder

## How do I enroll in Pelican@Net online banking?

- Step 1** Visit [pelicanstatecu.com](http://pelicanstatecu.com) and click **Sign Up** in the blue **Account Login** blue box.
- Step 2** Read the Online Banking Agreement and select **I Agree** if you agree to move forward.
- Step 3** Follow the steps listed to complete enrollment and log in to access your account!

## How do I enroll in the PelicanMobile app?

- Step 1** Visit [pelicanstatecu.com/mobile](http://pelicanstatecu.com/mobile) on your smartphone to download the app.
- Step 2** Once the app is downloaded, open it and tap **Enroll Now**.
- Step 3** Follow the steps listed to complete enrollment and log in to access your account!

# FREE FINANCIAL WELLNESS

Pelican State CU is committed to the financial wellness of its members. Whether you simply want to review your budget or you feel overwhelmed by debt and your credit score, our award-winning Financial Wellness Program can help! These services are FREE for Pelican State CU members.

## One-On-One Credit Counseling

Pelican State CU's one-on-one free credit counseling services are offered to all members. You can meet face-to-face with one of our Nationally Certified Credit Counselors for a credit check-up and take control of your financial health.<sup>8</sup>

## Financial Wellness Program

For members who are serious about achieving their financial goals, Pelican State CU offers an ongoing Financial Wellness Program that involves a commitment from both the member and the Nationally Certified Credit Counselor. Your credit counselor will work with you to determine long and short-term goals and equip you with the information and tools you need to achieve them.

## Financial Wellness Workshops

Our free workshops teach our communities about financial subjects such as buying a home, improving your credit score, eliminating debt, and preventing identity theft. Our Nationally Certified Credit Counselors host these workshops virtually and in-person for our business partners, nonprofit groups, and schools. We also teach them throughout the community. Whenever we host a community workshop, you can find the details on [pelicanstatecu.com/events](https://pelicanstatecu.com/events)!

## Digital Resources

Our Nationally Certified Credit Counselors and other teams across the credit union work together to provide our communities with free financial wellness information on our blog, [pelicanstateofmind.com](https://pelicanstateofmind.com), and YouTube channel, [youtube.com/PelicanStateCU](https://youtube.com/PelicanStateCU).

Have a financial question for us? Just ask! We answer real questions from real members. Send us a question by email or on social media—it could be included in the next season of our #AskPelican video series!



## Take Advantage of Free Financial Wellness Today!

Contact a credit counselor by emailing [financialoutreach@pelicanstatecu.com](mailto:financialoutreach@pelicanstatecu.com), visiting [pelicanstatecu.com/wellness](https://pelicanstatecu.com/wellness), or calling 1-800-351-4877.

## What happens to my First Castle FCU business account?

First Castle FCU business savings accounts along with Select Business Checking and Select Plus Business Checking accounts will be transferred to Pelican State CU on Saturday, August 1, 2020. A new debit card will be mailed to you. See page 6 for important paper check and debit card transition dates.

Pelican State CU has one type of business checking account, Business Basic, which offers the following:

- No minimum balance requirement
- No monthly fee
- FREE business Visa® debit card (page 6)
- FREE business online bill pay and online payroll services
- FREE eStatements, online banking, and mobile banking access (page 11)
- Access to check images and ACH origination
- Access to a variety of merchant services

First Castle FCU business accounts holders will also receive a separate packet in the mail including details and disclosures for their new Pelican State CU business savings and checking accounts.

## What happens to my First Castle FCU business loan?

First Castle FCU loans will be transferred to Pelican State CU on Saturday, August 1, 2020. Your original loan contract will be honored, and you will pay Pelican State CU throughout the remaining life of your loan. There will be no changes to your payment, rate, or term!

Only automatic business loan payments being made from a First Castle FCU account will continue after the merger. All other payments methods will need to be updated. You can also pay your business loan(s) by any of the methods listed on page 9.

## Additional Business Services Information

Pelican State CU offers business savings, checking, credit card, and loan products along with a variety of bill pay and merchant services.

Hundreds of businesses are Powered by Pelican<sup>sm</sup>, and yours can be too. Visit [pelicanstatecu.com/power](https://pelicanstatecu.com/power) or contact Pelican State CU (page 1) for details.

# STATEWIDE LOCATIONS

<p><b>Alexandria Branch</b> 4520 Lee Street Alexandria, LA 71302</p>	<p><b>Monroe Branch</b> 2880 Louisville Avenue, Suite 1 Monroe, LA 71201</p>
<p><b>Conway Branch</b> 4864 Jackson Street Monroe, LA 71202</p>	<p><b>OGH Branch</b> 611 E. Prudhomme Street, Suite 1 Opelousas, LA 70570</p>
<p><b>Corps of Engineers Branch</b> 7400 Leake Avenue, Suite 237 New Orleans, LA 70118</p>	<p><b>Pineville Branch</b> 3628 Monroe Highway, Suite 124 Pineville, LA 71360</p>
<p><b>Covington Branch</b> 100 Cherokee Rose Lane Covington, LA 70433</p>	<p><b>Prairieville Branch</b> 17026 Airline Highway Prairieville, LA 70769</p>
<p><b>Denham Springs Branch</b> 145 Rushing Road Denham Springs, LA 70726</p>	<p><b>Slidell Branch</b> 2175 Gause Boulevard E Slidell, LA 70461</p>
<p><b>Hammond Branch</b> 1110 SW Railroad Avenue Hammond, LA 70403</p>	<p><b>St. Jules Branch</b> 1600 N Bertrand Drive Lafayette, LA 70506</p>
<p><b>Jackson Branch</b> 2637 Highway 10, Suite A Jackson, LA 70748</p>	<p><b>St. Landry Branch</b> 2508 S Union Street Opelousas, LA 70570</p>
<p><b>Lake Charles Branch</b> 2231 Oak Park Boulevard Lake Charles, LA 70601</p>	<p><b>Zachary Branch</b> 5850 Main Street Zachary, LA 70791</p>
<p><b>Mid City Branch</b> 450 N Lodbell Boulevard Baton Rouge, LA 70806</p>	<p><b>MyBranch</b> Call: 1-800-351-4877   Text: 1-844-916-1956 Chat: <a href="https://www.pelicanstatecu.com">pelicanstatecu.com</a></p>



## Don't live near a branch? Visit any CO-OP Shared Branch™!

Pelican State CU is part of the CO-OP Shared Branch™ Network. No matter where Pelican State CU members travel, they can access their account at one of over 5,500 credit union branches nationwide. Visit [pelicanstatecu.com/locations](https://www.pelicanstatecu.com/locations) or text a ZIP Code to 91989 to find a location near you.

# STATEWIDE LOCATIONS

In addition to having an ATM at 14 of our physical branch locations, Pelican State CU has 10 additional remote ATM locations across the state of Louisiana.

Lallie Kemp Medical Center 52579 Highway 51 South Independence, LA 70443	Chabert Medical Center 1978 Industrial Boulevard Houma, LA 70363
Livingston Parish Health Unit 29261 South Frost Road Livingston, LA 70754	Opelousas General Health System 539 East Prudhomme Street Opelousas, LA 70570
Cameron Parish Sheriff's Office 124 Recreation Center Lane Cameron, LA 70631	Moss Memorial Health Clinic 1000 Walters Street Lake Charles, LA 70607
University Hospital and Clinics 2390 West Congress Street Lafayette, LA 70506	Opelousas General Health System – South Campus 3983 I-49 S. Service Road Opelousas, LA 70570
University Health – Conway 4864 Jackson Street Monroe, LA 71202	Pinecrest Developmental Center 100 Pinecrest Drive Pineville, LA 71360



## It's Like Every ATM is the Right ATM—Nationwide!

In addition to free use of Pelican State CU's ATM locations across the state of Louisiana, Pelican State CU members can receive unlimited refunds on ATM fee when Kasasa checking account qualifications are met. See page 7 for Kasasa checking account details and qualifications.

Plus, Pelican State CU is part of the Dolphin ATM Network. That means that you can access your Pelican State CU account for FREE at Dolphin ATMs across the country. Visit [pelicanstatecu.com/locations](https://pelicanstatecu.com/locations) to find a Dolphin ATM near you.

# FORMS & DISCLOSURES

The following documents and forms are included with this merger guide. Please contact a Pelican State CU representative if you have any questions. Some forms need to be submitted to your Payroll or Human Resources Department. Other forms can be submitted to Pelican State CU via fax at 225-408-6200 or via mail at P.O. Box 40088, Baton Rouge, LA 70835. For your security, please do not submit forms via email.

**Membership Disclosure** – This document is issued to each new member of Pelican State CU. In this document, you will find all of the information and disclosures for the products and services we offer.

**Fee Schedule** – This document lists every additional fee that you can be charged, such as fees for items like NSF checks, wire transfers, and money orders.

**Privacy Notice** – Pelican State CU notifies our members about how we collect, share, and protect personal information such as Social Security Numbers, income, account balances, payment histories, and more. See the enclosed Privacy Notice for details.

**Overdraft Coverage Information** – The overdraft coverage handouts explain the Overdraft Privilege and protection products provided by Pelican State CU. A form and instructions on how to opt in and out of Extended Overdraft Privilege is also included with this information.

**Direct Deposit Enrollment Authorization Form** – This form should be completed if you wish to have your entire paycheck electronically deposited into your account at Pelican State CU. If your Payroll or Human Resources Department accepts this form, complete and submit it to them.

**ACH Origination Authorization Agreement** – If your paycheck is electronically deposited into an account at another financial institution, you can still have payments set up to credit your loan here at Pelican State CU. You can also automatically transfer funds to a Pelican State CU savings account to help you save effortlessly. Complete and submit this form to Pelican State CU to get set up.

# FORMS & DISCLOSURES

<sup>1</sup>Team Pelican: Adult 18 years old or older must be a joint account holder on child's Team Pelican youth savings account. Joint account holder must provide a form of identification for the child, such as a birth certificate or Social Security card, to open account. Highest attainable grade on report card pertains to each individual report card's grading scale. Only the student's most recent report card is accepted. Maximum of \$10.00 per report card. Copy of official report card required. Team Pelican savings accounts are federally insured by NCUA.

<sup>2</sup>Kasasa Cash Back<sup>®</sup>: \*No dividends are paid on this account; however, you may qualify for ATM fee reimbursements if you meet all of the minimum service requirements during the qualification periods. Rates and rewards may change after account is opened. The minimum service requirements include: 1) making 15 debit card point-of-sale purchases (ATM transactions and transfers between accounts do not qualify) that are cleared and posted to your account during the qualification period; 2) having direct deposit, ACH debit or credit or Bill Pay transaction posted to your Kasasa Cash back account; 3) accessing online banking once during qualification period; and 4) receiving your monthly statement electronically. If you meet all minimum service requirements during the qualification period, all ATM fees (up to \$4.99 per single transaction) will be refunded by the second business day following the end of the last day of the statement cycle. ATM receipt must be presented for reimbursement of ATM fees of \$5.00 or higher within 30 days after the statement cycle where the reimbursement was applicable in order to receive a refund. Purchases up to \$250.00 will receive 4.00% cash back with a maximum of \$10.00 per statement cycle. The qualification period is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month. If member has a Kasasa Cash Back Saver share account, cash back earned and ATM fees refunded from the Kasasa Cash Back checking account are automatically transferred to the Kasasa Saver share account during the first week of the next calendar month. Transfers between accounts do not count as qualifying transactions. Pelican State CU reserves the right to limit the number accounts allowed per account owner, joint or individually. Kasasa and Kasasa Cash Back are trademarks of Kasasa, Ltd., registered in the U.S.A.

<sup>3</sup>Kasasa Cash<sup>®</sup>: APY = Annual Percentage Yield. APYs accurate as of 4/1/2020. Rates and rewards may change after account is opened. This account is a tiered rate account. For Kasasa Cash, if qualifications are met each monthly qualification period: (1) ATM fees (up to \$4.99 per single transaction) incurred during qualification period will be reimbursed and credited to account by the second business day following the end of the last day of the statement cycle; (2) balances up to \$7,500 (tier 1) receive APY up to 4.25%; and (3) balances over \$7,500 (tier 2) earn 0.50% dividends on the portion of the balance over \$7,500, resulting in range of 0.76% - 4.25% APY depending on the balance maintained, assuming a maximum \$100,000 in tier 2. If qualifications are not met on Kasasa Cash, all balances earn 0.05% APY. The minimum service requirements include: (1) making 15 debit card point-of-sale purchases (ATM transactions and transfers between accounts do not qualify) that are cleared and posted to your account during the qualification period; (2) having direct deposit, ACH debit or credit, or Bill Pay transaction posted to your Kasasa Cash account; (3) accessing online or mobile banking once during qualification period; and (4) receiving your monthly statement electronically. Transactions may take 1 or more banking days from the date transaction was made to post to and settle account. The qualification period is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month. ATM receipt must be presented for reimbursement of ATM fees of \$5.00 or higher within 30 days after the statement cycle where the reimbursement was applicable in order to receive a refund. The advertised Kasasa Cash APY is based on compounding dividends. If member has a Kasasa Saver account, dividends earned on Kasasa Cash balances are automatically transferred to Kasasa Saver each statement cycle and do not compound. Actual dividends paid may be less than advertised Kasasa Cash APY. The Kasasa Saver APYs may be less than Kasasa Cash APYs. Not everyone will qualify to open a Kasasa Cash rewards checking account. Pelican State CU reserves the right to limit the number of accounts allowed per member, joint or individually. Kasasa and Kasasa Cash are trademarks of Kasasa, Ltd., registered in the U.S.A.

<sup>4</sup>Mobile Wallet: There is no fee to sign up for Apple Pay, Samsung Pay, or Google Pay or to add and use your Pelican State CU debit or credit card through these apps. However, each of these apps may offer auxiliary services that incur fees. Please reference the terms, conditions, and fees for each respective app.

<sup>5</sup>Payment Center: Fees may apply. All credit card types are accepted except for Visa<sup>®</sup>; all debit card types are accepted including Visa<sup>®</sup>. Payments cannot exceed \$1,000 per transaction.

<sup>6</sup>Mobile Banking: Standard text messaging and data rates apply for Mobile Banking Services. Please consult your mobile carrier for details. Mobile Banking App only available for iPhone and Android platforms. Funds from Remote Deposit may not be available immediately. Credit given for the item deposited is provisional and subject to final approval of the item. You agree to receive all notifications regarding your use of this Service including but not limited to exception notices as required by Regulation CC via electronic message. With respect to each item you send to Pelican State CU for deposit, you agree to indemnify and reimburse Pelican State CU for and hold Pelican State CU harmless from and against any and all losses, costs, and expenses.

