

DISCLOSURES



Organizational Account Agreement



UNFCU®

Welcome to the United Nations Federal Credit Union (UNFCU).

Please read this document carefully for information regarding your accounts, and products and services you are interested in using.

Introduction

This Organizational Account Agreement ('Agreement') explains legal information about your organization's banking relationship with UNFCU. You are responsible for ensuring that all authorized signers are familiar with this Agreement. Unless you have instructed us in writing otherwise, we may communicate information about your account to an authorized signer. We may treat communications regarding your account that we receive from an authorized signer as communications from you. You agree to notify UNFCU immediately in writing if any authorized signer's authority has been terminated. You agree to provide in writing a list of authorized signatories that will supersede prior lists. When replacing a previous account signer, UNFCU may ask for additional documentation. This may include valid government-issued ID for the new signer(s), and a new organizational account application.

You agree to use your 'organizational account' for organization purposes only. If our records list an organization as the account owner, the account is payable to the organization. The account is not payable to any individual director, shareholder, authorized signer, or partner. An 'organization' can mean:

- A corporation
- An unincorporated association
- A limited liability company
- A partnership, including a limited partnership, limited liability partnership, or joint venture
- Any other business or non-profit organization, including UN clubs , UN associations, and Permanent Missions to the United Nations in New York.

We rely on the accuracy and completeness of all resolutions, your Organizational Account application, and other account documents you provide. If these documents state that a person is authorized to sign checks or initiate account transactions, that person is an 'authorized signer.'

If you change your form of ownership or authorized signers, you must notify us when the change occurs. An authorized signer is authorized to transact business of any nature on your accounts. This includes the authority to:

- Open and close accounts;
- Sign any agreement or document relating to accounts or other business;
- Deposit, withdraw, and transfer funds into, out of, and between accounts;
- Sign drafts, checks, and other orders for payment or withdrawal;
- Issue instructions regarding orders for payment or withdrawal;
- Endorse any checks payable to the organization; and
- Receive information of any nature about the account.

Endorsements 'for deposit' may be written or stamped. We may inquire as to the use of any funds or the purpose of any transaction made on your account by an Authorized Person. We are not responsible for any unauthorized transaction by an Authorized Person. We are authorized to pay checks even if the check is payable to the person who signed the check.

This Agreement includes the following disclosures applicable to our organizational accounts and related services that we have separately provided to you:

- The schedule of fees and other account-related information is available on the [Fees & Service Charges](#) page on unfcu.org. (For mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org).
- The rate sheet for dividend-bearing organizational accounts, which UNFCU may modify from time to time rate sheet for missions is different than regular rate sheet. (For mission accounts, contact a member service representative for current rate information. Rates that apply to other organizations are disclosed on unfcu.org).
- Any additional disclosures about your account that we may provide to you.

All monetary amounts listed in this Agreement are in US dollars.

This Agreement governs your account and related services and replaces all prior agreements with UNFCU regarding them. By signing the Organizational Account application or using your organizational account or service, you are considered to have received and agreed to this Agreement. You should retain a copy of this Agreement for as long as you maintain your organizational account with us. You should also keep any information that we provide regarding changes to this Agreement.

Definitions

The following terms apply to all of your UNFCU organizational savings and checking accounts. These terms are subject to change. You will be notified of changes in writing only if required by law. The following terms apply to any authorized signer having access to any savings, checking, or loan account. Any authorized signer may be referred to as 'you,' 'your,' or 'yours.' UNFCU may be referred to as the 'Credit Union,' 'we,' 'us,' or 'our.' This Organizational Account Agreement may also be referred to as the 'Agreement.' An 'authorized signer' is a person who has your actual or apparent authority to transact business on your account(s). An 'authorized signer' may or may not have signed the Organizational Account application. An 'authorized

signer' may or may not have signed any other documentation for your account(s). UNFCU will recognize an authorized signer's authority until we receive your written revocation and have reasonable time to act.

A 'business day' is defined as every day except Saturdays, Sundays, and observed holidays. Branches may also be closed on a business day in observance of a UN holiday. The holiday schedule may be obtained by contacting UNFCU.

General Terms and Conditions

- Dormant accounts:** Accounts on which no transaction activity has occurred for 24 consecutive months will be subject to a nonrefundable, monthly dormancy fee. View our [Fees & Service Charges](#) on unfcu.org. For mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org. Note that the posting of dividends to your account does not qualify as a transaction. Avoid this fee by performing a deposit or withdrawal transaction at least once every year to avoid the possibility of account dormancy. If your account(s) remains dormant for 36 months, it must be escheated to New York State. An escheatment fee will be deducted from all dormant account(s) prior to being escheated. This is a nonrefundable fee charged in the normal course of business.
- Current address:** You agree to keep us informed of any change in your address. You understand that if you fail to maintain a current address, we may charge your account a 'locator fee' to obtain a current address. Notice from us to any one of the authorized signers, whether such notice is by mail to the address maintained with us for the account or otherwise, shall constitute notice to all persons having any interest in this account. We will retain any mail returned to us as undeliverable for a period of 60 days and may afterwards destroy such mail.
- Periodic statements:** Unless you notify UNFCU to the contrary, you will be presumed to have received your periodic account statement(s) or notices that your statement is available. You will be responsible for providing copies of account information to co-owners and/or authorized signers of the account.

