

ELECTRONIC FUND TRANSFERS

The Electronic Fund Transfers we are capable of handling for customers are indicated below. These may not all apply to your account. Some of these may not be available at all terminals. You should keep this notice for future reference.

Types of Transfers, Frequency, & Dollar Limitations

1. Prearranged Transfers

- a. **Preauthorized Credits:** You may make arrangements for certain direct deposits to be made into your NOW checking, cash power, or savings accounts.
- b. **Preauthorized Payments:** You may make arrangements to pay certain recurring bills from your NOW checking or statement savings accounts.

2. Telephone Transfers: You may access your account(s) by telephone at 800-436-5114 using a touch tone phone, your account number, and pin numbers to:

- a. Transfer funds from checking to savings.
- b. Transfer funds from statement savings to NOW checking.
- c. Transfer funds from savings to savings.
- d. Get NOW checking, cash power, savings account, and certificate of deposit information.

3. ATM Transfers: You may access your checking and statement savings accounts by ATM using your debit card and personal identification number to:

- a. Make cash withdrawals of up to \$300 per day from checking or statement savings accounts unless special arrangements have been made.
- b. Obtain checking and statement savings account information.

4. Point-of-Sale Transactions: Using your card you may:

- a. Access your checking or statement savings accounts to purchase goods or services (in person, by phone, or by computer), get cash from or do anything else a merchant will accept, and cash from a participating financial institution.
- b. Not exceed more than \$1,000 per day in transactions unless special arrangements have been made with First Federal.

5. Internet Banking: You may access your account(s) by computer by logging onto our website at www.1stfedci.com and using your personal user identification and password to:

- a. Transfer funds from checking to savings.
- b. Transfer funds from savings to checking.
- c. Transfer funds from savings to savings.
- d. Transfer funds from checking to checking.
- e. Make payments from checking to loan accounts with us.
- f. Make payments from checking to third parties.
- g. Get checking and savings account information.
- h. Get loan account information.

6. Electronic Check/Draft Conversion: You may access your account with check writing capabilities by electronic check or draft conversion. Your authorization to make these types of electronic funds transfers may be expressed in writing or implied through the posting of a sign. You may.

- a. Originate any number of these transactions from your NOW checking accounts.

ELECTRONIC FUND TRANSFERS

(continued)

- b. Originate against your cash power account subject to restrictions provided in the cash power account disclosure.
7. **Electronic Fund Transfers Initiated by Third Parties:** You may authorize a third party to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearinghouse (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. In all cases, the transaction will require you to provide the third party with your account number and financial institution information. This information can typically be found on your checks as well as deposit slips. **BE CAREFUL!** Do not provide your financial institution and account information to anyone except trusted third parties whom you have authorized to initiate these electronic fund transfers.

General Limitations

In addition to those limitations on transfers elsewhere described, if any, the following limitations apply:

1. Transfers from a passbook account to another account or to third parties by preauthorized, automatic, or telephone transfers are not allowed and may result in closure of said account.
2. Transfers from a cash power account to another account or to third parties by preauthorized, automatic, or any other methods are limited per rules of account to three per statement cycle.

Fees

1. After eight free calls, you will be charged \$0.50 per call for each call whether for an inquiry or transfer.
2. A \$2.00 charge will be assessed for each telephone fax request.
3. All ATM withdrawals made with the institutions debit card at First Federal's ATM are free of charge.
4. A \$1.00 fee is charged by First Federal for all withdrawals made at an ATM not owned by First Federal.
5. When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used and you may be charged this fee for a balance inquiry whether a withdrawal is made or not.

Documentation

1. **Terminal Transfers:** You can get a receipt at the time you make any transfer from your account using one of our terminals.
2. **Preauthorized Credits:** If you have arranged to have direct deposits made to your account you can call 800-436-5114 using a touch tone phone or our office listed on the front to find out if the deposit has been made.
3. In addition:
 - a. You will get a monthly statement from us on your NOW checking, cash power, and statement savings accounts.

ELECTRONIC FUND TRANSFERS

(continued)

- b. If you bring your passbook to us, we will record any electronic deposits that were made to your account since the last time you brought in your passbook.

Preauthorized Payments

1. **Right to Stop Payments:** If you have authorized payments out of your account, you can stop any of these payments. The following are requirements for stopping payments.
 - a. Call us at the telephone number listed at the front of this disclosure or write us at the address listed at the front of this disclosure in time for us to receive your request at least three business days before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.
 - b. You will be charged \$25 for each stop payment.
2. **Notice of Varying Amounts:** If these regular payments may vary in amount, the person you are going to pay will tell you, ten days before each payment, when it will be made and how much it will be. However, 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.
3. **Liability for Failure to Stop Payment of Preauthorized Transfer:** If you order us to stop one of these payments three business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

First Federal's Liability

Liability for Failure to Make Transfers: If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will not be liable, for instance if:

1. Through no fault of ours, you do not have enough money in your account to make the transfer.
2. The automatic teller machine where you are making the transfer does not have enough cash.
3. The terminal or system was not working properly and you knew about the breakdown when you started the transfer.
4. Circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
5. There may be other exceptions stated in our agreement with you.

Confidentiality

Information will be disclosed to third parties about your account or the transfers you make:

1. Where it is necessary for completing transfers.
2. In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant.
3. In order to comply with government agency or court orders.
4. If you give us written permission.
5. As explained in the separate Privacy Disclosure.

Unauthorized Transfers

- 1. Consumer Liability:** Tell us at once if you believe your card and/or code has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account. If you believe your card and/or code has been lost or stolen and you tell us within two business days after you learn of the loss or theft, you can lose no more than \$50 if someone used your card and/or code without your permission. Also, if you do not tell us within two business days after you learn of the loss or theft and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500. Also, if your statement shows transfers that you did not make, telephone us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time period.
- 2. MasterCard Debit:** You will not be liable for any unauthorized transactions using your MasterCard debit card when used for point-of-sale transaction if (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, (ii) you have not reported to us two or more incidents of unauthorized use within the prior twelve-month period, and (iii) your account is in good standing. If any of these conditions are not met, your liability is the lesser of \$50 or the amount of money, property, labor, or services obtained by the unauthorized use before notification to us. Unauthorized use means the use of your debit card by a person, other than you, who does not have actual, implied, or apparent authority for such use, and from which you receive no benefit. This additional limit on liability does not apply to ATM transactions or to transactions using your Personal Identification Number which are not processed by MasterCard. MasterCard is a registered trademark of MasterCard International Incorporated.
- 3. Contact in Event of Unauthorized Transfer:** If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed on the front of this disclosure.

Error Resolution Notice

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed below as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

If you tell us verbally, we may require that you send us your complaint or question in writing within 10 business days. We will demonstrate whether an error occurred within 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 (90

ELECTRONIC FUND TRANSFERS

(continued)

days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days 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 question or complaint in writing and we do not receive it within 10 business days, we may not credit your account. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

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