<sup>7</sup>FICO Score<sup>®</sup>: All members with a Pelican State CU loan or credit card are automatically opted into this free service. FICO<sup>®</sup> is a registered trademark of Fair Isaac Corporation in the United States and other countries. FICO<sup>®</sup> Scores are intended for the primary account holder and are only provided if a FICO<sup>®</sup> Score is available. Disclosure of this score is not available for all Pelican State CU products, and the credit union may change or discontinue this benefit at the credit union's sole discretion. Pelican State CU takes no liability for your use of this information. FICO<sup>®</sup> and Pelican State CU are independent entities and not legally affiliated. Pelican State CU and Fair Isaac are not credit repair organizations as defined under federal or state law, including the Credit Repair Organizations Act. Fair Isaac does not provide "credit repair" services, advice, or assistance regarding "rebuilding" or "improving" your credit record, credit history or credit rating.

<sup>8</sup>Credit Counseling: You have the right to a free credit report from [AnnualCreditReport.com](http://AnnualCreditReport.com) or 877-322-8228, the ONLY authorized source under federal law. Credit counseling is intended to give you the financial education you need to make informed decisions. Results may vary. Pelican State CU and its employees are not responsible for any claim, suit, action or damage resulting from credit counseling.

**1-800-351-4877**  
**[pelicanstatecu.com](http://pelicanstatecu.com)**



**Pelican State**  
**credit union**

P.O. Box 40088  
Baton Rouge, LA 70835

June 30, 2019

MEMBER NAME

ADDRESS

CITY, STATE ZIP

YOUR NEW PELICAN STATE CU ACCOUNT NUMBERS	
Account Number (Member Number)	
Primary Savings Account Number (MICR)	
Primary Checking Account Number (MICR)	

Your Financial Family for **Life**<sup>sm</sup>

# TRUTH-IN-SAVINGS DISCLOSURE

## LAST DIVIDEND DECLARATION DATE

Monthly: \_\_\_\_\_

Quarterly: \_\_\_\_\_

The rates, fees and terms applicable to your account at the Credit Union are provided with this Truth-in-Savings Disclosure. The Credit Union may offer other rates for these accounts from time to time.

ACCOUNT TYPE	DIVIDENDS				BALANCE REQUIREMENTS				ACCOUNT LIMITATIONS
	Dividend Rate / Annual Percentage Yield (APY)	Dividends Compounded	Dividends Credited	Dividend Period	Minimum Opening Deposit	Minimum Balance to Avoid a Service Fee	Minimum Balance to Earn the Stated APY	Balance Method to Calculate Dividends	
<input type="checkbox"/> Regular Shares	/ / / / /	Quarterly	Quarterly	Quarterly (Calendar)	\$10.00	\$100.01	\$100.01	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Freedom Shares	/ / / / /	Quarterly	Quarterly	Quarterly (Calendar)	---	---	\$1,000.00	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Team Pelican Shares	/ / / / /	Quarterly	Quarterly	Quarterly (Calendar)	\$10.00	---	---	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Christmas Club	/ / / / /	Monthly	Annually	Annually (Calendar)	---	---	---	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Vacation Club Shares	/ / / / /	Quarterly	Quarterly	Quarterly (Calendar)	---	---	---	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> IRA Shares	/ / / / /	Quarterly	Quarterly	Quarterly (Calendar)	\$100.00	---	\$100.01	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Mortgage Payment	---	---	---	---	---	---	---	---	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Escrow Savings	---	---	---	---	---	---	---	---	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Health Savings Checking	/ / / / /	Monthly	Monthly	Monthly (Calendar)	\$25.00	---	---	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Horizon Checking	---	---	---	---	\$25.00	---	---	---	---

**RATE SCHEDULE (continued)**

ACCOUNT TYPE	DIVIDENDS				BALANCE REQUIREMENTS				ACCOUNT LIMITATIONS
	Dividend Rate / Annual Percentage Yield (APY)	Dividends Compounded	Dividends Credited	Dividend Period	Minimum Opening Deposit	Minimum Balance to Avoid a Service Fee	Minimum Balance to Earn the Stated APY	Balance Method to Calculate Dividends	
<input type="checkbox"/> Kasasa Cash	Requirements met (see Section 2)* / to Requirements not met (see Section 2)* /	Monthly*	Monthly	Monthly (Calendar)	\$25.00	---	\$1.00	Average Daily Balance	Account limitations apply.
<input type="checkbox"/> Kasasa Saver	Requirements met (see Section 2)* / to Requirements not met (see Section 2)* /	Monthly	Monthly	Monthly (Calendar)	---	---	\$1.00	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Kasasa Cash Back Saver	Requirements met (see Section 2)* / to Requirements not met (see Section 2)* /	Monthly	Monthly	Monthly (Calendar)	---	---	\$1.00	Average Daily Balance	Account transfer and withdrawal limitations apply.
<input type="checkbox"/> Kasasa Cash Back	Requirements met (see Section 2)* / to Requirements not met (see Section 2)* /	---	---	---	\$25.00	---	---	---	Account limitations apply.

**ACCOUNT DISCLOSURES**

**Except as specifically described, the following disclosures apply to all of the accounts. All accounts described in this Truth-in-Savings Disclosure are share accounts.**

**1. RATE INFORMATION** — The annual percentage yield is a percentage rate that reflects the total amount of dividends to be paid on an account based on the dividend rate and frequency of compounding for an annual period. For Regular Shares, Freedom Shares, Team Pelican Shares, Christmas Club, Vacation Club Shares, IRA

Shares, and Health Savings Checking, accounts, the dividend rate and annual percentage yield may change at any time as determined by the Credit Union's Board of Directors. The dividend rates and annual percentage yields are the rates and yield as of the last dividend declaration date, which is set forth in the Rate Schedule. The **Regular Share** account is a tiered rate account. If your average daily balance is from \$100.01 to \$5,000.00, the first dividend rate and annual percentage yield listed for this account in the Rate Schedule will apply. If your average daily balance is from \$5,000.01 to \$10,000.00,

the second dividend rate and annual percentage yield listed for this account will apply. If your average daily balance is from \$10,000.01 to \$20,000.00, the third dividend rate and annual percentage yield listed for this account will apply. If your average daily balance is from \$20,000.01 to \$50,000.00, the fourth dividend rate and annual percentage yield listed for this account will apply. If your average daily balance is from \$50,000.01 to \$100,000.00, the fifth dividend rate and annual percentage yield listed for this account will apply. If your average daily balance is \$100,000.01 or greater, the sixth

dividend rate and annual percentage yield listed for this account will apply. Once a particular range is met, the dividend rate and annual percentage yield for that balance range will apply to the full balance of your account. The High Yield Share account is a tiered rate account. If your Average Daily Balance is from \$20,000.00 to \$99,999.99, the first Dividend Rate and Annual Percentage Yield listed for this account in the Rate Schedule will apply. If your Average Daily Balance is from \$100,000.00 or greater, the second Dividend Rate and Annual Percentage Yield listed for this account will apply. Once a particular range is met, the Dividend Rate and Annual Percentage Yield for that balance range will apply to the full balance of your account. The Kasasa Cash and Kasasa Saver accounts are tiered rate accounts. Please refer to sections 2 and 3 for additional details about these accounts.

**2. KASASA CASH ACCOUNT** — This account is a tiered rate account. If your average daily balance is \$7,500.00 or below and your Kasasa Cash account meets all the minimum service requirements during the qualification period, the first dividend rate and annual percentage yield listed for this account in the Rate Schedule will apply for the dividend period. If your average daily balance is greater than \$7,500.00 and your Kasasa Cash account meets all of the minimum service requirements during the qualification period, the second dividend rate and range of annual percentage yields listed for this account will apply for the dividend period. Each dividend rate will apply only to that portion of the account balance within each balance range. The minimum service requirements include: 1) making 15 debit card point-of-sale purchases (ATM transactions do not qualify) that are cleared and posted to your account during the qualification period; 2) having direct deposit, ACH debit or credit or Bill Pay transaction posted to your Kasasa Cash account; 3) accessing online banking once during qualification period; and 4) receiving your monthly statement electronically. If you meet all minimum service requirements during the qualification period, all ATM fees (not to exceed \$4.99 per single ATM transaction), will be refunded by the second day of the next calendar month. ATM receipt must be presented for reimbursement of ATM fees of \$5.00 or higher within 30 days after the statement cycle where the reimbursement was applicable in order to receive a refund. Dividends earned and ATM fees refunded on the Kasasa Cash account will automatically be transferred to the Kasasa Saver Share account, if available during the first week of the next calendar month. If you do not meet all of the minimum service requirements during the calendar month, the third dividend rate and annual percentage yield as listed in the Rate Schedule will apply

to the entire balance in your Kasasa Cash account. The qualification period is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month in which the dividends are paid.

**3. KASASA SAVER ACCOUNT** — This account is a tiered rate account and is available only to holders of a Kasasa Cash account. If the average daily balance in your Kasasa Saver account is \$50,000.00 or below and your Kasasa Cash account meets all the minimum service requirements as described above for the Kasasa Cash Account during the qualification period, the first dividend rate and annual percentage yield listed for this account in the Rate Schedule will apply for the dividend period. If the average daily balance in your Kasasa Saver account is greater than \$50,000.00 and your Kasasa Cash account meets all the minimum service requirements during the qualification period, the second dividend rate and annual percentage yield listed for this account in the Rate Schedule will apply. Each dividend rate will apply only to that portion of the account balance within each balance range. If your Kasasa Cash account does not meet all of the minimum service requirements during the calendar month, the third dividend rate and annual percentage yield listed in the Rate Schedule will apply to the entire balance in your Kasasa Saver account. The qualification period is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month in which the dividends are paid.

**4. KASASA CASH BACK SAVER ACCOUNT** — This account is a tiered rate account and is available only to holders of a Kasasa Cash Back account. If the average daily balance in your Kasasa Cash Back Saver account is \$50,000.00 or below and your Kasasa Cash Back account meets all the minimum service requirements as described above for the Kasasa Cash Back Account during the qualification period, the first dividend rate and annual percentage yield listed for this account in the Rate Schedule will apply for the dividend period. If the average daily balance in your Kasasa Cash Back Saver account is greater than \$50,000.00 and your Kasasa Cash Back account meets all the minimum service requirements during the qualification period, the second dividend rate and annual percentage yield listed for this account in the Rate Schedule will apply. Each dividend rate will apply only to that portion of the account balance within each balance range. If your Kasasa Cash Back account does not meet all of the minimum service requirements during the calendar month, the third dividend rate and annual percentage yield listed in the Rate Schedule will apply to

the entire balance in your Kasasa Cash Back Saver account. The qualification period is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month in which the dividends are paid.

**5. KASASA CASH BACK ACCOUNT** — No dividends are paid on this account; however, you may qualify for ATM fee reimbursements if you meet all of the minimum service requirements during the qualification period. The minimum service requirements include: 1) making 15 debit card point-of-sale purchases (ATM transactions do not qualify) that are cleared and posted to your account during the qualification period; 2) having direct deposit, ACH debit or credit or Bill Pay transaction posted to your Kasasa Cash Back account; 3) accessing online banking once during qualification period; and 4) receiving your monthly statement electronically. If you meet all minimum service requirements during the qualification period, all ATM fees (up to \$4.99 per single transaction) will be refunded by the second business day following the end of the last day of the statement cycle. ATM receipt must be presented for reimbursement of ATM fees of \$5.00 or higher within 30 days after the statement cycle where the reimbursement was applicable in order to receive a refund. Purchases up to \$250.00 will receive 4.00% cash back with a maximum of \$10.00 per statement cycle. The qualification period is defined as a period beginning on the last day of the prior calendar month and ending on the next-to-last day of the calendar month.

**6. NATURE OF DIVIDENDS** — Dividends are paid from current income and available earnings after required transfers to reserves at the end of the dividend period.

**7. DIVIDEND COMPOUNDING AND CREDITING** — The compounding and crediting frequency of dividends and the dividend period applicable to each account are stated in the Rate Schedule. The dividend period is the period of time at the end of which an account earns dividend credit. The dividend period begins on the first calendar day of the period and ends on the last calendar day of the period.

**8. ACCRUAL OF DIVIDENDS** — For all earning accounts, dividends will begin to accrue on noncash deposits (e.g. checks) on the business day you make the deposit to your account. If you close your account before accrued dividends are credited, you will not receive the accrued dividends. However, for Christmas Club accounts, any accrued dividends will be paid if you close the account within seven (7) days of the date you open it. However, for Christmas Club accounts, any accrued

dividends will be paid if you close the account within seven (7) days of the date you open it.

**9. BALANCE INFORMATION** — To open any account, you must deposit or already have on deposit at least the par value of one full share in a Share account. Some accounts may have additional minimum opening deposit requirements. The minimum balance requirements applicable to each account are stated in the Rate Schedule. For Regular Shares there is a minimum average daily balance required to avoid a service fee for the dividend period. If the minimum average daily balance requirements are not met during each day of the dividend period, you will be charged a service fee as disclosed in the Fee Schedule. For Team Pelican Shares accounts, you must be 17 and under. For Regular Shares, Freedom Shares, and IRA Shares there is a minimum average daily balance required to earn the annual percentage yield disclosed for the dividend period. If the minimum average daily balance is not met, you will not earn the annual percentage yield stated in the Rate Schedule. For accounts using the average daily balance method as stated on the Rate Schedule, dividends are calculated by applying a periodic rate to the average daily balance in the account for the dividend period. The average daily balance is calculated by adding the balance in the account for each day of the period and dividing that figure by the number of days in the period.

**10. ACCOUNT LIMITATIONS** — For Regular Shares, Freedom Shares, Team Pelican Shares, Vacation Club Shares, Mortgage Payment, Escrow Savings, Kasasa Savers, and Kasasa Cash Back Saver accounts, you may make no more than six (6) transfers and withdrawals from your account to another account of yours or to a third party in any month by means of a preauthorized, automatic or internet transfer, by telephonic order or instruction, or by check, draft, debit card or similar order. If you exceed these limitations, your account may be subject to a fee or be closed. For Christmas Club accounts, the entire balance will be transferred to another account of yours on or after November 1 and the account will remain open. If you wish to access the funds in your Christmas Club accounts, at any other time, we may impose a fee. However, no fee will be charged if the withdrawal occurs within seven (7) days of the date the account is opened. For IRA Shares accounts, you may not make any preauthorized, automatic or telephone transfers at any time. The Horizon Checking, Kasasa Cash Checking and Kasasa Saver accounts are limited to one each per primary account holder social security number. For Health Savings Checking accounts, no account limitations apply.

**11. FEES FOR OVERDRAWING ACCOUNTS** — Fees for overdrawing your account may be imposed on each check, draft, item, ATM transaction and one-time debit transaction (if member has consented to overdraft protection plan for ATM and one-time debit card transactions), preauthorized automatic debit, telephone initiated withdrawal or any other electronic withdrawal or transfer transaction that is drawn on an insufficient available account balance. The entire balance in your account may not be available for withdrawal, transfer or paying a check, draft or item. You may consult the Funds Availability Policy Disclosure for information regarding the availability of funds in your account. Fees for overdrawing your account may be imposed for each overdraft, regardless of whether we pay or return the draft, item or transaction. If we have approved an overdraft protection limit for your account, such fees may reduce your approved limit. Please refer to the Fee Schedule for current fee information.