All statements and notices must be examined by you and/or authorized signers promptly upon receipt. You must notify us of any account problems, including an erroneous statement, within 33 days of the date we mail or make your statement available to you.

You must notify UNFCU of any unauthorized transactions. Visit unfcu.org/contact for all the ways you can contact us. If you fail to notify UNFCU within this timeframe, the balance shown on the statement will be presumed to be correct. UNFCU will be released from all liability for the items and transactions charged to your account as shown on your statement.

If you notify UNFCU of an unauthorized transaction later than required by this section, we may assert on your behalf claims that UNFCU, in its sole discretion, determines are permitted against any third party under the laws governing your account.

- d. **Notices and other mail:** Any notice sent to us will not be effective until we actually receive it and have had a reasonable opportunity to act on it. If your account has more than one authorized signer, we may send statements and account information to any one of them. We will do so unless you have otherwise instructed us in writing.
- e. **Right of offset; right to reverse erroneous credits:** If you owe us money for any reason, we have the right to withhold that amount from your account before we allow you or any signer to withdraw any money. Each owner and/or authorized signer consents to the application of the full amount on deposit, or any portion thereof to the payment of any indebtedness to us on the part of any owner, irrespective of the amount of each owner's contribution to the account. UNFCU may reverse or adjust any credit we believe has been made in error to your account, at any time, without prior notice to you. A receipt given at the time of a deposit is not evidence that your deposit has been verified.
- f. **Membership termination:** Your membership may terminate upon withdrawal of all the funds in your organizational account(s).
- g. **Checks:** Unless otherwise agreed, UNFCU is under no obligation to pay a check on which the date is more than six months old. Except as otherwise provided by law, UNFCU is not liable for any action we take regarding the payment or nonpayment of a check. All non-cash payments received on funds in your UNFCU account(s) will be credited subject to final payment. UNFCU will have no responsibility for reviewing the number or combinations of signatures on an item drawn on your account. This means that if you have indicated that more than one signature is required for an item drawn on your account, UNFCU will have no liability to you if a transaction is conducted on or through your account contrary to the signature requirements you have specified, provided at least one of the required signatures appears on the item. UNFCU will have no liability to you for failing to detect a forgery of your signature or an alteration of one of your items,

if the forgery or alteration is such that a reasonable person could not reasonably be expected to detect it. If you have elected to use a facsimile or other mechanical signature (including a stamp) to sign or endorse paper items, UNFCU may rely on that signature (or any signature that purports to be your facsimile or other mechanical signature) as your authorized signature without regard to when or by whom or by what means or in what ink color such signature may have been made or affixed to a paper item deposited to, drawn on, or otherwise debited to your account.

- h. **Account restrictions and governing law:** UNFCU is a not-for-profit financial cooperative established in the United States. UNFCU is subject to the applicable laws and regulations of the United States and the State of New York. These laws and regulations include economic sanctions issued by the US Treasury Department which among other things, prohibit and restrict account services and transactions by account holders who are nationals of or located in countries subject to such sanctions. These laws and regulations are subject to change without notice. Please visit our website at unfcu.org for a current listing of countries subject to US economic sanctions to determine how they may pertain to your UNFCU account(s). We may decline or prevent any account transaction if we believe that doing so is advisable to protect you or us. We may decline or prevent any account transaction in order to comply with legal requirements. We may refuse, freeze, reverse, or delay any specific withdrawal, payment, or transfer of funds to or from your account, or we may remove funds from your account to hold them pending investigation, including one or more of the following circumstances:
 - Your account is involved in any legal or administrative proceeding;
 - We receive conflicting information or instructions regarding account ownership, control, or activity;
 - We suspect that you may be the victim of a fraud, scam, or financial exploitation, even though you have authorized the transaction(s);
 - We suspect that any transaction may involve illegal activity or may be fraudulent;
 - To comply, in our sole judgment, with any federal, state, or local law, rule, or regulation, including federal asset control and sanction rules and anti-money-laundering rules, or with our policies adopted to assure that we comply with those laws, rules, or regulations; or
 - We reasonably believe that doing so is necessary to avoid a loss or reduce risk to UNFCU

We also may limit cash deposits to or withdrawals from your account(s) in a single transaction or total withdrawals or deposits during any period of time, in order to enhance our efforts to comply with federal or state law. We will have no liability for any action we take under this section.

