

Member Liability for Fraudulent or Unauthorized Transactions Involving a Visa® Debit Card

If a fraudulent or unauthorized transaction occurred that accessed a member's consumer account via a Visa Debit Card, the member may have protections provided by Visa which are different than those of other electronic services. The member's liability for a fraudulent or unauthorized transaction on a consumer account using a Visa Debit Card is located in the Account and Electronic Services Agreement which states:

Member Liability for Lost or Stolen Visa Debit Card (excluding Business Debit Card). Tell us at once if you believe your Visa debit card has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could have zero (0) liability if you meet the following conditions:

- *You must have exercised reasonable care in safeguarding your card from risk of loss or theft; and*
- *The transaction was not a commercial card, ATM or PIN-based transaction not processed by Visa.*

However, the Credit Union may increase the limit of your liability for unauthorized Visa transactions only if we reasonably determine, based on substantial evidence, that you were grossly negligent or fraudulent in the handling of your account or Visa debit card.

If you believe your Visa debit card has been lost, stolen, or used without your authorization or someone has transferred or may transfer money from your account without your permission, call (256) 837-6110 (locally) or (800) 234-1234 or write us at:

REDSTONE FEDERAL CREDIT UNION®

*Attn: Member Support Services
220 Wynn Drive
Huntsville, Alabama 35893*

Visa's Zero Liability Policy provides protection against unauthorized Visa Debit Card transactions processed through the Visa network, including Internet and telephone purchases. The Visa Zero Liability policy covers U.S. issued cards only and does not apply to ATM transactions, certain commercial credit card transactions, or PIN or other transactions not processed over the Visa network. The Credit Union may impose greater liability on the cardholder if the financial institution reasonably determines that the unauthorized transaction was caused by the gross negligence or fraudulent action of the cardholder—which may include the cardholder's delay for an unreasonable time in reporting unauthorized transactions. Consult issuer for additional details or visit www.visa.com/security.

Must be RFCU® member to open an account, obtain a product, or utilize a service. Must be eligible for membership and open a share savings account to join RFCU. \$5 minimum balance is required to open share savings account and must be maintained in share savings account. Must have RFCU checking account to obtain a debit card. Minimum opening deposits, average monthly balances, transaction fees, and monthly checking maintenance fees may apply to the checking accounts. Other restrictions may apply. Federally insured by NCUA.