For ATM and one-time debit card transactions, you must consent to the Credit Union's overdraft protection plan in order for the transaction amount to be covered under the plan. Without your consent, the Credit Union may not authorize and pay an overdraft resulting from these types of transactions. Services and fees for overdrafts are shown in the document the Credit Union uses to capture the member's opt-in choice for overdraft protection and the Schedule of Fees and Charges.

**12. MEMBERSHIP** — As a condition of membership, you must purchase and maintain the minimum required share(s) as set forth below.

Par Value of One Share	\$5.00
Number of Shares Required	1

**13. RATES** — The rates and fees appearing with this Schedule are accurate as of the last dividend declaration date indicated on this Truth-in-Savings Disclosure. If you have any questions or require current rate and fee information on your accounts, please call the Credit Union.

**14. FEES** — See separate fee schedule for a listing of fees and charges applicable to your account(s).





P.O. Box 40088  
Baton Rouge, LA 70835  
(225) 408-6100  
Fax: (225) 408-6200  
www.pelicanstatecu.com

## MEMBERSHIP AND ACCOUNT AGREEMENT

This Agreement covers your rights and responsibilities concerning your accounts and the rights and responsibilities of the Credit Union providing this Agreement (Credit Union). In this Agreement, the words "you," "your," and "yours" mean anyone who signs an Account Card, Account Change Card, or any other account opening document (Account Card), or for whom membership and/or service requests are approved through the Credit Union's online application and authentication process. The words "we," "us," and "our" mean the Credit Union. The word "account" means any one or more share or deposit accounts you have with the Credit Union.

Your account type(s) and ownership features are designated by you on your Account Card or through the Credit Union's online application and authentication process. By signing an Account Card or authenticating your request, each of you, jointly and severally, agree to the terms and conditions in this Agreement, and any Account Card, Funds Availability Policy Disclosure, Truth-in-Savings Disclosure, Electronic Fund Transfers Agreement and Disclosure, Privacy Disclosure, or Account Receipt accompanying this Agreement, the Credit Union Bylaws or Code of Regulations (Bylaws), Credit Union policies, and any amendments made to these documents from time to time that collectively govern your membership, accounts and services.

**IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT** - To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, if applicable, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

**1. MEMBERSHIP ELIGIBILITY** - To join the Credit Union, you must meet the membership requirements, including purchase and maintenance of the minimum required share(s) (hereinafter membership share) and/or paying a membership fee as set forth in the Credit Union's bylaws. You authorize us to check your account, credit and employment history, and obtain reports from third parties, including credit reporting agencies, to verify your eligibility for the accounts, products and services you request and for other accounts, products, or services we may offer you or for which you may qualify.

**2. INDIVIDUAL ACCOUNTS** - An individual account is an account owned by one member who has qualified for credit union membership. If the account owner dies, the interest passes, subject to applicable law, to the account owner's estate or Payable on Death (POD) beneficiary/payee or trust beneficiary, subject to other provisions of this Agreement governing our protection for honoring transfer and withdrawal requests of an owner or owner's agent prior to notice of an owner's death, any security interest or pledge granted by the account owner, and our statutory lien rights.

**3. JOINT ACCOUNTS** - A joint account is an account owned by two or more persons.

**a. Rights of Survivorship.** Louisiana law does not authorize Joint Tenancy with Rights of Survivorship accounts. Louisiana law does authorize joint accounts with access after the death of one or more of the parties. This means that when one owner dies, the surviving owner(s) may continue to use the account and make withdrawals. A surviving owner's interest is subject to the Credit Union's statutory lien for the deceased owner's obligations, and to any security interest or pledge granted by a deceased owner, even if a surviving owner did not consent to it. If any one owner seeks to prevent payments from any account, by that owner or any other owner, the owner must give us notice of the request and we shall refuse to honor any item drawn on the account, unless all owners consent to such transaction.

**b. Control of Joint Accounts.** Any owner is authorized and deemed to act for any other owner(s) and may instruct us regarding transactions and other account matters. Each owner guarantees the signature or authenticated request of any other owner(s). Any owner may withdraw or transfer funds, pledge to us all or any part of the shares, or stop payment on items without the consent of the other owner(s). We have no duty to notify any owner(s) about any transaction. If one account owner dies, surviving account owners may continue to withdraw funds and otherwise transact business on the account without regard to the owner's death. We reserve the right to require written consent of all owners for any change to or termination of an account. If we receive written notice of a dispute between owners or inconsistent instructions from them, we may suspend or terminate the account and require a court order or written consent from all owners in order to act.

**c. Joint Account Owner Liability.** If an item deposited in a joint account is returned unpaid, a joint account is overdrawn, or if we do not receive final payment on a transaction, the owners, jointly and severally, are liable to us for any returned item, overdraft, or unpaid amount and for any related fees and charges, regardless of who initiated or benefited from the transaction. If any account owner is indebted to us, we may enforce our rights against any account of the indebted owner, including all funds in the joint account, regardless of who contributed the funds.

**4. POD/TRUST ACCOUNT DESIGNATIONS** - A Payable on Death (POD) account or trust account designation is an instruction to the Credit Union that an individual or joint account so designated is payable to the owner(s) during his, her, or their lifetimes and, when the last account owner dies, is payable to all surviving POD or trust beneficiaries/payees. Unless state law provides for different ownership or as permitted and documented by us, the beneficiaries/payees will own the funds jointly in equal shares without rights of survivorship when there is more than one surviving beneficiary/payee. Any POD or trust beneficiary/payee designation shall not apply to Individual Retirement Accounts (IRAs). The Credit Union makes no representations whatsoever regarding the validity of any designation of, or the rights of, any beneficiary(ies) named by any account owner. We are not obligated to notify any beneficiary/payee of the existence of any account nor the vesting of the beneficiary/payee's interest in any account, except as otherwise provided by law. This paragraph does not apply to an account held on behalf of or in the name of a trust.

**5. ACCOUNTS FOR MINORS** - We may require any account established by a minor to be a joint account with an owner who has reached the age of majority under state law and who shall be jointly and severally liable to us for any returned item, overdraft, or unpaid amount on such account and for any related fees and charges. We may pay funds directly to the minor without regard to his or her minority. Unless a guardian or parent is an account owner, the guardian or parent shall not have any account access rights. We have no duty to inquire about the use or purpose of any transaction except as required by applicable law. We will not change the account status when the minor reaches the age of majority unless the change is authorized in writing by all account owners.



**6. UNIFORM TRANSFERS TO MINORS ACCOUNT** - A Uniform Transfers to Minors Account (UTMA) is an individual account created by a custodian who deposits funds as an irrevocable gift to a minor. The minor to whom the gift is made is the beneficiary of the custodial property in the account. The custodian has possession and control of the account for the exclusive right and benefit of the minor and, barring a court order otherwise, is the only party authorized to make deposits, withdrawals, or close the account. We have no duty to inquire about the use or purpose of any transaction except as required by applicable law. If the custodian dies, we may suspend the account until we receive instructions from any person authorized by law to withdraw funds or a court order authorizing withdrawals.

**7. AGENCY DESIGNATION ON AN ACCOUNT** - An agency designation on an account is an instruction to us that the owner authorizes another person to make transactions as agent for the account owner regarding the accounts designated. An agent has no ownership interest in the account(s) or credit union voting rights. We have no duty to inquire about the use or purpose of any transaction made by the agent except as required by applicable law.

**8. DEPOSIT OF FUNDS REQUIREMENTS** - Funds may be deposited to any account, in any manner approved by the Credit Union in accordance with the requirements set forth in the Truth-in-Savings Disclosure. Deposits made by mail, at night depositories, or at unstaffed facilities are not our responsibility until we receive them. We reserve the right to refuse or to return any deposit.

**a. Endorsements.** We may accept transfers, checks, drafts, and other items for deposit into any of your accounts if they are made payable to, or to the order of, one or more account owners even if they are not endorsed by all payees. You authorize us to supply missing endorsements of any owners if we choose. If a check, draft, or item that is payable to two or more persons is ambiguous as to whether it is payable to either or both, we may process the check, draft, or item as though it is payable to either person. If an insurance, government, or other check or draft requires an endorsement, we may require endorsement as set forth on the item. Endorsements must be made on the back of the check or draft within 1½ inches of the top edge, although we may accept endorsements outside this space. However, any loss we incur from a delay or processing error resulting from an irregular endorsement or other markings by you or any prior endorser will be your responsibility. If we offer a remote deposit capture service and you have been approved to use the service to make deposits to your account, you agree that, prior to transmitting check or draft images, you will restrictively endorse each original check or draft in accordance with any other agreement with us that governs this service.

**b. Collection of Items.** We act only as your agent and we are not responsible for handling items for deposit or collection beyond the exercise of ordinary care. We are not liable for the loss of an item in transit or the negligence of any correspondent. Each correspondent will only be liable for its own negligence. We may send any item for collection. Items drawn on an institution located outside the United States are handled on a collection basis only. You waive any notice of nonpayment, dishonor, or protest regarding items we purchase or receive for credit or collection to your account. We reserve the right to pursue collection of previously dishonored items at any time, including giving a payor financial institution extra time beyond any midnight deadline limits.

**c. Restrictive Legends.** Some checks and drafts contain restrictive legends or similar limitations on the front of the item. Examples of restrictive legends include "two signatures required," "void after 60 days," and "not valid over \$500.00." We are not liable for payment of any check or draft contrary to a restrictive legend or other limitation contained in or on the item unless we have specifically agreed in writing to the restriction or limitation.

**d. Final Payment.** All checks, drafts, automated clearinghouse (ACH) transfers or other items credited to your account are provisional until we receive final payment. If final payment is not received, we may charge your account for the amount of such items and impose a returned item fee on your account. Any collection fees we incur may be charged to your account. We reserve the right to refuse or return any item or fund transfer.

**e. Direct Deposits.** We may offer direct deposit services, including preauthorized deposits (e.g., payroll checks, Social Security or retirement checks, or other government checks) or preauthorized transfers from other accounts. You must authorize direct deposits or preauthorized transfers by completing a separate authorization document. You must notify us if you wish to cancel or change a direct deposit or preauthorized transfer. Any cancellation or change will become effective once we receive notice from you and have a reasonable period of time to act on your request. If your account is overdrawn, you authorize us to deduct the amount your account is overdrawn from any deposit, including deposits of government payments or benefits. If we are required to reimburse the U.S. Government for any benefit payment directly deposited into your account, we may deduct the amount returned from any of your accounts, unless prohibited by law.

**f. Crediting of Deposits.** Deposits will be credited to your account on the day we consider them received as stated in our Funds Availability Policy Disclosure.

## 9. ACCOUNT ACCESS

**a. Authorized Signature.** Your signature on the Account Card, or authentication and approval of your account, authorizes your account access. We will not be liable for refusing to honor any item or instruction if we believe the signature is not genuine. If you have authorized the use of a facsimile signature, we may honor any check or draft that appears to bear your facsimile signature, even if it was made by an unauthorized person. You authorize us to honor transactions initiated by a third person to whom you have given your account information, even if you do not authorize a particular transaction.

**b. Access Options.** You may access your account(s) in any manner we permit including, for example, in person at one of our branch offices, at an ATM or point-of-sale device, or by mail, telephone, automatic transfer, internet access or mobile application. We may return as unpaid any check or draft drawn on a form we do not provide, and you are responsible for any losses, expenses or fees we incur as a result of handling such a check or draft. We have the right to review and approve any form of power of attorney and may restrict account withdrawals or transfers. We may refuse to honor a power of attorney if our refusal is conducted in accordance with applicable state law.

**c. Credit Union Examination.** We may disregard any information on any check or draft other than the signature of the drawer, the amount of the item, and any magnetic encoding. You agree that we do not fail to exercise ordinary care in paying an item solely because our procedures do not provide for sight examination of items.

**10. FUND TRANSFERS** - Fund transfers we permit that are subject to Article 4A of the Uniform Commercial Code, such as wire transfers, will be subject to such provisions of the Uniform Commercial Code as enacted by the state where the main office of the Credit Union is located, except as otherwise provided in this Agreement. ACH transfers are subject to rules of the National Automated Clearinghouse Association (NACHA). We may execute certain requests for fund transfers by Fedwire which are subject to the Federal Reserve Board's Regulation J.

**a. Authorization for Transfers/Debiting of Accounts.** You may make or order fund transfers to or from your account. We will debit your account for the amount of a fund transfer from your account and will charge your account for any fees related to the transfer.

**b. Right to Refuse to Make Transfers/Limitation of Liability.** Unless we agree otherwise in writing, we reserve the right to refuse to execute any payment order to transfer funds to or from your account. We are not obligated to execute any payment order to transfer funds out of your account if the amount of the requested transfer plus applicable fees exceeds the available balance in your account. We are not liable for errors, delays, interruptions or transmission failures caused by third parties or circumstances beyond our control including mechanical, electronic or

equipment failure. In addition, we will not be liable for consequential, special, punitive or indirect loss or damage you may incur in connection with fund transfers to or from your account.

**c. No Notice Required.** We will not provide you with notice when fund transfers are credited to your account. You will receive notice of such credits on your account statements. You may contact us to determine whether a payment has been received.

**d. Interest Payments.** If we fail to properly execute a payment order and such action results in a delay in payment to you, we will pay you dividends or interest, whichever applies to your account, for the period of delay as required by applicable law. You agree that the dividend or interest rate paid to you will be based on the lowest nominal dividend or interest rate we were paying on any account during that period.

**e. Provisional Credit for ACH Transactions.** We may provisionally credit your account for an ACH transfer before we receive final settlement. If we do not receive final settlement, we may reverse the provisional credit or require you to refund us the amount provisionally credited to your account, and the party originating the transfer will not be considered to have paid you.

**f. Payment Order Processing and Cut-off Times.** Payment orders we accept will be executed within a reasonable time of receipt. Unless we have agreed otherwise in writing, a payment order may not necessarily be executed on the date it is received or on a particular date you specify. Cut-off times may apply to the receipt, execution and processing of fund transfers, payment orders, cancellations, and amendments. Fund transfers, payment orders, cancellations, and amendments received after a cut-off time may be treated as having been received on the next fund transfer business day. Information about any cut-off times is available upon request. From time to time, we may need to temporarily suspend processing of a transaction for greater scrutiny or verification in accordance with applicable law. This action may affect settlement or availability of the transaction.

**g. Identifying Information.** If your payment order identifies the recipient and any financial institution by name and account or other identifying number, the Credit Union and any other financial institutions facilitating the transfer may rely strictly on the account or other identifying number, even if the number identifies a different person or financial institution.