- i. **Overdrafts:** An overdraft occurs when the available balance in your account is not sufficient to pay the full amount of a transaction and any applicable fees. You agree not to write, or authorize anyone else to write, a check that would overdraw your account(s). You agree not to make, or authorize anyone else to make, a withdrawal, debit card purchase, or electronic fund transfer that would overdraw your account(s). If a transaction would result in your account being overdrawn, UNFCU may pay the item or return the overdraft. Fees may apply. View our [Fees & Service Charges](#) on unfcu.org. For UN Permanent Mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org. Your 'available balance' is equivalent to your actual account balance minus any funds being held due to (i) pending authorizations or transactions, (ii) minimum balance or par value requirements, and/or (iii) check holds (please refer to the Funds Availability Policy for information on check holds). If UNFCU pays an overdraft on your behalf, you will have to promptly pay the full amount overdrawn. However, we reserve the right not to pay an overdraft, even if we have paid them in the past. UNFCU may cancel your debit card if you abuse your account privileges.
- j. **Referrals:** At your request, UNFCU employees may provide contact information for third parties who offer products or services to the public. For example, our employees may provide contact information for lawyers, accountants, or contractors. We provide this information only as a courtesy and convenience to you and the third party. In some cases, we may be compensated for the referral. We do not make any warranties or representations about the third parties or their products or services. If you choose to do business with any third party, that decision is yours alone. We are not responsible for the third party's performance. We will not help resolve any dispute between you and the third party. Our employees may receive compensation when you purchase a UNFCU product based on their referral.
- k. **Illegal activities:** You will not use your account to conduct transactions relating to unlawful internet gambling or any other illegal activity. We may refuse any gambling transaction, whether lawful or not.

- l. **Assignment of agreement and successors:** This agreement will be binding on your personal representative, executors, administrators, and on our successors and assigns. You may not grant a security interest in, transfer, or assign your account to anyone other than us without our written consent.
- m. **Permitted time for filing a lawsuit:** You agree that you will bring any and all actions or claims against UNFCU in connection with fraud on your checking and/or savings account(s) within one (1) year of when you discover or should have discovered the fraud, unless otherwise prohibited by applicable law. You must file any other lawsuit against us within two (2) years after the cause of action arises, unless state law or an applicable agreement provides for a shorter time. We abide by US federal and applicable state record retention laws. We may dispose of any records that have been retained or preserved for the period set forth in these laws. Any action against us must be brought within the period that the law requires us to preserve records, unless applicable law or this agreement provides a shorter limitation period.
- n. **Changes to the agreement:** We may change the terms of this agreement, including any fees and features of your account, at any time. We will tell you about changes within 30 calendar days. However, unless the law requires us to send you notice in a different way, the notice may direct you to a UNFCU branch or our website for the content of any changes or a copy of the revised agreement. For automatically renewable share certificates, we will tell you before the renewal date and changes will be effective on the renewal date. You agree that notice of these changes may be provided to any authorized signer. By maintaining your account after the effective date of any change, you agree to the change. We are not required to send you a notice of annual percentage yield (APY) changes for variable rate accounts or notice of changes in document printing fees. This agreement may be changed or terminated without notice if necessary to comply with any appropriate federal or state law or regulation.
- o. **Adverse claims:** If any person or entity makes a claim against funds in your account or if UNFCU believes a conflict exists between or among the authorized signers on your account or that there is a dispute over matters such as the ownership of your account or the authority to withdraw funds from your account, UNFCU may, without any liability, take one or more of the following actions:
 - Continue to rely on UNFCU's records to determine the ownership of or the identity of the authorized signer(s) for your account

- Honor the claim, upon receipt of evidence satisfactory to UNFCU to justify such claim
- Freeze all or part of the funds in your account until the dispute is resolved to our satisfaction
- Close the account and send a check for the available balance in the account payable to you or divided between you and each claimant
- Pay the funds into an appropriate court

UNFCU may charge your account for expenses (including attorney's fees and expenses) and fees incurred.

- p. **Limitation of liability:** We will not be liable for anything we do in following your instructions. In addition, we will not be liable for not following your instructions if we reasonably believe that your instructions would expose us to potential loss or civil or criminal liability, or conflict with customary banking practices. **We will not be liable for indirect, special, or consequential damages regardless of the form of action and even if we have been advised of the possibility of such damages. If we fail to stop payment on an item, or pay an item bearing an unauthorized signature, forged signature, or forged endorsement or alteration, our liability, if any, will be limited to the face amount of the item.**
- q. **Insurance coverage:** Many businesses carry special insurance for employee fraud/embezzlement. If you do, we reserve the right to require that you file your claim with your insurance company before making any claim against UNFCU. In such event, UNFCU will consider your claim only after reviewing your insurance company's decision. UNFCU's liability to you, if any, will be reduced by the amount your insurance company pays you.
- r. **No fiduciary relationship:** UNFCU's relationship with you concerning your account is that of debtor and creditor. No fiduciary, quasi-fiduciary, or special relationship exists between you and UNFCU.

Savings and Checking Account Disclosures

The following disclosures provide important information regarding your UNFCU savings and checking accounts.

Rate Information

The dividend rate and the Annual Percentage Yield (APY) are subject to change. Current rate information for organizational accounts is available on our website at unfcu.org. Current rate information for mission accounts is available by contacting a member service representative.

Compounding and Crediting

Dividends will be compounded daily and will be credited monthly. For this account type, the dividend period is monthly; for example, the beginning date of the first dividend period of the calendar year is 1 January and the ending date of such dividend period is 31 January. All other dividend periods follow this same pattern of dates. The dividend declaration date is the ending date of a dividend period and for the example above is 31 January. If you close your savings or checking account before dividends are credited, you will receive accrued dividends using the dividend rate declared for the month prior to account closure.

Minimum Balance Requirements

The minimum balance to open an account, avoid the imposition of a service charge, and obtain the disclosed APY (if applicable) is as follows:

- Organizational membership savings account – the purchase of a \$25.00 par value share in UNFCU
- Savings and checking accounts – No minimum balance; must maintain at least one par value share at all times
- Checking accounts are not available for Commercial Real Estate account holders.

Balance Computation Method

Dividends are calculated by the daily balance method, which applies a daily periodic rate to the principal in your account each day.

Accrual of Dividends

Dividends will begin to accrue on the business day that you deposit non-cash items (e.g. checks) to your account.

Fees and Service Charges

Fees and service charges are assessed against your account in accordance with the UNFCU [Fees & Service Charges](#). These fees and service charges may be amended from time to time. For mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org.

Transfers

During any statement period, you can make six free transfers from your savings account. Additional transfers from your savings account may be subject to an excessive transaction fee in accordance with the UNFCU [Fees & Service Charges](#). For mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org.

Nature of Dividends

Dividends are paid from current income and available earnings, after required transfers to reserves at the end of a dividend period.

Bylaw Requirements

A member who fails to purchase one share within two months of admission to membership, or within two months from the increase in the par value in shares, or a member who reduces their share balance below the par value of one share and does not increase the balance to at least the par value of one share within two months of the reduction may be terminated from membership at the end of a dividend period. Shares may be transferred from one member to another by written instrument in such form as UNFCU may prescribe. UNFCU reserves the right, at any time, to require members to give, in writing, not more than 60 days' notice of intention to withdraw the whole or any part of the amounts so paid in by them. No member may withdraw shareholdings that are pledged on security on loans without the written approval of the credit committee or a loan officer, except to the extent that such shares exceed the member's total primary and contingent liability to UNFCU. No member may withdraw any shareholdings below the disclosed amount of their primary or contingent liability to UNFCU if they are delinquent as a borrower, or if borrowers for whom they are a co-maker, endorser, or guarantor are delinquent, without the written approval of the credit committee or loan officer.

Share Insurance

Share accounts in UNFCU are federally insured by the National Credit Union Share Insurance Funds (NCUSIF).

Commercial Escrow Accounts

Based on your loan's circumstances, UNFCU may require you to deposit funds in an internally controlled, non-transactional, non-interest-bearing organizational savings account until certain requirements are met. If UNFCU determines such an account is required, you will receive an escrow account agreement with account terms.

In the case of any conflict between that escrow agreement and this Organizational Account Agreement, the terms of the escrow account agreement shall govern. The dividend rate, APY, minimum balance requirements, transfer limitations, and share insurance provisions that apply to other share accounts do not apply to the escrow account.

Share Certificate Account Disclosures

Please see the related section in 'Savings and Checking Account Disclosures' for:

- Rate information
- Compounding and crediting
- Balance computation method
- Fees and service charges
- Bylaw requirements
- Share insurance

Minimum Balance Requirements

The minimum balance to open most UNFCU share certificates is \$500. Check unfcu.org for the minimum balance requirements specific to each type of certificate. **Share certificates are not available for mission accounts.**

Accrual of Dividends

Dividends are compounded daily and the dividend period is monthly. Share certificate holders may elect to have dividends added to their principal or to transfer the dividends to another account on a monthly basis. However, APY disclosed assumes earnings remain on account.

Transaction Limitations

Unless otherwise noted on your share certificate receipt, you may not make deposits into an account until the maturity date stated on the receipt. This limitation does not apply to our Simple Saver share certificate.

Early Withdrawal Penalties

For share certificates with a term of less than one year, the early withdrawal penalty is the lesser of 90 days' dividends or all dividends earned since the issuance or renewal date. For certificates with a term of one year or more, the early withdrawal penalty is the lesser of 180 days' dividends or all dividends earned since the issuance or renewal date. There are no early withdrawal penalties in case of death of the share certificate holder(s).

Accrued Interest Withdrawals and Partial Withdrawals

With a UNFCU share certificate, you can withdraw the interest accrued on your share certificate during the term of the disclosures and agreements certificate without incurring any early withdrawal penalties. Partial early withdrawals are also allowed whereby the penalty is only applied to the amount being withdrawn early.

Renewal

UNFCU offers a grace period of 10 calendar days that begins on your share certificate’s maturity date. You can change the terms of a renewing share certificate during this grace period. Share certificates renew automatically, unless otherwise noted on your share certificate receipt or unless the term or feature is no longer available. If you change the term of a renewing share certificate during the grace period, the share certificate will renew beginning on the date that the term is changed.

Interest will be earned beginning on the maturity date to the date that the term is changed, and again from the date that the term is changed at the rate in effect on that date for that term.

All interest earned is posted on the last day of the current month. UNFCU will give you at least 30 days’ notice prior to maturity. Instructions not to renew a share certificate must be in writing and received by UNFCU before the share certificate’s grace period ends. If the certificate is not renewed at maturity, all certificate funds will be transferred to your regular share account.

Additional Terms

Share certificates cannot be pledged, transferred or assigned to any party other than UNFCU.

High-Yield Savings Disclosure

Please see the related section in ‘Savings and Checking Account Disclosures’ for:

- Rate information
- Compounding and crediting
- Balance computation method
- Minimum balance requirements
- Accrual of dividends
- Fees and service charges
- Transfer limitations
- Bylaw requirements
- Share insurance

Nature of Dividends

We may change the dividend rate and annual percentage yield for your account without any notice or limit. We may establish dividend tiers. We reserve the right to set dividend rates and APY for various tiers in any amount, including in the same amount as any other tier. There is no assurance that a dividend rate and resulting APY for one tier will be higher than that for a lower tier.