**h. Amendments and Cancellations of Payment Orders.** Any account owner may amend or cancel a payment order regardless of whether that person initiated the order. We may refuse requests to amend or cancel a payment order that we believe will expose the Credit Union to liability or loss. Any request to amend or cancel a payment order that we accept will be processed within a reasonable time after it is received. You agree to hold us harmless from and indemnify us for all losses and expenses resulting from any actual or attempted amendment or cancellation of a payment order.

**i. Security Procedures.** We may require you to follow a security procedure to execute, amend or cancel a payment order so that we may verify the authenticity of the order, amendment or cancellation. You agree that the security procedure established by separate agreement between you and the Credit Union is commercially reasonable. If you refuse to follow a commercially reasonable security procedure that we offer, you agree to be bound by any payment order, whether authorized or not, that is issued in your name and accepted by us in good faith in accordance with the security procedure you choose.

**j. Duty to Report Unauthorized or Erroneous Fund Transfers.** You must exercise ordinary care to identify and report unauthorized or erroneous fund transfers on your account. You agree that you will review your account(s) and periodic statement(s). You further agree you will notify us of any unauthorized or erroneous transfers within the time frames described in the "Statements" section of this Agreement.

**k. Recording Telephone Requests.** You agree that we may record payment order, amendment and cancellation requests as permitted by applicable law.

**l. Remittance Transfers.** A "remittance transfer" is an electronic transfer of funds of more than \$15.00 which is requested by a sender and sent to a designated recipient in a foreign country by a remittance transfer provider. If we act as a remittance transfer provider and conduct a remittance transfer(s) on your behalf, the transaction(s) will be governed by 12 C.F.R. part 1005, subpart B - Requirements for remittance transfers. Terms applicable to such transactions may vary from those disclosed herein and will be disclosed to you at the time such services are requested and rendered in accordance with applicable law.

**11. ACCOUNT RATES AND FEES** - We pay account earnings and assess fees against your account as set forth in the Truth-in-Savings Disclosure and Schedule of Fees and Charges. We may change the Truth-in-Savings Disclosure or Schedule of Fees and Charges at any time and will notify you as required by law.

## **12. TRANSACTION LIMITATIONS**

**a. Withdrawal Restrictions.** We will pay checks or drafts, permit withdrawals, and make transfers from the available balance in your account. The availability of funds in your account may be delayed as described in our Funds Availability Policy Disclosure. We may also pay checks or drafts, permit withdrawals, and make transfers when you have an insufficient available balance in your account if you have established an overdraft protection plan or, if you do not have such a plan with us, in accordance with our overdraft payment policy.

We may refuse to allow a withdrawal in some situations and will advise you accordingly if, for example: (1) there is a dispute between account owners (unless a court has ordered the Credit Union to allow the withdrawal); (2) a legal garnishment or attachment is served; (3) the account secures any obligation to us; (4) required documentation has not been presented; or (5) you fail to repay a credit union loan on time. We may require you to give written notice of 7 to 60 days before any intended withdrawals.

**b. Transfer Limitations.** We may limit the dollar amount or the number of transfers from your account. Please consult your Truth-in-Savings Disclosure or your Electronic Fund Transfers Agreement and Disclosure.

**13. CERTIFICATE ACCOUNTS** - Any term share, share certificate, time deposit or certificate of deposit account (certificate account), whichever we offer as allowed by applicable federal or state law, is subject to the terms of this Agreement, the Truth-in-Savings Disclosure, the Account Receipt for each account, and any other documents we provide for the account, the terms of which are incorporated herein by reference.

## **14. OVERDRAFTS**

**a. Payment of Overdrafts.** If, on any day, the available balance in your share or deposit account is not sufficient to pay the full amount of a check, draft, transaction, or other item, plus any applicable fee, that is posted to your account, we may return the item or pay it, as described below. The Credit Union's determination of an insufficient available account balance may be made at any time between presentation and the Credit Union's midnight deadline with only one review of the account required. We do not have to notify you if your account does not have a sufficient available balance in order to pay an item. Your account may be subject to a fee for each item regardless of whether we pay or return the item. We may charge a fee each time an item is submitted or resubmitted for payment; therefore, you may be assessed more than one fee as a result of a returned item and resubmission(s) of the returned item.

If we offer standard overdraft services, this service allows us to authorize payment for the following types of transactions regardless of whether your share or deposit account has sufficient funds: (1) share drafts/checks and other transactions made using your checking account, except as otherwise described below; (2) automatic bill payments; (3) and ACH transactions. For ATM and one-time debit card transactions, you must affirmatively consent to such coverage. Without your consent, the Credit Union may not authorize and pay an ATM or one-time debit card transaction that will result in insufficient funds in your account. If you have established a service linking your share or deposit account with other individual or joint accounts, you authorize us to transfer funds from another account of yours to cover an insufficient item, including transfers from a share or deposit account, an overdraft line-of-credit account, or other account you so designate. Services and fees for these transactions are shown in the document the Credit Union uses to capture your affirmative consent and the Schedule of Fees and Charges.

Except as otherwise agreed in writing, if we exercise our right to use our discretion to pay such items that result in an insufficiency of funds in your account, we do not agree to pay them in the future and may discontinue coverage at any time without notice. If we pay these items or impose a fee that results in insufficient funds in your account, you agree to pay the insufficient amount, including the fee assessed by us, in accordance with our standard overdraft services or any other service you may have authorized with us or, if you do not have such protections with us, in accordance with any overdraft payment policy we have, as applicable.

**b. How Transactions are Posted to Your Account.** Basically, there are two types of transactions that affect your account: credits (deposits of money into your account) and debits (payments out of your account). It is important to understand how each is applied to your account so that you know how much money you have and how much is available to you at any given time. This section explains generally how and when we post transactions to your account.

**Credits.** Deposits are generally added to your account when we receive them. However, in some cases when you deposit a check, the full amount of the deposit may not be available to you at the time of deposit. Please refer to the Funds Availability Policy Disclosure provided at the time you opened your account for details regarding the timing and availability of funds from deposits.

**Debits.** There are several types of debit transactions. Common debit transactions are generally described below. Keep in mind that there are many ways transactions are presented for payment by merchants, and we are not necessarily in control of when transactions are received.

- **Checks.** When you write a check, it is processed through the Federal Reserve system. We receive data files of cashed checks from the Federal Reserve each day. The checks drawn on your account are compiled from these data files and paid each day. We process the payments from low to high dollar value.
- **ACH Payments.** We receive data files every day from the Federal Reserve with Automated Clearing House (ACH) transactions. These include, for example, automatic bill payments you have authorized. ACH transactions for your account are posted throughout the day from low to high dollar value.
- **PIN-Based Debit Card Purchase Transactions.** These are purchase transactions using your debit card for which a merchant may require you to enter your personal identification number (PIN) at the time of sale. They are processed through a PIN debit network. These transactions are similar to ATM withdrawal transactions because the money is usually deducted from your account immediately at the time of the transaction. However, depending on the merchant, a PIN-based transaction may not be immediately presented for payment.
- **Signature-Based Debit Card Purchase Transactions.** These are purchase transactions using your debit card that are processed through a signature-based network. Rather than entering a PIN, you typically sign for the purchase; however, merchants may not require your signature for certain transactions. Merchants may seek authorization for these types of transactions. The authorization request places a hold on funds in your account when the authorization is completed. The "authorization hold" will reduce your available balance by the amount authorized but will not affect your actual balance. The transaction is subsequently processed by the merchant and submitted to us for payment. This can happen hours or sometimes days after the transaction, depending on the merchant and its payment processor. These payment requests are received in real time throughout the day and are posted to your account when they are received.

The amount of an authorization hold may differ from the actual payment because the final transaction amount may not yet be known to the merchant when you present your card for payment. For example, if you use your debit card at a restaurant, a hold will be placed in an amount equal to the bill presented to you; but when the transaction posts, it will include any tip that you may have added to the bill. This may also be the case where you present your debit card for payment at gas stations, hotels and certain other retail establishments. We cannot control how much a merchant asks us to authorize, or when a merchant submits a transaction for payment.

This is a general description of certain types of transactions. These practices may change, and we reserve the right to pay items in any order we choose as permitted by law.

**c. Understanding Your Account Balance.** Your share draft account has two kinds of balances: the actual balance and the available balance. Your actual balance reflects the full amount of all deposits to your account as well as payment transactions that have been posted to your account. It does not reflect checks you have written and are still outstanding or transactions that have been authorized but are still pending. Your available balance is the amount of money in your account that is available for you to use. Your available balance is your actual balance less: (1) holds placed on deposits; (2) holds on debit card or other transactions that have been authorized but are not yet posted; and (3) any other holds, such as holds related to pledges of account funds and minimum balance requirements or to comply with court orders. We use your available balance to determine whether there are sufficient funds in your account to pay items, including checks and drafts, as well as ACH, debit card and other electronic transactions. Pending transactions and holds placed on your account may reduce your available balance and may cause your account to become overdrawn regardless of your actual balance. In such cases, subsequent posting of the pending transactions may further overdraw your account and be subject to additional fees. You should assume that any item which would overdraw your account based on your available balance may create an overdraft. You may check your available balance online at [www.pelicanstatecu.com](http://www.pelicanstatecu.com), at an ATM, by visiting a credit union branch or by calling us at 800-351-4877.

**15. POSTDATED AND STALEDATED CHECKS OR DRAFTS** - You agree not to issue any check or draft that is payable on a future date (postdated). If you do draw or issue a check or draft that is postdated and we pay it before that date, you agree that we shall have no liability to you for such payment. You agree not to deposit checks, drafts, or other items before they are properly payable. We are not obligated to pay any check or draft drawn on your account that is presented more than six months past its date; however, if the check or draft is paid against your account, we will have no liability for such payment.

## **16. STOP PAYMENT ORDERS**

**a. Stop Payment Order Request.** Any owner may request a stop payment order on any check or draft drawn on the owner's account. To be binding, the order must accurately describe the check or draft, including the exact account number, check or draft number, and amount of the check

or draft. This exact information is necessary for the Credit Union to identify the check or draft. If we receive incorrect or incomplete information, we will not be responsible for failing to stop payment on the check or draft. In addition, we must receive sufficient advance notice of the stop payment order to allow us a reasonable opportunity to act on it. If we recredit your account after paying a check or draft over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to assign to us all of your rights against the payee or other holders of the check or draft, and to assist us in any legal action.

Stop payment orders for preauthorized debit transactions from your account are governed by Regulation E. Please refer to the Electronic Fund Transfers Agreement and Disclosure for rules regarding stop payments on preauthorized debit transactions.

**b. Duration of Order.** You may make an oral stop payment order which will lapse within 14 calendar days unless you confirm it in writing, or in a record if allowed by applicable law, within that time. A written stop payment order is effective for six months and may be renewed for additional six-month periods by submitting a renewal request in writing, or in a record if allowed by applicable law, before the stop payment order then in effect expires. We do not have to notify you when a stop payment order expires.

**c. Liability.** Fees for stop payment orders are set forth in the Truth-in-Savings Disclosure or Schedule of Fees and Charges. You may not stop payment on any certified check, cashier's check, teller's check, or any other check, draft, or payment guaranteed by us. Although payment of an item may be stopped, you may remain liable to any item holder, including us. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney's fees and all damages or claims related to our refusal to pay an item, as well as claims of any joint account owner or of any payee or endorsee for failing to stop payment of an item as a result of incorrect information provided by you.

**17. CREDIT UNION LIABILITY** - If we do not properly complete a transaction according to this Agreement, we will be liable for your losses or damages not to exceed the amount of the transaction, except as otherwise provided by law. We will not be liable if, for example: (1) your account contains an insufficient available balance for the transaction; (2) circumstances beyond our control prevent the transaction; (3) your loss is caused by your or another financial institution's negligence; or (4) your account funds are subject to legal process or other claim. We will not be liable for consequential damages, except liability for wrongful dishonor. We are not responsible for a check or draft that is paid by us if we acted in a commercially reasonable manner and exercised ordinary care. We exercise ordinary care if our actions or nonactions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearinghouse rules, and general financial institution practices followed in the area we serve. You grant us the right, in making payments of deposited funds, to rely exclusively on the form of the account and the terms of this Agreement. Any conflict regarding what you and our employees say or write will be resolved by reference to this Agreement.

**18. CHECKS OR DRAFTS PRESENTED FOR PAYMENT IN PERSON** - We may refuse to accept any check or draft drawn on your account that is presented for payment in person. Such refusal shall not constitute a wrongful dishonor of the check or draft, and we shall have no liability for refusing payment. If we agree to cash a check or draft that is presented for payment in person, we may require the presenter to pay a fee. Any applicable check or draft cashing fees are stated in the Schedule of Fees and Charges.

**19. REMOTELY CREATED CHECKS OR DRAFTS** - For purposes of this paragraph, "account" means a transaction account, credit account, or any other account on which checks or drafts may be drawn. A remotely created check or draft is a check or draft created by someone other than the person on whose account the check or draft is drawn. A remotely created check or draft is generally created by a third party payee as authorized by the owner of the account on which the check or draft is drawn. Authorization is usually made over the telephone or through online communication. The owner of the account does not sign a remotely created check or draft. In place of the owner's signature, the remotely created check or draft usually bears a statement that the owner authorized the check or draft or bears the owner's printed or typed name. If you authorize a third party to draw a remotely created check or draft against your account, you may not later revoke or change your authorization. It is your responsibility to resolve any authorization issues directly with the third party. We are not required to credit your account and may charge against your account any remotely created check or draft for which the third party has proof of your authorization.

**20. PLEDGE, RIGHT OF OFFSET AND STATUTORY LIEN** - Unless prohibited by law, you pledge and grant as security for all obligations you may have now or in the future, except obligations secured by your principal residence, all shares and dividends and all deposits and interest, if any, in all accounts you have with us now and in the future. If you pledge a specific dollar amount in your account(s) for a loan, we will freeze the funds in your account(s) to the extent of the outstanding balance of the loan or, if greater, the amount of the pledge if the loan is a revolving loan. Otherwise, funds in your pledged account(s) may be withdrawn unless you are in default. You agree we have the right to offset funds in any of your accounts against the obligation owed to us. Federal or state law (depending upon whether we have a federal or state charter) gives us a lien on all shares and dividends and all deposits and interest, if any, in accounts you have with us now and in the future. Except as limited by federal or state law, the statutory lien gives us the right to apply the balance of all your accounts to any obligation on which you are in default. After you are in default, we may exercise our statutory lien rights without further notice to you.

**Your pledge and our statutory lien rights will allow us to apply the funds in your account(s) to what you owe when you are in default, except as limited by federal or state law.** If we do not apply or offset the funds in your account(s) to satisfy your obligation, we may place an administrative freeze on your account(s) in order to protect our statutory lien rights and may apply or offset the funds in your account(s) to the amount you owe us at a later time. The statutory lien and your pledge do not apply to any Individual Retirement Account or any other account that would lose special tax treatment under federal or state law if given as security. By not enforcing our right to apply or offset funds in your account(s) to your obligations that are in default, we do not waive our right to enforce these rights at a later time.