Electronic Banking Services

This agreement covers all of the electronic fund transfer (EFT) services that UNFCU currently offers. Some provisions may not be applicable to you. If you accept and/or use a UNFCU debit

card, Digital Banking, and/or Savings Overdraft option(s) on your UNFCU organizational account, you agree to and accept the terms in this section.

If we are unable to complete the EFT or perform any other EFT service for any reason associated with your account, the EFT or other service may not be completed and we will not notify you unless required by applicable law.

Note: Digital Banking for organizational accounts **does not** offer dual signatory controls and may not be appropriate for all organizational accounts.

Your Liability for Unauthorized Transfers

Please tell us **at once** if you believe your card, PIN, or password has been lost or stolen or if you believe that an electronic transfer has been made without your permission using information from your check. Calling us 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).

You agree:

1. To assist us in the investigation and prosecution of claims for unauthorized transactions by completing the appropriate statements and reports reasonably requested by us;
2. To notify us promptly of any user of a card, PIN, or password who is no longer employed by your organization or authorized to conduct business on your behalf;
3. That by allowing anyone to use your card, PIN, or password, you will be responsible for all authorized and unauthorized transactions made; and,
4. That all of the provisions of the Organizational Account Agreement, including liability limitations and notification requirements, apply to your EFT services.

Contact in Event of Unauthorized Transfer

If you believe your card, PIN, or password has been lost or stolen or that someone has transferred or may transfer money from UNFCU account(s) without your permission, call us immediately at +1 347-686-6000. Our toll-free numbers and other contact details are listed on our website at: unfcu.org/contact

Electronic Check Conversion

You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases and pay bills.

Limitations on Frequency of Transfers

For security reasons, there are limitations on the number and dollar amounts of EFTs that you may perform. You may make five ATM withdrawals per day. You may use your debit card to make 20 purchase transactions each day.

Limitations on Amounts of Transfers

You may withdraw up to \$500 or the equivalent of \$500 in foreign currency from an ATM daily. You may buy up to \$5,000 worth of goods or services each day using your debit card.

ATM Use and Fees

An 'Organizational Account Debit Card Request' form must be completed before we issue a debit card to your organization. Additional documentation may be required.

We may assess reasonable charges against your account for transactions performed at electronic terminals. If so, we will specify any charges for these or other types of electronic transactions, including automatic transfers, on the [Fees & Service Charges](#) available on unfcu.org.

When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used, and we may also charge a fee. You may be charged a fee for a balance inquiry, even if you do not complete a fund transfer or withdrawal. If you use an ATM owned by us in Nairobi, Kenya, you will be charged a per-use fee as stated in our [Fees & Service Charges](#), which is subject to change at any time.

Debit cards are not available for Commercial Real Estate account holders.

International Transactions

International transactions include any transaction that you make with your debit card in a currency other than US dollars, or that you make outside of the US even if made in US dollars. Purchases and cash advances made in non-US dollars will be billed in US dollars. A foreign transaction fee is assessed by Visa for purchases made in non-USD currency or outside the US. This will appear on your billing statement. UNFCU does not impose any additional fees of its own for international transactions but reserves the right to do so in the future.

Documentation of Transfers

You can obtain a receipt when you make any transfer to or from your account using one of our ATMs. You will also receive a monthly account statement reflecting your ATM transactions (unless there are no transfers in a particular month.) In any case, UNFCU will

send the statement at least quarterly. Pre-authorized transfers from your account will not be accompanied by any special notice, but will be entered on your periodic statement.

Stopping Preauthorized Payments

If you have told us in advance to make regular payments from your account, you can stop any of these payments by contacting us at +1 347-686-6000 or by writing to us at the address listed in the 'Contact Us' section at the end of this Agreement. To stop payment, we must receive your request three business days or more before payment is scheduled to be made. If you call, we may also require you to put your request in writing to be returned to us within 14 days. There is a charge for each stop-payment order as stated in our [Fees & Service Charges](#) on unfcu.org.

For mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org.

Liability for Failure to Stop Payment of Pre-Authorized Transfer

If you order us to stop a payment at least three (3) business days before the transfer is scheduled and we do not do so, we will be liable for your actual losses or damages.

Liability for Failure to Transfer

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 actual losses or damages. However, there are some exceptions. For instance, we will not be liable for the following:

- If, through no fault of ours, you do not have sufficient funds in your account to make the transfer
- If the transfer exceeds your account balance
- 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 breakdown when you started the transfer
- If the transaction would exceed one of the established limits contained in this agreement
- If you have not properly followed instructions for operating the ATM
- If circumstances beyond our control such as natural disasters, acts of terrorism, or war prevent the transfer, despite reasonable precautions that we have taken
- If funds are subject to legal process or other encumbrance restricting such transaction

There may be other exceptions stated in our agreement with you.

Error Resolution Procedure

In case of errors or questions about your electronic transfers, contact us as soon as possible, using the telephone number or address listed on this agreement. If you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, contact us.

We must hear from you no later than 60 days after we send the **first** statement on which the problem or error appeared.

In your letter, please include the following information:

- Tell us your name, along with your organization's member number and/or account number
- 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
- 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 determine whether an error occurred after we hear from you. We will correct any error promptly.

Notice About Electronic Check Conversion

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Electronic Collection of Returned Item Fees

If your payment is returned unpaid, you authorize us to make a one-time electronic fund transfer from your account to collect an insufficient funds (NSF) fee. The fee is stated in our [Fees & Service Charges](#) on unfcu.org. For mission accounts, contact a member service representative for current fee information. Fees that apply to other organizations are disclosed on unfcu.org.

Termination

We reserve the right to terminate your use of our EFT services for any reason and at any time without notifying you, unless otherwise provided by law. You also have the right to terminate your use of the EFT services described in this Agreement at any time by contacting us. If you terminate your use of our EFT services and you have arranged for pre-authorized transfers involving third parties, you must inform the third parties that the transfers will cease. Any termination of your use of our EFT services, whether initiated by you or us, will not affect any of

your or our rights and obligations under this Agreement that have arisen before the effective date of such termination. Please note that UNFCU reserves the right to not issue or reissue your UNFCU debit card for reasons including, but not limited to: excessive fraud on your account; your failure to report a lost or stolen card, PIN, or password in a timely manner; or routine or gross abuse of your account privileges.

Safety Considerations When Using an ATM or Digital Banking

- Be aware of your surroundings, particularly at night
- Consider having someone accompany you, particularly when using an ATM
- Do not display cash in the vicinity of the ATM
- When the transactions have been completed, count the cash in the safety of your vehicle or home
- If you notice anything suspicious, consider using another ATM, or return later
- If you notice anything suspicious while conducting the transaction, consider canceling the transaction and leaving the ATM
- Report any crime to the local law enforcement officials and the operator of the ATM
- Do not leave your mobile device unattended when accessing your financial records online and always remember to log off
- Never disclose your Digital Banking password
- Create a unique alphanumeric password for your Digital Banking

Digital Banking

UNFCU members are provided with Digital Banking access free of charge. For organizational and mission accounts, the 'Organizational to Internet Banking Agreement' must first be completed and signed.

Our website requires the use of secure browsers to protect you while using our Digital Banking services. To verify your session is secure, look for 'https:' instead of 'http:' in the URL address line and a secure symbol (closed padlock or key) on the status bar of your browser.

If you do not log in to Digital Banking for six months or more, your access may be deactivated. To use Digital Banking once access has been deactivated, you must re-enroll. UNFCU reserves the right to change these terms at any time.

Issuance of PIN and Password

An 'Organizational Account Debit Card Request' form must be completed before we issue a debit card to your organization. We will issue a Personal Identification Number (PIN) for use with

your UNFCU debit card. You may change your PIN. You should take all reasonable precautions to prevent another person from knowing your PIN, or using your card. Never keep any material containing your PIN attached to your card. Your card, PIN, passwords, and access codes are issued by UNFCU and are not transferable. If you enter an incorrect PIN three times while using your debit card, your account will be frozen. You will not be able to use your card until you contact us.

Automated Clearing House (ACH) Payments and Payment Transfer Disclosures

Automatic Clearing House (ACH) payments are governed by the rules and regulations of the National Automated Clearing House Association (NACHA). UNFCU may accept on your behalf payments to your account which have been transmitted through one or more Automated Clearing Houses (ACH) and which are not subject to the Electronic Fund Transfer Act and your rights and obligations with respect to such payments shall be construed in accordance with and governed by the laws of the State of New York, which are applicable to ACH transactions involving your account. Credit given by UNFCU to you with respect to an ACH credit entry is provisional until UNFCU receives final settlement for such entry through a Federal Reserve Bank. If UNFCU does not receive such a final settlement, UNFCU is entitled to a refund of the amount credited to you in connection with such entry, and the party making payment via such entry (i.e. the originator of the entry) shall not be deemed to have paid you in the amount of such entry. UNFCU is not required to give notice to you of receipt of an ACH item and UNFCU will not do so. Upon receipt of International ACH transactions (IATs), UNFCU will proceed with crediting and/or debiting accounts following normal NACHA operating rules. However, UNFCU reserves the right to delay crediting and/or debiting the account should the transaction require additional investigation in accordance with US federal regulations. However, ACH transactions can be reviewed on your periodic account statement. UNFCU may establish security procedures to verify the authenticity of a payment order. You agree that the authenticity of payment orders may be verified using that security procedure unless you notify UNFCU in writing that you do not agree to such security procedure. In that event, UNFCU has no obligation to accept any payment order from you or other authorized parties on the account until you and UNFCU agree in writing to an alternate security procedure. If you send or receive funds by wire transfer, Fedwire may be used, and Regulation J is the law governing the

transactions and your rights and liabilities; as well as UNFCU's wire transfer agreement where applicable.

Funds Availability Policy

This disclosure refers to your ability to withdraw funds at UNFCU. Our policy is to delay the availability of funds that you deposit in your account. During the delay, you may not withdraw the funds in cash and we will not use the funds to pay checks that you have written.