**21. LEGAL PROCESS** - If any legal action is brought against your account, we may pay out funds according to the terms of the action or refuse any payout until the dispute is resolved, as permitted by law. Any expenses or attorney fees we incur responding to legal process may be charged against your account without notice, unless prohibited by law. Any legal process against your account is subject to our lien and security interest.

**22. ACCOUNT INFORMATION** - Upon request, we will give you the name and address of each agency from which we obtain a credit report regarding your account. We agree not to disclose account information to third parties except when: (1) it is necessary to complete a transaction; (2) the third party seeks to verify the existence or condition of your account in accordance with applicable law; (3) such disclosure complies with the law or a government agency or court order; or (4) you give us written permission.

## **23. NOTICES**

**a. Name or Address Changes.** You are responsible for notifying us of any name or address change. The Credit Union is only required to attempt to communicate with you at the most recent address you have provided to us. We may require all name and address changes to be provided in writing. If we attempt to locate you, we may impose a service fee as set forth in the Truth-in-Savings Disclosure or Schedule of Fees and Charges.

**b. Notice of Amendments.** Except as prohibited by applicable law, we may change the terms of this Agreement at any time. We will notify you, in a manner we deem appropriate under the circumstances, of any changes in terms, rates or fees as required by law. We reserve the right to waive any terms of this Agreement. Any such waiver shall not affect our right to future enforcement.

**c. Effect of Notice.** Any written notice you give us is effective when we receive it. Any written notice we give to you is effective when it is provided electronically or is deposited in the U.S. mail, postage prepaid and addressed to you at your statement mailing address, and will be effective whether or not received by you. Notice to any account owner is considered notice to all account owners.

**d. Electronic Notices.** If you have agreed to receive notices electronically, we may send you notices electronically and discontinue mailing paper notices to you until you notify us that you wish to reinstate receiving paper notices.

**24. TAXPAYER IDENTIFICATION NUMBER AND BACKUP WITHHOLDING** - You agree that we may withhold taxes from any dividends or interest earned on your account as required by federal, state or local law or regulations. Your failure to furnish a correct Taxpayer Identification Number (TIN) or meet other requirements may result in backup withholding. If your account is subject to backup withholding, we must withhold and pay to the Internal Revenue Service a percentage of dividends, interest, and certain other payments. If you fail to provide your TIN within a reasonable time we may close your account and return the balance to you, less any applicable service fees.

## **25. STATEMENTS**

**a. Contents.** If we provide a periodic statement for your account, you will receive a periodic statement that shows the transactions and activity on your account during the statement period as required by applicable law. If a periodic statement is provided, you agree that only one statement is necessary for joint accounts. For share draft or checking accounts, you understand and agree that your original check or draft, when paid, becomes property of the Credit Union and may not be returned to you, but copies of the check or draft may be retained by us or by payable-through financial institutions and may be made available upon your request. You understand and agree that statements are made available to you on the date they are mailed to you or, if you have requested, on the date they are made available to you electronically. You also understand and agree that checks, drafts, or copies thereof are made available to you on the date the statement is mailed to you or is provided to you electronically, even if the checks or drafts do not accompany the statement.

**b. Examination.** You are responsible for promptly examining each statement upon receiving it and reporting any irregularities to us. If you fail to report any irregularities such as forged, altered, unauthorized, unsigned, or otherwise fraudulent items drawn on your account, erroneous payments or transactions, or other discrepancies that are reflected on your statement within 33 days of the date we sent or otherwise provided the statement to you, we will not be responsible for your loss. We also will not be liable for any items that are forged or altered in a manner not detectable by a reasonable person, including the unauthorized use of facsimile signature equipment.

Unauthorized electronic fund transfers governed by Regulation E are subject to different reporting periods. Please refer to the Electronic Fund Transfers Agreement and Disclosure for reporting requirements pertaining to electronic fund transfers.

**c. Notice to Credit Union.** You agree that the Credit Union's retention of checks or drafts does not alter or waive your responsibility to examine your statements or the time limit 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 charge to your account unless you notify us in writing within the above time limit for notifying us of any errors. If you fail to receive a periodic statement, you agree to notify us within 14 days of the time you regularly receive a statement.

**d. Address.** If we mail you a statement, we will send it to the last known address shown in our records. If you have requested to receive your statement electronically, we will send the statement or notice of statement availability to the last e-mail address shown in our records.

**26. INACTIVE ACCOUNTS** - As allowed by applicable law, we may classify your account as inactive or dormant and assess a fee if you have not made any transactions in your account over a specified period of time. The period of inactivity, the fee for servicing an inactive or dormant account, and the minimum balance required to avoid the service fee, if any, are set forth in our Schedule of Fees and Charges. You authorize us to transfer funds from another account of yours to cover any service fees, if applicable. To the extent allowed by law, we reserve the right to transfer the account funds to an account payable or reserve account and to suspend any further account statements. If a deposit or withdrawal has not been made on the account and we have had no other sufficient contact with you within the period specified by state law, the account will then be presumed to be abandoned. Funds in abandoned accounts will be reported and remitted in accordance with state law. Once funds have been turned over to the state, we have no further liability to you for such funds. If you choose to reclaim such funds, you must apply to the appropriate state agency.

**27. SPECIAL ACCOUNT INSTRUCTIONS** - You may request that we facilitate certain trust, will, or court-ordered account arrangements. However, because we do not give legal advice, we cannot counsel you as to which account arrangement most appropriately meets the specific requirements of your trust, will, or court order. If you ask us to follow any instructions that we believe might expose us to claims, lawsuits, expenses, liabilities, or damages, whether directly or indirectly, we may refuse to follow your instructions or may require you to indemnify us or post a bond or provide us with other protection. We may require that account changes requested by you, or any account owner, such as adding or closing an account or service, be evidenced by a signed Account Change Card or other document which evidences a change to an account and accepted by us.

**28. TERMINATION OF ACCOUNT** - We may terminate your account at any time without notice to you or may require you to close your account and apply for a new account if, for example: (1) there is a change in owners or authorized signers; (2) there has been a forgery or fraud reported or committed involving your account; (3) there is a dispute as to the ownership of the account or of the funds in the account; (4) any checks or drafts are lost or stolen; (5) there are excessive returned unpaid items not covered by an overdraft protection plan; (6) there has been any misrepresentation or any other abuse of any of your accounts; (7) we reasonably deem it necessary to prevent a loss to us; or (8) as otherwise permitted by law. You may terminate an individual account by giving written notice. We reserve the right to require the consent of all owners to terminate a joint account. We are not responsible for payment of any check, draft, withdrawal, transaction, or other item after your account is terminated; however, if we pay an item after termination, you agree to reimburse us.

**29. TERMINATION OF MEMBERSHIP; LIMITATION OF SERVICES** - You may terminate your membership by giving us written notice or by withdrawing your minimum required membership share, if any, and closing all of your accounts. Pelican State Credit Union is committed to treating its employees, volunteers, and members with respect and to maintaining a workplace free from abusive conduct. The Credit Union hereby adopts this Policy to address standards of member conduct and to protect its employees, volunteers, and members from abuse, harassment, and intimidation. In the event that any member or non-member engages in any type of abusive conduct towards the Credit Union or a Credit Union employee, volunteer, or member, the CEO (or his/her designee) is authorized to apply appropriate remedial measures, in his/her sole discretion, against such individual. Including: (i) Denial of services other than the right to maintain a share account and the right to vote at annual member meetings and special member meetings. (ii) Preclusion from personal contacts with Credit Union employees or volunteers such that Credit Union services may be provided only by remote means and that communications may be limited to communication through the mail only. (iii) Preclusion from access to Credit Union premises (iv) Taking any other action deemed appropriate under the circumstances that does not violate state or federal law. Any such remedial measure taken in response to abusive conduct shall be reported to the Board of Directors at the next regularly-scheduled meeting of the Board. Threats of bodily harm, actual bodily harm, or any other illegal activity against any Credit Union employee, volunteer, or member will be reported to appropriate local or federal authorities. The Credit Union reserves the right to seek a restraining order against any individual who violates this Policy as permissible under applicable law. For the purposes of this Policy, "abusive conduct" shall include, but shall not be limited to, any of the following conduct: a) Threats of actual bodily harm, or illegal activity against another member or a Credit Union employee or volunteer. b) Any form of action that may constitute harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs; engaging in sexual conduct; making sexual overtures. c) Inappropriate or

unwanted touching; d) Making sexual flirtations, advances, or propositions; engaging in verbal abuse of a sexual, racial, or ethnic nature; e) Making graphic or degrading comments about an individual or his or her appearance; f) Displaying sexually suggestive objects or pictures. g) Fighting, kicking, or other physical harm or attempted harm towards a Credit Union member, employee, or volunteer. h) Making false, vicious, or malicious statements about the Credit Union or its services, operations, policies, practices, or management, or any Credit Union employee, volunteer, or member. i) Cursing or using other abusive, intimidating, profane, or vulgar language while on Credit Union premises, or communicated by mail, telephone, or any electronic means directed towards any Credit Union employee, volunteer, or member. j) Bringing or possessing firearms or weapons of any type on Credit Union premises. k) Possession, sale, or use of or being under the influence of an unlawful or unauthorized substance while on Credit Union premises. l) Attempting to coerce or interfere with a Credit Union employee or volunteer in the performance of his/her duties at any time. m) Engaging in immoral or uncivil conduct or failure to maintain business-like relationships with Credit Union employees and volunteers and other Credit Union members. n) Conducting or attempting to conduct any fraudulent, dishonest, or deceptive activity of any kind involving the Credit Union. o) Engaging in any activity that causes a monetary loss to the Credit Union. p) Any posting, defacing, or removing of any notices or signs on Credit Union premises. q) Appropriation or misappropriation of Credit Union or member funds or property. r) Any other act that endangers the safety, health, or wellbeing of any Credit Union or member or engaging in any other conduct that causes a disruption of business at the Credit Union. Based upon a finding of good cause, the board of directors may vote to expel a member of the credit union. Good cause shall include, but not be limited to: Failure to maintain the requirements necessary for membership; Physical abuse or assault, harassment or multiple instances of verbal abuse of an employee, an officer, a director, or another member of the credit union; Neglect or refusal to comply with provisions of the Credit Union Act, Commission rules, these bylaws, or the articles of incorporation; Conviction of a felony; Habitual neglect to pay obligations or default on an obligation resulting in a financial loss to the credit union; Causing a financial loss to the credit union by means of theft, malfeasance, or misconduct; Insolvency or bankruptcy. Upon expulsion, staff shall direct a letter to the member advising that s/he has been expelled and his/her account will be closed 10 days from the date of the letter. Following 10 days, a check for the member's remaining funds shall be sent to the address on file. Any person whose membership has been terminated shall have no further rights in the Credit Union, but is not released from any obligation owed to the Credit Union. Any person expelled may file a written appeal to the Board requesting reconsideration of the expulsion.

**30. DEATH OF ACCOUNT OWNER** - We may honor all transfer orders, withdrawals, deposits, and other transactions on an account until we know of a member's death. Even with such knowledge, we may continue to pay checks or drafts or honor other payments or transfer orders authorized by the deceased member for a period of ten days after the member's death unless we receive instructions from any person claiming an interest in the account to stop payment on the checks, drafts, or other items. We may require anyone claiming a deceased owner's account funds to indemnify us for any losses resulting from our honoring that claim. This Agreement will be binding upon any heirs or legal representatives of any account owner.

**31. UNLAWFUL INTERNET GAMBLING AND OTHER ILLEGAL ACTIVITIES** - You agree that you are not engaged in unlawful internet gambling or any other illegal activity. You agree that you will not use any of your accounts, access devices or services for unlawful internet gambling or other illegal activities. We may terminate your account relationship if you engage in unlawful internet gambling or other illegal activities.

**32. SEVERABILITY** - If a court holds any portion of this Agreement to be invalid or unenforceable, the remainder of this Agreement shall not be invalid or unenforceable and will continue in full force and effect. All headings are intended for reference only and are not to be construed as part of the Agreement.

**33. ENFORCEMENT** - You are liable to us for any losses, costs, or expenses we incur resulting from your failure to follow this Agreement. You authorize us to deduct any such losses, costs, or expenses from your account without prior notice to you. If we bring a legal action to collect any amount due under or to enforce this Agreement, we shall be entitled, subject to applicable law, to payment of reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post judgment collection actions.

**34. GOVERNING LAW** - This Agreement is governed by the following, as amended from time to time: the Credit Union's bylaws; local clearinghouse and other payment system rules; federal laws and regulations, including applicable principles of contract law; and the laws and regulations of the state of Louisiana. As permitted by applicable law, you agree that any legal action regarding this Agreement shall be brought in the county in which the Credit Union is located.

**35. NEGATIVE INFORMATION NOTICE** - We may report information about your loan, share, or deposit accounts to credit bureaus. Late payments, missed payments, or other defaults on your accounts may be reflected in your credit report.

**36. MONITORING AND RECORDING COMMUNICATIONS** - We may monitor and record communications between you and us, including telephone conversations, electronic messages, electronic records, or other data transmissions that affect your accounts or other products and services. Except as otherwise prohibited by applicable law, you agree we may monitor and record such communications without your approval or further notice to you.

**37. CONSENT TO CONTACT** - By signing or otherwise authenticating an Account Card, you agree we and/or our third-party providers, including debt collectors, may contact you by telephone or text message at any telephone number associated with your account, including wireless telephone numbers (i.e. cell phone numbers) which could result in charges to you, in order to service your account or collect any amounts owed to us, excluding any contacts for advertising and telemarketing purposes as prescribed by law. You further agree methods of contact may include use of pre-recorded or artificial voice messages, and/or use of an automatic dialing device. You may withdraw the consent to be contacted on your wireless telephone number(s) at any time by providing written notice to us at P.O. Box 40088 Baton Rouge, LA 70835, by email to MyBranch@PelicanStateCU.com, via phone at 800-351-4877 or by any other reasonable means. If you have provided a wireless telephone number(s) on or in connection with any account, you represent and agree you are the wireless subscriber or customary user with respect to the wireless telephone number(s) provided and have the authority to give this consent. Furthermore, you agree to notify us of any change to the wireless telephone number(s) which you have provided to us.

In order to help mitigate harm to you and your account, we may contact you on any telephone number associated with your account, including a wireless telephone number (i.e. cell phone number), to deliver to you any messages related to suspected or actual fraudulent activity on your account, data security breaches or identity theft following a data breach, money transfers or any other exigent messages permitted by applicable law. These contacts will not contain any telemarketing, cross-marketing, solicitation, advertising, or debt collection message of any kind. The contacts will be concise and limited in frequency as required by law. You will have an opportunity to opt-out of such communications at the time of delivery.

## ELECTRONIC FUND TRANSFERS AGREEMENT AND DISCLOSURE

This Electronic Fund Transfers Agreement and Disclosure is the contract which covers your and our rights and responsibilities concerning the electronic fund transfers (EFT) services offered to you by Pelican State Credit Union ("Credit Union"). In this Agreement, the words "you," "your," and "yours" mean those who sign the application or account card as applicants, joint owners, or any authorized users. The words "we," "us," and "our" mean the Credit Union. The word "account" means any one (1) or more savings and checking accounts you have with the Credit Union. Electronic fund transfers are electronically initiated transfers of money from your account through the EFT services described below. By signing an application or account card for EFT services, signing your card, or using any service, each of you, jointly and severally, agree to the terms and conditions in this Agreement and any amendments for the EFT services offered. Furthermore, electronic fund transfers that meet the definition of remittance transfers are governed by 12 C.F.R. part 1005, subpart B—Requirements for remittance transfers, and consequently, terms of this agreement may vary for those types of transactions. A "remittance transfer" is an electronic transfer of funds of more than \$15.00 which is requested by a sender and sent to a designated recipient in a foreign country by a remittance transfer provider. Terms applicable to such transactions may vary from those disclosed herein and will be disclosed to you at the time such services are requested and rendered in accordance with applicable law.

**1. EFT SERVICES** — If approved, you may conduct any one (1) or more of the EFT services offered by the Credit Union.

**a. Visa Debit Card.** If approved, you may use your card to purchase goods and services from participating merchants. However, you may not use your card to initiate any type of electronic gambling transactions through the Internet. If you wish to pay for goods or services over the Internet, you may be required to provide card number security information before you will be permitted to complete the transaction. You agree that you will not use your card for any transaction that is illegal under applicable federal, state, or local law. Funds to cover your card purchases will be deducted from your checking account. For one-time debit card transactions, you must consent to the Credit Union's overdraft protection plan in order for the transaction amount to be covered under the plan. Without your consent, the Credit Union may not authorize and pay an overdraft resulting from these types of transactions. Services and fees for overdrafts are shown in the document the Credit Union uses to capture the member's opt-in choice for overdraft protection and the Schedule of Fees and Charges.

For other types of transactions, if the balance in your account is not sufficient to pay the transaction amount, the Credit Union may pay the amount and treat the transaction as a request to transfer funds from other deposit accounts, approved overdraft protection accounts, or loan accounts that you have established with the Credit Union. If you initiate a transaction that overdraws your account, you agree to make immediate payment of any overdrafts together with any service charges to the Credit Union. In the event of repeated overdrafts, the Credit Union may terminate all services under this Agreement. You may use your card and personal identification number (PIN) in ATMs of the Credit Union, Cirrus, PLUS, Pulse networks, and such other machines or facilities as the Credit Union may designate. In addition, you may use your card without a PIN for certain transactions on the Visa Cirrus and Pulse networks. However, provisions of this Agreement relating to Visa transactions do not apply to transactions processed through non-Visa networks. To initiate a Visa Debit transaction, you may sign a receipt, provide a card number or swipe your card through a point-of-sale (POS) terminal and choose to route the transaction over a Visa network. Please refer to the Member Liability section of this Agreement for terms and conditions.

At the present time, you may also use your card to:

- Make deposits to your savings and checking accounts.
- Withdraw funds from your savings and checking accounts.
- Transfer funds from your savings and checking accounts.
- Obtain balance information for your savings and checking accounts.
- Make loan payments from your savings and checking accounts.
- Access your Opportunity Line of Credit accounts.
- Make point-of-sale (POS) transactions with your card and personal identification number (PIN) to purchase goods or services at merchants that accept Visa.
- Order goods or services by mail or telephone from places that accept Visa.

The following limitations on Visa Debit Card transactions may apply:

- Purchase amounts are limited to the amount in your account.
- You may purchase up to a maximum of \$2,500.00 per day.
- You may withdraw up to a maximum of \$705.00 in any one (1) day from an ATM machine, if there are sufficient funds in your account.
- You may purchase up to a maximum of \$2,500.00 from POS terminals per day, if there are sufficient funds in your account.
- For security purposes, there are other limits on the frequency and amount of transfers available at ATMs.
- You may transfer up to the available balance in your accounts at the time of the transfer.
- See Section 2 for transfer limitations that may apply to these transactions.



**b. Health Savings Debit Card.** If you will be using your debit card to access a Health Savings Account (HSA), portions of this Agreement governed by Regulation E will not apply. A HSA account is defined by the IRS as a trust account, and therefore is not covered under Reg E. But portions of this Agreement such as Visa "0" liability for unauthorized use for example, do apply. Funds to cover your card purchases will be deducted from your Health Savings Account (HSA) account. You may use your card and personal identification number (PIN) in ATMs of the Credit Union, Cirrus, PLUS, Pulse networks, and such other machines or facilities as the Credit Union may designate. In addition, you may use your card without a PIN for certain transactions on the Visa Cirrus and Pulse networks. However, provisions of this Agreement relating to Visa transactions do not apply to transactions processed through non-Visa networks. To initiate a Visa Debit transaction, you may sign a receipt, provide a card number or swipe your card through a point-of-sale (POS) terminal and choose to route the transaction over a Visa network. Please refer to the Member Liability section of this Agreement for terms and conditions.

At the present time, you may also use your card to:

- Make deposits to your Health Savings accounts.
- Withdraw funds from your Health Savings accounts.
- Transfer funds from your Health Savings accounts.
- Obtain balance information for your Health Savings accounts.
- Make point-of-sale (POS) transactions with your card and personal identification number (PIN) to purchase goods or services at merchants that accept Visa.
- Order goods or services by mail or telephone from places that accept Visa.

The following limitations on Health Savings Debit Card transactions may apply:

- You may purchase up to a maximum of \$2,500.00 per day.
- You may withdraw up to a maximum of \$705.00 in any one (1) day from an ATM machine, if there are sufficient funds in your account.
- You may purchase up to a maximum of \$2,500.00 from POS terminals per day, if there are sufficient funds in your account.
- For security purposes, there are other limits on the frequency and amount of transfers available at ATMs.
- You may transfer up to the available balance in your accounts at the time of the transfer.
- See Section 2 for transfer limitations that may apply to these transactions.

**c. Pelican Teller.** If we approve Pelican Teller for your accounts, a separate personal identification number (PIN) will be assigned to you. You must use your personal identification number (PIN) along with your account number to access your accounts. At the present time, you may use Pelican Teller to:

- Withdraw funds from your savings and checking accounts.
- Transfer funds from your savings and checking accounts.
- Obtain balance information for your savings and checking accounts.
- Make loan payments from your savings and checking accounts.
- Access your Opportunity Line of Credit account.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on savings and checking accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under Pelican Teller via a touch-tone telephone only. Pelican Teller service will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing.

The following limitations on Pelican Teller transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- See Section 2 for transfer limitations that may apply to these transactions.

The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits. The Credit Union may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each telephone call.

**d. Preauthorized EFTs.**

- **Direct Deposit.** Upon instruction of (i) your employer, (ii) the Treasury Department or (iii) other financial institutions, the Credit Union will accept direct deposits of your paycheck or federal recurring payments, such as Social Security, to your savings and/or checking account.
- **Preauthorized Debits.** Upon instruction, we will pay certain recurring transactions from your savings and/or checking account.
- See Section 2 for transfer limitations that may apply to these transactions.
- **Stop Payment Rights.** If you have arranged in advance to make electronic fund transfers out of your account(s) for money you owe others, you may stop payment on preauthorized transfers from your account. You must notify us orally or in writing at any time up to three (3) business days before the scheduled date of the transfer. We may require written confirmation of the stop payment order to be made within 14 days of any oral notification. If we do not receive the written confirmation, the

oral stop payment order shall cease to be binding 14 days after it has been made. A stop payment request may apply to a single transfer, multiple transfers, or all future transfers as directed by you, and will remain in effect unless you withdraw your request or all transfers subject to the request have been returned.

- **Notice of Varying Amounts.** If these regular payments may vary in amount, the person you are going to pay is required to tell you, ten (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 Transfers.** If you order us to stop payment of a preauthorized transfer three (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.

**e. Electronic Check Conversion/Electronic Returned Check Fees.** If you pay for purchases or bills with a check or draft, you may authorize your check or draft to be converted to an electronic fund transfer. You may also authorize merchants or other payees to electronically debit your account for returned check fees. You are considered to have authorized these electronic fund transfers if you complete the transaction after being told (orally or by a notice posted or sent to you) that the transfer may be processed electronically or if you sign a written authorization.

**f. Pelican@Net.** If Pelican@Net is activated for your account(s), you will be required to use secure login information to access the account(s). At the present time, you may use Pelican@Net to:

- Withdraw funds from your savings and checking accounts.
- Transfer funds from your savings and checking accounts.
- Obtain balance information for your savings, checking, loan, and certificate accounts.
- Make loan payments from your savings and checking accounts.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on savings and checking accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.
- Make bill payments to preauthorized creditors.

Your accounts can be accessed under Pelican@Net via personal computer. Pelican@Net will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each access.

The following limitations on Pelican@Net transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- See Section 2 for transfer limitations that may apply to these transactions.

**g. Mobile Banking.** If Mobile Banking is activated for your account(s), you will be required to use secure login information to access the account(s). At the present time, you may use Mobile Banking to:

- Withdraw funds from your savings and checking accounts.
- Transfer funds from your savings and checking accounts.
- Obtain balance information for your savings, checking, loan, and certificate accounts.
- Make loan payments from your savings and checking accounts.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on savings and checking accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under Mobile Banking via mobile device or other approved access device(s). Mobile Banking will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each access.

The following limitations on Mobile Banking transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- See Section 2 for transfer limitations that may apply to these transactions.

**h. Bill Pay.** We will process bill payment transfer requests only to those creditors the Credit Union has designated in the User Instructions and such creditors as you authorize and for whom the Credit Union has the proper vendor code number. We will not process any bill payment transfer if the required transaction information is incomplete.

We will withdraw the designated funds from your checking account for bill payment transfer by the designated cutoff time on the date you schedule for payment. We will process your bill payment transfer within a designated number of days before the date you schedule for payment. You must allow sufficient time for vendors to process your payment after they receive a transfer from us. Please leave as much time as though you were sending your payment by mail. We cannot guarantee the time that any payment will be credited to your account by the vendor.

The following limitations on Bill Pay transactions may apply:

- There is no limit on the number of bill payments per day.

**2. TRANSFER LIMITATIONS** — For all savings accounts, you may make no more than six (6) transfers and withdrawals from your account to another account of yours or to a third party in any month by means of a preauthorized, automatic, or Internet transfer, by telephonic order or instruction, or by check, draft, debit card or similar order. If you exceed these limitations, your account may be subject to a fee or be closed.

### **3. CONDITIONS OF EFT SERVICES —**

**a. Ownership of Cards.** Any card or other device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the card, immediately according to instructions. The card may be repossessed at any time at our sole discretion without demand or notice. You cannot transfer your card or account to another person.

**b. Honoring the Card.** Neither we nor merchants authorized to honor the card will be responsible for the failure or refusal to honor the card or any other device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your account in lieu of a cash refund.

#### **c. Foreign Transactions.**

**Visa.** Purchases and cash withdrawals made in foreign currencies will be debited from your account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from a 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. The exchange rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.

A fee of 1.00% of the amount of the transaction, calculated in U.S. dollars, will be imposed on all foreign transactions, including purchases, cash withdrawals and credits to your account. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the United States, with the exception of U.S. military bases, U.S. territories, U.S. embassies or U.S. consulates.

**d. Security of Access Code.** You may use one (1) or more access codes with your electronic fund transfers. The access codes issued to you are for your security purposes. Any access codes issued to you are confidential and should not be disclosed to third parties or recorded on or with the card. You are responsible for safekeeping your access codes. You agree not to disclose or otherwise make your access codes available to anyone not authorized to sign on your accounts. If you authorize anyone to use your access codes that authority shall continue until you specifically revoke such authority by notifying the Credit Union. You understand that any joint owner you authorize to use an access code may withdraw or transfer funds from any of your accounts. If you fail to maintain the security of these access codes and the Credit Union suffers a loss, we may terminate your EFT services immediately.

**e. Joint Accounts.** If any of your accounts accessed under this Agreement are joint accounts, all joint owners, including any authorized users, shall be bound by this Agreement and, alone and together, shall be responsible for all EFT transactions to or from any savings and checking or loan accounts as provided in this Agreement. Each joint account owner, without the consent of any other account owner, may, and is hereby authorized by every other joint account owner, make any transaction permitted under this Agreement. Each joint account owner is authorized to act for the other account owners, and the Credit Union may accept orders and instructions regarding any EFT transaction on any account from any joint account owner.

**4. FEES AND CHARGES** — There are certain fees and charges for EFT services. For a current listing of all applicable fees, see our current Schedule of Fees and Charges that was provided to you at the time you applied for or requested these electronic services. From time to time, the charges may be changed. We will notify you of any changes as required by applicable law.

If you use an ATM not operated by us, you may be charged a fee by the ATM operator and by any international, national, regional, or local network used in processing the transaction (and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer). The ATM surcharge will be debited from your account if you elect to complete the transaction or continue with the balance inquiry.

**5. MEMBER LIABILITY** — You are responsible for all transactions you authorize using your EFT services under this Agreement. If you permit someone else to use an EFT service, your card or your access code, you are responsible for any transactions they authorize or conduct on any of your accounts.

TELL US AT ONCE if you believe your card or access code has been lost or stolen, if you believe someone has used your card or access code or otherwise accessed your accounts without your authority, 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 a transaction was made with your card or card number without your permission and was a Visa transaction, you will have no liability for the transaction, unless you were grossly negligent in the handling of your account or card or access code. For all other EFT transactions, if you were grossly negligent in the handling of your account or card or access code, your liability for an unauthorized transaction is determined as follows.

If you tell us within two (2) business days after you learn of the loss or theft of your card or access code, you can lose no more than \$50.00 if someone used your card or access code without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your card or access code and we can prove we could have stopped someone from using your card or access 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, access 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 lost after the 60 days if we can prove that we could have stopped someone from making the transfers if you had told us in time. If a good reason (such as a hospital stay) kept you from telling us, we will extend the time periods.

If you believe your card or access code has been lost or stolen or that someone has transferred or may transfer money from your accounts without your permission, call:

(225) 408-6100  
(800) 351-4877

or write to:

Pelican State Credit Union  
PO Box 40088  
Baton Rouge, LA 70835  
Fax: (225) 408-6200

You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission.