Determining the Availability of a Deposit

The length of the delay is counted in business days from the day of your deposit. Every day is a business day except Saturdays, Sundays, and observed holidays. The holiday schedule may be obtained by contacting UNFCU. If you make a deposit before 16:00 New York time on a business day, we will consider that day to be the day of your deposit. However, if you make a deposit after 16:00 New York time or on a day we are not open, we will consider that the deposit was made on the next business day we are open. The length of the delay varies depending on the type of deposit.

Same-Day Availability

Funds from the following deposits are available on the same business day as the day of your deposit:

- US Treasury checks that are payable to you
- Electronic direct deposits
- Payment transfers
- Checks drawn on a UNFCU account
- Cash
- State and local government checks that are payable to you
- Cashier's, certified teller's, and traveler's checks that are payable to you
- Federal Reserve Bank checks, Federal Home Loan Bank checks, and money orders, if these items are payable to you

Availability of Other Check Deposits

The first \$275 from a deposit of checks will be available on the same business day as the day of your deposit. The remaining funds will be available on the second business day after the day of your deposit. For example, if you deposit a check of \$700 on a Monday before 16:00 New York time, \$275 of the deposit will be available on Monday. The remaining \$425 will be available on Wednesday. We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:

- You have overdrawn your account repeatedly in the last six months
- We believe a check you deposited will not be paid

- You deposit checks totaling more than \$6,725 on any one day
- There is an emergency, such as a failure of communication 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 fifth business day after the day your deposit would otherwise be available for withdrawal.

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 is 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 in the Funds Availability Policy, for the type of check that you deposited.

Special Rules for New Accounts

If you are a new customer, 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, payment transfers, and the first \$6,725 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 first business day after the day of your deposit, if your deposit meets certain conditions. For example, the checks must be payable to you (and you may have to use a special deposit slip). The excess over \$6,725 will be available by the ninth business day after the day of your deposit. If your deposit of these checks (other than a US Treasury check) is not made in person to one of our UNFCU employees, the first \$6,725 may not be available until the second business day after the day of your deposit. Funds from all other check deposits will be available by the ninth business day after the day of your deposit.

Deposits of non-US items

UNFCU may refuse to accept deposit or collection for an item that is payable in a currency other than US dollars. UNFCU may refuse to accept deposit or collection for an item that is not drawn on a financial institution chartered in the US. If we accept a non-US item

for deposit or collection, you accept all risk associated with foreign currency fluctuation (exchange rate risk) and with any late return of the non-US item. You agree that UNFCU may use its current buying and selling rate, as applicable, when processing such an item for you. UNFCU reserves the right to place longer holds on non-US items than the timeframes specified for deposited items in our Funds Availability Policy.

ATM Deposits

Deposits are only accepted at ATMs identified as UNFCU ATMs and are subject to the same funds availability schedule as deposits made in person at a branch.

Secure Credit Cards

United Nations affiliated agencies; missions to the UN, NATO, and UNA-USA are eligible for the UNFCU Secured Corporate Credit Card Program. Eligible organizations must complete the 'Corporate Credit Card Application Request' form and receive the 'Secured Organization Credit Card Agreement.' Additional documentation may be required.

Disclosure of Account Information to Third Parties

We will disclose information to third parties about your account or the transfers you make:

- Where it is necessary to complete transfers
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant
- In order to comply with government agency or court orders
- To persons authorized by law in the course of their official duties
- To a consumer reporting agency as defined by applicable law
- To our employees, auditors, service providers, attorneys or collection agents in the course of their duties
- As disclosed in our Privacy Policy; or
- If you give us your written permission

Our Privacy Notice is included with your account opening documentation. It is also available on unfcu.org.

Limitation of Services Policy

UNFCU is committed to delivering exceptional products and services to members globally. To that end, UNFCU employees are trained to handle interpersonal interactions effectively and to address any member service issues. UNFCU's Limitation of Services Policy defines the circumstances under which services may be limited for members who engage in 'abusive conduct.'

The policy is not intended to restrict the rights and freedoms of any particular group or individual. The policy is meant to protect our employees and members by addressing unacceptable conduct.

Services may be limited, curtailed, or denied to members who engage in abusive conduct by the (i) denial of all Credit Union services, other than the right to maintain a Member Share and the right to vote at annual and special meetings; (ii) denial of services which involve personal contact with Credit Union staff, volunteers, and/or officials; (iii) denial of access to Credit Union premises; or (iv) any other action deemed necessary under the circumstances that is not expressly precluded by applicable federal and state law.