## **6. RIGHT TO RECEIVE DOCUMENTATION —**

**a. Periodic Statements.** Transfers and withdrawals made through any debit card transactions, HSA debit card transactions, audio response transactions, preauthorized EFTs, online/PC transactions, mobile access device transactions or bill payments you make will be recorded on your periodic statement. You will receive a statement monthly unless there is no transaction in a particular month. In any case, you will receive a statement at least quarterly.

**b. Terminal Receipt.** You can get a receipt at the time you make any transaction (except inquiries) involving your account using an ATM and/or point-of-sale (POS) terminal.

**c. Direct Deposit.** If you have arranged to have a direct deposit made to your account at least once every 60 days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling (225) 408-6100 or (800) 351-4877. This does not apply to transactions occurring outside the United States.

**7. ACCOUNT INFORMATION DISCLOSURE —** We will disclose information to third parties about your account or the transfers you make:

- As necessary to complete transfers;
- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant;
- If your account is eligible for emergency cash and/or emergency card replacement services and you request such services, you agree that we may provide personal information about you and your account that is necessary to provide you with the requested service(s);
- To comply with government agency or court orders; or
- If you give us your written permission.

**8. BUSINESS DAYS —** Our business days are Monday through Friday, excluding holidays.

**9. CREDIT UNION 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 may be liable for your losses or damages. However, we will not be liable for direct or consequential damages in the following events:

- If, through no fault of ours, there is not enough money in your accounts to complete the transaction, if any funds in your accounts necessary to complete the transaction are held as uncollected funds pursuant to our Funds Availability Policy Disclosure, or if the transaction involves a loan request exceeding your credit limit.
- If you used your card or access code in an incorrect manner.
- If the ATM where you are making the transfer does not have enough cash.
- If the ATM was not working properly and you knew about the problem when you started the transaction.
- If circumstances beyond our control (such as fire, flood, or power failure) prevent the transaction.
- If the money in your account is subject to legal process or other claim.
- If funds in your account are pledged as collateral or frozen because of a delinquent loan.

- If the error was caused by a system of any participating ATM network.
- If the electronic transfer is not completed as a result of your willful or negligent use of your card, access code, or any EFT facility for making such transfers.
- If the telephone or computer equipment you use to conduct audio response, online/PC, or mobile banking transactions is not working properly and you know or should have known about the breakdown when you started the transaction.
- If you have bill payment services, we can only confirm the amount, the participating merchant, and date of the bill payment transfer made by the Credit Union. For any other error or question you have involving the billing statement of the participating merchant, you must contact the merchant directly. We are not responsible for investigating such errors.
- Any other exceptions as established by the Credit Union.

**10. NOTICES** — All notices from us will be effective when we have mailed them or delivered them to the appropriate address in the Credit Union's records. Notices from you will be effective when received by the Credit Union at the address specified in this Agreement. We reserve the right to change the terms and conditions upon which this service is offered. We will mail notice to you at least 21 days before the effective date of any change. Use of this service is subject to existing regulations governing the Credit Union account and any future changes to those regulations.

The following information is a list of safety precautions regarding the use of ATMs and night deposit facilities:

- Be aware of your surroundings, particularly at night.
- Consider having someone accompany you when the ATM or night deposit facility is used after dark.
- Close the entry door of any ATM facility equipped with a door.
- If another person is uncomfortably close to you at the time of your transaction, ask the person to step back before you complete your transaction. If it is after the regular hours of the financial institution and you are using an ATM, do not permit entrance to any person you do not know.
- Refrain from displaying your cash at the ATM or night deposit facility. As soon as your transaction is completed, place your money in your purse or wallet. Count the cash later in the safety of your car or home.
- If you notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility or coming back later. If you are in the middle of a transaction and you notice something suspicious, cancel the transaction, take your card or deposit envelope, and leave.
- If you are followed after making a transaction, go to the nearest public area where people are located.
- Do not write your personal identification number (PIN) or access code on your ATM card.
- Report all crimes to law enforcement officials immediately. If emergency assistance is needed, call the police from the nearest available public telephone.

**11. BILLING ERRORS** — In case of errors or questions about electronic fund transfers from your savings and checking accounts or if you need more information about a transfer on the statement or receipt, telephone us at the following number or send us a written notice to the following address as soon as you can. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem appears. Call us at:

(225) 408-6100  
(800) 351-4877

or write to:

Pelican State Credit Union  
PO Box 40088  
Baton Rouge, LA 70835  
Fax: (225) 408-6200

- Tell us your name and account number.
- Describe the electronic transfer you are unsure about and explain, as clearly as you can why you believe the Credit Union has made an error or why you need more information.
- 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 ten (10) business days.

We will determine whether an error has 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 45\*\* days to investigate your complaint or question. If we decide to do this, we will 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 question in writing and we do not receive it within ten (10) business days, we may not credit your account.

We will tell you the results within three (3) 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.

\* If you give notice of an error within 30 days after you make the first deposit to your account, we will have 20 business days instead of ten (10) business days to investigate the error.

\*\* If you give notice of an error within 30 days after you make the first deposit to your account, notice of an error involving a point-of-sale (POS) transaction, or notice of an error involving a transaction initiated outside the U.S., its possessions and territories, we will have 90 days instead of 45 days to investigate the error.

**NOTE:** If the error you assert is an unauthorized Visa transaction, other than a cash disbursement at an ATM, we will credit your account within five (5) business days unless we determine that the circumstances or your account history warrant a delay, in which case you will receive credit within ten (10) business days.

**12. TERMINATION OF EFT SERVICES** — You may terminate this Agreement or any EFT service under this Agreement at any time by notifying us in writing and stopping your use of your card and any access code. You must return all cards to the Credit Union. You also agree to notify any participating merchants that authority to make bill payment transfers has been revoked. We may also terminate this Agreement at any time by notifying you orally or in writing. If we terminate this Agreement, we may notify any participating merchants making preauthorized debits or credits to any of your accounts that this Agreement has been terminated and that we will not accept any further preauthorized transaction instructions. We may also program our computer not to accept your card or access code for any EFT service. Whether you or the Credit Union terminates this Agreement, the termination shall not affect your obligations under this Agreement for any electronic transactions made prior to termination.

**13. GOVERNING LAW** — This Agreement is governed by the bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the state of Louisiana, and local clearinghouse rules, as amended from time to time. Any disputes regarding this Agreement shall be subject to the jurisdiction of the court of the county in which the Credit Union is located.

**14. ENFORCEMENT** — You are liable to us for any losses, costs or expenses we incur resulting from your failure to follow this Agreement. You authorize us to deduct any such losses, costs or expenses from your account without prior notice to you. If we bring a legal action to collect any amount due under or to enforce this Agreement, we shall be entitled, subject to applicable law, to payment of reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any postjudgment collection actions.



**Pelican State**  
credit union.  
Your Financial Family for *Life*<sup>™</sup>

## Funds Availability Policy Updates

**Effective June 8, 2020, the following changes have been made to our Funds Availability Policy:**

- **Minimum Deposit Availability Increase:** The minimum amount of deposited funds that must be available for members to withdraw by opening of business on the next day for certain check deposits is increasing from \$200 to \$225.
  
- **The following are increasing from \$5,000 to \$5,525:**
  - New Account Check Availability: The amount of funds deposited by certain checks in a new account that's subject to next-day availability
  - Large Deposit Threshold: The threshold for using an exception to funds availability schedule if the aggregate amount of checks on any one banking day exceed the threshold amount
  - Repeatedly Overdrawn Threshold: The dollar amount threshold for determining whether an account has been repeatedly overdrawn

See back of page to read the full copy of Pelican State CU's Funds Availability Policy.

## FUNDS AVAILABILITY POLICY DISCLOSURE

This Disclosure describes your ability to withdraw funds at Pelican State Credit Union. It only applies to the availability of funds in transaction accounts. The Credit Union reserves the right to delay the availability of funds deposited to accounts that are not transaction accounts for periods longer than those disclosed in this policy. Please ask us if you have a question about which accounts are affected by this policy.

**1. GENERAL POLICY** — Our policy is to make funds from your cash and check deposits available to you on the same business day that we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once they are available, you can withdraw the funds in cash and we will use the funds to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. We have different deposit cutoff hours for different deposit locations. The earliest cutoff time that might apply is close of business. If you make a deposit before our cutoff hour on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit before our cutoff hour or on a day we are not open, we will consider that the deposit was made on the next business day we are open. Our cutoff hours are available at the Credit Union.

**2. RESERVATION OF RIGHT TO HOLD** — In some cases, we will not make all of the funds that you deposit by check available to you on the same business day that we receive your deposit. Funds may not be available until the second business day after the day of your deposit. However, the first \$225.00 of your deposit will be available on the first business day after the day of your deposit. If we are not going to make all of the funds from your deposit available on the same business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees or if we decide to take this action after you have left the premises, we will mail you the notice by the next business day after we receive your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.

**3. HOLDS ON OTHER FUNDS** — If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this Disclosure for the type of check that you deposited.

**4. LONGER DELAYS MAY APPLY** — We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$5,525.00 on any one (1) day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six (6) months.
- There is an emergency, such as failure of communications or computer equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

**5. SPECIAL RULES FOR NEW ACCOUNTS** — If you are a new member, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$5,525.00 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state, and local government checks will be available on the next business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,525.00 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$5,525.00 will not be available until the second business day after the day of your deposit. Funds from all other check deposits will be available on the twentieth business day after the day of your deposit.

**6. DEPOSITS AT NONPROPRIETARY ATMS** — Funds from any deposits (cash or checks) made at automated teller machines (ATMs) we do not own or operate will not be available until the second business day after the date of your deposit. This rule does not apply at ATMs that we own or operate. All ATMs that we own or operate are identified as our machines.



## Fee Schedule

Fee Type	Fee Amount
Account Activity Printout	\$2.00/pg.
Association Fee	\$5.00 - \$25.00
ATM Withdrawal ( <i>Foreign; Non-Pelican</i> )	\$1.00
Bad Address Monthly	\$10.00
Check Orders	Varies, see style and price book
Choice Checking Fee	Up to \$6.00 monthly
Christmas Club Withdrawal Fee	\$20.00
Counter Check	\$1.00/pg.
Courtesy Pay - Overdraft Privilege	\$30.00 each
Delivery of Debit/Credit Card & PIN to a Branch	\$20.00
Delivery of Debit/Credit Card & PIN Overnight	\$75.00
Delivery of Debit/Credit Card Only Overnight	\$50.00
Delivery of PIN Only Overnight	\$50.00
Delivery of Debit/Credit Card & PIN 2nd Day	\$55.00
Delivery of Debit/Credit Card Only 2nd Day	\$40.00
Delivery of PIN Only 2nd Day	\$40.00
Deposit Item Returned Unpaid	\$5.00
Horizon Checking Fee	\$10.00/mo.
Inactive Account ( <i>After One (1) year of inactivity</i> )	\$10.00/mo.
Loan/Credit Card Payment w/ Debit or Credit Card from Other FI ( <i>\$1,000 per transaction</i> )	\$15.00 Phone/In Person \$ 5.00 Pelican @ Net
Membership Entrance Fee	\$5.00
Membership PAR Share	\$5.00
Money Order Fee	\$2.00
NSF Fee	\$35.00 each
Official Check – Member & Guest Member	\$10.00
Official Check – Non Member	\$25.00
One-Time ACH Origination	\$15.00 Phone/In Person \$ 5.00 Pelican @ Net
Overdraft Protection	\$5.00/transaction
Receipt Copy Request for Debit/Credit Card	\$12.00
Research Fee ( <i>1-hour minimum</i> )	\$15.00/hr.
Savings Excessive Withdrawal Fee ( <i>Exceeding three (3) per month</i> )	\$5.00/each
Safe Deposit Boxes Rent 3 x 5	\$15.00 annually
Safe Deposit Boxes Rent 3 x 10	\$30.00 annually
Safe Deposit Boxes Rent 5 x 5	\$25.00 annually
Safe Deposit Boxes Rent 5 x 10	\$50.00 annually
Safe Deposit Boxes Rent 10 x 10	\$90.00 annually
Safe Deposit Box Drilling Fee	\$150.00

Safe Deposit Box Lost Key Fee	\$30.00
Secured Loan Document Fee	\$45.00
Special Handling Draft Item	\$5.00
Statement Copy	\$5.00/copy
Stop Payment ( <i>Checks and ACH</i> )	\$28.00
Stop Payment ( <i>Money order and official check</i> )	\$25.00
Tax Levies	\$25.00
Unfunded Loan Application Fee	\$5.00
Visa Currency Conversion	up to 1% of the purchase price
Visa Debit Replacement Card	\$5.00
Visa Gift Card	\$3.00
Wire Transfer Incoming	\$10.00
Wire Transfer Outgoing	\$15.00



Effective 02/03/2020  
 Fees are subject to change without notice.

**FACTS****WHAT DOES PELICAN STATE CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?****Why?**

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

**What?**

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income
- account balances and payment history
- credit history and credit scores

When you are *no longer* our member, we continue to share your information as described in this notice.

**How?**

All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Pelican State Credit Union chooses to share; and whether you can limit this sharing.

<b>Reasons we can share your personal information</b>	<b>Does Pelican State Credit Union share?</b>	<b>Can you limit this sharing?</b>
<b>For our everyday business purposes—</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes—</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes—</b> information about your transactions and experiences	No	N/A
<b>For our affiliates' everyday business purposes—</b> information about your creditworthiness	No	N/A
<b>For our affiliates to market to you</b>	No	N/A
<b>For non-affiliates to market to you</b>	No	N/A

**Questions?**

Call 1-800-351-4877 or go to [www.pelicanstatecu.com](http://www.pelicanstatecu.com)

## Who we are

Who is providing this notice?

Pelican State Credit Union

## What we do

How does Pelican State Credit Union protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does Pelican State Credit Union collect my personal information?

We collect your personal information, for example, when you:

- open an account or deposit money
- pay your bills or apply for a loan
- use your credit or debit card

Why can't I limit all sharing?

Federal law gives you the right to limit only:

- sharing for affiliates' everyday business purposes—information about your creditworthiness
- affiliates from using your information to market to you
- sharing for non-affiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

## Definitions

**Affiliates**

Companies related by common ownership or control. They can be financial and non-financial companies.

**Non-affiliates**

Companies not related by common ownership or control. They can be financial and non-financial companies.

**Joint marketing**

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

## Other important information

For more information on our Privacy Policy, you may write us at P.O. Box 40088, Baton Rouge, LA 70835, or call us at 800-351-4877 or visit our web site at [www.pelicanstatecu.com](http://www.pelicanstatecu.com)



## Overdraft Coverage Information

Pelican State Credit Union understands that unexpected overdrafts occur from time to time, and our overdraft coverage options can help.