For the purposes of this policy, 'abusive conduct' includes, but is not limited to, the following conduct (i) causing a significant loss to UNFCU (through bankruptcy, or any other means); (ii) abusing UNFCU services or repeatedly maintaining negative balances; (iii) threatening, abusive, disruptive, obscene, harassing behavior towards UNFCU staff, volunteers, or officials; (iv) threatening, abusive, disruptive, obscene, harassing behavior towards members or other persons on Credit Union premises; (v) engaging in any illegal behavior on Credit Union premises or in illegal behavior regardless of location if said behavior has a direct, negative impact on the Credit Union and/or its products, services, or members; (vi) making false, vicious, or malicious statements about any Credit Union staff, volunteer, official, or the Credit Union, and its services, operations, policies, practices, or management; (vii) using profane, abusive, intimidating, or threatening language on Credit Union premises or making threats of bodily harm or property damage toward Credit Union staff, their family members, or Credit Union members; (viii) engaging in any type of harassment, including age, sexual, ethnic, or racial harassment, making racial or ethnic slurs, engaging in sexual conduct, making sexual overtures, flirtations, advances, or propositions, including displaying sexually suggestive objects or pictures on Credit Union premises; (ix) attempting to coerce or interfere with Credit Union staff in the performance of their duties at any time; (x) conducting or attempting to conduct or engage in any fraudulent, dishonest, or deceptive activity of any kind involving Credit Union staff or Credit Union services; (xi) making unauthorized posting(s), defacing or removing notices or signs on Credit Union premises and/or social media sites without management authorization; (xii) misappropriating Credit Union funds, property, or other material proprietary to the Credit Union; (xiii) deliberately or repeatedly violating security procedures or safety rules; (xiv) possessing, using, or being under the influence of illicit drugs on Credit Union premises; or (xv) engaging in use or possession of weapons of any kind on Credit Union premises except for on-duty law enforcement officers or security officers.

Contact Us

Contact a member service representative for assistance with any of your financial requests.

Email

Send your request to: email@unfcu.com.

Telephone

Speak with a member service representative at +1 347-686-6000 or call toll free from international locations listed on: unfcu.org/tollfree

WebChat

Instantly communicate with a member service representative by clicking on the UNFCU WebChat link located online at: unfcu.org/contact

Fax

+1 347-686-6400

Postal Mail

United Nations Federal Credit Union
Court Square Place, 24-01 44th Road
Long Island City, NY 11101, USA
Attention: Member Directed Services

Visit UNFCU

Please go to unfcu.org/locations for the addresses and hours of operations for each of our locations.

We have branches in the US:

- New York City
- Washington, DC

We have representative offices in Europe and Africa:

- | | |
|-------------------|-----------------------|
| ▪ Vienna, Austria | ▪ Geneva, Switzerland |
| ▪ Rome, Italy | ▪ Entebbe, Uganda |
| ▪ Nairobi, Kenya | ▪ Kampala, Uganda |

Our representative offices cannot conduct cash transactions.

Amendment to Digital Banking Agreement: Additional provisions for Organizational Accounts

A. Protecting Passwords and PINs

You agree that we may send notices and other communications, including password confirmations, to the current address shown in our records, whether or not that address includes a designation for delivery to the attention of any particular individual. You further agree that UNFCU will not be responsible or liable to you in any way if information is intercepted by an unauthorized person, either in transit or at your place of business. You agree to: 1) keep your password secure and strictly confidential, providing it only to authorized signers on your account(s); 2) instruct each person to whom you give your password that they are not to disclose it to any unauthorized person; and 3) immediately notify us and select a new password if you believe your password may have become known to an unauthorized person. **UNFCU will have no liability to you for any unauthorized payment or transfer made using your password that occurs before you have notified us of possible unauthorized use and we have had a reasonable opportunity to act on that notice.** We may suspend or cancel your password, even without receiving such notice from you, if we suspect your password is being used in an unauthorized or fraudulent manner.

B. Acknowledgment of Commercially Reasonable Security Procedures

By using Digital Banking, you acknowledge and agree that this Agreement sets forth security procedures for electronic banking transactions that are commercially reasonable. You agree to be bound by instructions, whether authorized, which we implement in compliance with these procedures, unless you have given us prior notice of possible unauthorized use as described above and we have had a reasonable opportunity to act on such notice.

C. Limitation of UNFCU's Liability

If we fail or delay in making a payment or transfer pursuant to your instructions, or if we make a payment or transfer in an erroneous amount that is less than the amount per your instructions, unless otherwise required by law, our liability shall be limited to interest on the amount that we failed to timely pay or transfer, calculated from the date on which the payment or transfer was to be made until the date it was actually made or you canceled the instructions. We may pay such interest either to you or to the intended recipient of the payment or transfer, but in no event will we be liable to both parties. If we make a payment

or transfer in an erroneous amount that exceeds the amount per your instructions, or if we permit an unauthorized payment or transfer after we have had a reasonable time to act on a notice from you of possible unauthorized use as described above, unless otherwise required by law, our liability will be limited to a refund of the amount erroneously paid or transferred, plus interest thereon from the date of the payment or transfer to the date of the refund, but in no event to exceed 60 days' interest.

Unless otherwise required by law, in no event will UNFCU be liable to you for special, indirect, or consequential damages including, without limitation, lost profits or attorney's fees, even if we are advised in advance of the possibility of such damages.

Please note that if you give or make reasonably available your PIN or other access device or code to anyone, you may be liable for any use made of such until you advise us that such person is not authorized to use them.

serving the people who serve the world®

United Nations Federal Credit Union

Court Square Place, 24-01 44th Road
Long Island City, NY 11101, USA
+1 347-686-6000 | email@unfcu.com

This credit union is federally insured by the National Credit Union Administration (NCUA). Accounts and shares are insured by the Administration to the maximum insurance amount for each member or shareholder. Unless otherwise noted, fees may be associated with certain products and services. Certain UNFCU products and services are subject to approval. Federal and state laws may limit the availability of certain products and services in select areas.

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