### Overdraft Coverage Options

The choice is yours. Consider these ways to cover overdrafts:

Service	Cost
<b>Overdraft Protection Link to Another Deposit Account you have at Pelican State Credit Union<sup>1</sup></b>	<b>\$5.00 fee per transfer</b>
<b>Overdraft Protection Link to a Cash Advance on your Pelican State Credit Union Credit Card<sup>1, 2, 3</sup></b>	<b>Interest</b>
<b>Overdraft Protection Line of Credit<sup>1, 2</sup></b>	<b>Interest</b>
<b>Overdraft Privilege</b>	<b>\$30.00 Overdraft Fee per item</b>

<sup>1</sup>Call us at 1-800-351-4877, visit [pelicanstatecu.com/overdraftprivilege](http://pelicanstatecu.com/overdraftprivilege), or stop by a Pelican branch to sign up or apply for these services; <sup>2</sup>subject to credit approval; <sup>3</sup>cash advance terms and rate applies.

**Overdraft Protection** services apply to all transactions and may help prevent overdrafts by automatically transferring funds to your checking account from another account, cash advance, or line of credit you may have at Pelican State Credit Union for a fee or finance charge. Please note that cash advances and overdraft lines of credit are subject to credit approval.

**Overdraft Privilege** allows you to overdraw your checking account up to a certain limit for a fee in order to pay for a transaction. All eligible account holders will receive a letter notifying them of their initial limit once it is placed on their account. Even if you have overdraft protection, Overdraft Privilege is still available as secondary coverage if the other protection source is exhausted. Please review the **What Else You Should Know** section included with this letter for other important information.

Eligible account holders will receive the Overdraft Privilege amounts below:

Account Type	Without Monthly Deposits	Regular Monthly Deposit*	Monthly Direct Deposit & Net Deposit of \$1500**
Business Basic Checking	\$1,000	\$1,000	\$1,000
Horizon Checking	\$200	\$200	\$200
Kasasa Cash	\$200	\$500	\$1,000
Kasasa Cash with Saver	\$200	\$500	\$1,000
Kasasa Cash Back	\$200	\$500	\$1,000
Kasasa Cash Back with Saver	\$200	\$500	\$1,000

\*There is no restriction on the dollar amount of the deposit required in order to receive this limit. To maintain this limit there must be a deposit into the account every 35 calendar days.

\*\*To qualify for the \$1,000 limit, there must be a direct deposit and a total of \$1,500 in net deposits every 35 calendar days. Pelican State Credit Union will factor in ACH deposits, cash, or check deposits at a Pelican branch or Shared Branch location, and mobile deposits. Pelican State Credit Union loan obligations will be deducted from this total. If your net deposit amount remains at \$1,500 or above, you will qualify for the \$1,000 limit.

## Standard vs. Extended Overdraft Privilege Coverage

Transactions Covered with Overdraft Privilege	Standard Coverage (No action required)	Extended Coverage (Your consent required)	<b>If you would like to select Extended Coverage for future transactions:</b> - Call us at 1-800-351-4877 - Complete the online consent form: <a href="http://pelicanstatecu.com/overdraftprivilege">pelicanstatecu.com/overdraftprivilege</a> - Visit any branch - Complete the enclosed consent form and mail it to P.O. Box 40088, Baton Rouge, LA 70835
Checks	X	X	
ACH - Automatic Debits	X	X	
Recurring Debit Card Payments	X	X	
Online Bill Pay Items	X	X	
Everyday Debit Card Transactions		X**	

\*This limit is subject to change daily based off your deposit history and loan obligations with Pelican State Credit Union.

\*\*If you choose Extended Coverage, **everyday debit card transactions** will be included with the transactions listed under Standard Coverage.

You can discontinue the Overdraft Privilege in its entirety by contacting us at 1-800-351-4877, stopping by a Pelican branch, or visiting [pelicanstatecu.com/overdraftprivilege](http://pelicanstatecu.com/overdraftprivilege). For more information on the program, please visit [pelicanstatecu.com/overdraftprivilege](http://pelicanstatecu.com/overdraftprivilege).

## What Else You Should Know

- A link to another account or a line of credit may be a less expensive option than an overdraft. A single larger overdraft will result in just one fee, as opposed to multiple smaller overdrafts. Good account management is the best way to avoid overdrafts. Use our mobile banking, online banking, and telephone banking services to keep track of your balance. For additional financial education resources, please visit [mymoney.gov](http://mymoney.gov).
- The \$30.00 Overdraft Fee is lower than the fee that is charged if a check is returned as unpaid. If multiple items overdraw your account on the same day, each item will be assessed an appropriate Overdraft Fee or a Returned Item Fee of \$35.00. All fees and charges will be included as part of the Overdraft Privilege Limit amount. Your account may become overdrawn more than the Overdraft Privilege Limit amount because of a fee.
- If an item is returned because the available balance in your account is not sufficient to cover the item and the item is presented for payment again, Pelican State Credit Union will charge a Return Item Fee of \$35.00 each time it returns the item because it exceeds the available balance in your account. If, on re-presentation of the item, the available balance in your account is sufficient to cover the item Pelican State Credit Union may pay the item, and if payment causes an overdraft, charge an Overdraft Fee of \$30.00.
- We generally post items in the following order: 1) ACH credits, 2) ACH debits, ATM, and debit card transactions (in the order received), 3) checks; however, exceptions will occur. Holds on funds (described in further paragraphs) and the order in which transactions are posted may impact the total amount of Overdraft Fees or Returned Item Fees assessed.
- Although under payment system rules, Pelican State Credit Union may be obligated to pay some unauthorized debit card transactions, Pelican State Credit Union will not authorize debit card or ATM transactions unless there are available funds (including Overdraft Coverage Options) to cover the transactions and any fee(s).
- Giving us your consent to authorize every day debit card overdrafts on your consumer account (Extended Coverage) may result in you incurring Overdraft Fees for transactions that we would otherwise be required to authorize without assessing an Overdraft Fee. However, this may allow us to authorize transactions up to the amount of your Overdraft Privilege Limit and may also help you avoid overdrafts in excess of your available balance. If you consent to Extended Coverage on your consumer account, it will remain on your account until you otherwise revoke it.

- Pelican State Credit Union authorizes and pays transactions using the available balance in your account. Pelican State Credit Union may place a hold on deposited funds in accordance with our Membership and Account Agreement, which will reduce the amount in your available balance. The available balance for checks, ACH items, and recurring debit card transactions is comprised of the ledger balance (collected funds), less any holds on deposited funds and any debit card holds, plus the amount of the Overdraft Privilege Limit and any available overdraft protection. The available balance for everyday debit card transactions on accounts with Standard Coverage is the ledger balance, less any holds on deposited funds and any debit card holds, plus any available overdraft protection, but does NOT include the Overdraft Privilege Limit. The available balance for everyday debit card transactions on accounts with Extended Coverage includes the Overdraft Privilege Limit.
- Please be aware that the Overdraft Privilege amount is not included in your available balance provided through online banking, mobile banking, or ATMs.
- Pelican State Credit Union will place a hold on your account for any authorized debit card transaction until the transaction settles (usually within two business days) or as permitted by payment system rules. In some cases, the hold may exceed the amount of the transaction. When the hold ends, the funds will be added to the available balance in your account. If your account is overdrawn after the held funds are added to the available balance and the transaction is posted to the available balance, an Overdraft Fee may be assessed.
- Except as described in this letter, Pelican State Credit Union will not pay items if your account does not contain available funds (including the Overdraft Privilege Limit) to cover the item(s) and the amount of any fee(s).
- Pelican State Credit Union will suspend your debit card if your account is overdrawn more than thirty-two (32) consecutive calendar days. Debit cards on your account will remain suspended until you make sufficient deposits so that your account balance is positive.
- If your debit card is suspended, you will be unable to use your debit card for purchases or to access your account at an ATM, and if you use your debit card for recurring payments (ex: utilities), you are responsible for making other arrangements for these recurring payment(s).
- New consumer and business checking accounts may receive an Overdraft Privilege Limit of up to \$1,000 after 60 days in good standing. Limits are subject to change based on ongoing deposit and loan activity with Pelican.
- Overdraft Privilege is not a line of credit; it is a discretionary overdraft service that can be withdrawn at any time without prior notice. Overdraft Privilege may be discontinued if you default on any loan or other obligation to us, your account becomes subject to any legal or administrative order or levy, or if you fail to maintain your account in good standing by not bringing your account to a positive balance within thirty-two (32) days. You must bring your account balance positive to have Overdraft Privilege reinstated.
- Depositor and each Authorized Signatory will continue to be liable, jointly and severally, for all overdraft and fee amounts, as described in the Membership and Account Agreement. The total (negative) balance, including all fees and charges, is due and payable upon demand.
- Right of Offset: We reserve the right to offset your negative balance with available funds in other accounts you are a signer on with us. As defined in the Membership Account and Agreement, unless prohibited by law, you pledge and grant as security for all obligations you may have now or in the future, except obligations secured by your principal residence, all shares and dividends, and all deposits and interest, if any, in all accounts you have with us now and in the future.

If you have any questions about Overdraft Protection or Overdraft Privilege, please call us at 1-800-351-4877, chat with us on [pelicanstatecu.com](https://www.pelicanstatecu.com) during business hours, or visit a Pelican branch nearest you.



## What You Need to Know About Overdrafts & Overdraft Fees

An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway.

We can cover overdrafts in two ways:

1. We have standard overdraft practices that may come with your account.
2. We also offer overdraft protection plans, such as a link to another account, cash advance, or line of credit, which may be less expensive than our standard overdraft practices. To learn more, ask us about these plans.

**This notice explains our standard overdraft practices.**

### What are the standard overdraft practices that may come with my account?

- We do authorize and pay overdrafts for the following types of transactions:
  - Checks and other transactions made using your checking account number
  - Automatic bill payments
- We do not authorize and pay overdrafts for the following types of transactions, unless you ask us to (see below):
  - Everyday debit card transactions
- We pay overdrafts at our discretion, which means we do not guarantee we will always authorize and pay any type of transaction.
- If we do not authorize and pay an overdraft, your transaction will be declined.

### What fees will I be charged if Pelican State CU pays my overdraft?

- Under our standard overdraft practices, you will be charged the following:
  - Up to **\$30** each time we pay an overdraft
  - There is no limit on the total fees we can charge you for overdrawing your account.

### What if I want Pelican State CU to authorize and pay overdrafts on my everyday debit card transactions?

If you want us to authorize and pay overdrafts on everyday debit card transactions, you may extend coverage by:

- Calling us at 1-800-351-4877
- Visiting pelicanstatecu.com
- Completing the form below
  - Drop it off at your nearest branch or
  - Mail it to P.O. Box 40088, Baton Rouge, LA 70835

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\_\_\_\_\_ I **do not** want Pelican State CU to authorize and pay overdrafts on my everyday debit card transactions.

\_\_\_\_\_ I want Pelican State CU to authorize and pay overdrafts on my everyday debit card transactions.

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Member's Name (Please Print)

---

Account Number

---

Date

**PELICAN STATE CREDIT UNION**

P.O. Box 40088  
Baton Rouge, LA 70835  
1-800-351-4877  
Fax: (225) 408-6200  
pelicanstatecu.com

# Direct Deposit/Payroll Deduction Authorization

Name on Account: \_\_\_\_\_ SSN: \_\_\_\_\_

Place of Employment: \_\_\_\_\_

Phone: (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Cell) \_\_\_\_\_

Action Type:            New            Change            Terminate

Financial Institution Name: Pelican State Credit Union    Routing Number: 265473485

13-Digit Member Number: \_\_\_\_\_    Account Type:            Checking            Savings

Amount:            Entire Net Payroll            Fixed Dollar Amount: \$ \_\_\_\_\_

I, \_\_\_\_\_, authorize and request to direct deposit funds to the account listed above at Pelican State Credit Union.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This form will not be accepted by Pelican State Credit Union to initiate or change your Direct Deposit or Payroll Deduction status. This form was created to provide documentation that a Pelican member can give to their employer to communicate their payroll preferences. Some businesses require an internal, custom form. Check with your Human Resources or Payroll Department for details.

# ACH ORIGATION AUTHORIZATION AGREEMENT

## ACH Credit (Must be filled out completely to be valid)

Member Name: \_\_\_\_\_ Member Account No.: \_\_\_\_\_ SSN: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

I (we) authorize Pelican State Credit Union to initiate credit entries for (names) \_\_\_\_\_ to my (our) account indicated below and the Financial Institution named below, hereafter called FINANCIAL INSTITUTION, to credit the same to such account. I (we) acknowledge that the origination of ACH Transactions to my (our) account must comply with the provisions of the U.S. Laws. By agreeing to a "Credit Authorization", you authorize Pelican State Credit Union to initiate a credit entry (payment, deposit, etc.) at the listed Financial Institution.

### Pelican State Credit Union

(Financial Institution Name)

**P.O. Box 40088**

(Address)

**Baton Rouge, LA**

(City/State)

**70835**

(Zip Code)

**265473485**

(Routing Number)

(Account Number)

(Type of Account)

Circle recurring frequency: Weekly Biweekly Semi-Monthly Monthly Start Date: \_\_\_\_\_ Amount: \_\_\_\_\_

This authorization is to remain in full force and effect until Pelican State Credit Union has received written notification from me (or either of us) of its termination in such time and in such manner as to afford Pelican State Credit Union and the Financial Institution a reasonable opportunity to act on it.

(Signature)

(Print Individual Name)

(Date)

(Daytime Phone Number)

## ACH Debits (Must be filled out completely to be valid)

Member Name: \_\_\_\_\_ Member Account No.: \_\_\_\_\_

I (we) authorize Pelican State Credit Union to initiate debit entries for (names) \_\_\_\_\_ to my (our) account indicated below and the Financial Institution named below, hereafter called FINANCIAL INSTITUTION, to debit the same to such account. I (we) acknowledge that the origination of ACH Transactions to my (our) account must comply with the provisions of the U. S. Laws. By agreeing to a "Debit Authorization", you authorize Pelican State Credit Union to initiate a debit entry (withdrawal, transfer, etc.) at the listed Financial Institution.

(Financial Institution Name)

(Address)

(City/State)

(Zip Code)

(Routing Number)

(Account Number)

(Type of Account)

Circle recurring frequency: Weekly Biweekly Semi-Monthly Monthly Start Date: \_\_\_\_\_ Amount: \_\_\_\_\_

This authorization is to remain in full force and effect until Pelican State Credit Union has received written notification from me (or either of us) of its termination in such time and in such manner as to afford a Pelican State Credit Union and the Financial Institution a reasonable opportunity to act on it.

(Signature)

(Print Individual Name)

(Date)

(Daytime Phone Number)

The underlined language in the authorizations above represents the disclosure requirement associated with the clarification of OFAC economic policies upon ACH Network Participant.

PLEASE ATTACH COPY OF VOIDED CHECK TO THIS FORM



Pelican State Credit Union  
P.O. Box 40088  
Baton Rouge, LA 70835

Phone: 225-408-6100  
Toll Free: 1-800-351-4877  
Fax: 225-408-6200