

## **ELECTRONIC FUNDS TRANSFER (EFT) SERVICES DISCLOSURE STATEMENT**

As a consumer who uses electronic fund transfer (EFT) services you have certain rights and responsibilities. These rights and responsibilities are defined by the Electronic Funds Transfer Act and by Regulation E of the Federal Reserve Board. One requirement of this Act and the Regulation is that all financial institutions make certain disclosures to all EFT users. The Electronic Funds Transfer Act only applies to consumer accounts.

**1. Types of Transactions:** You can arrange to make preauthorized transfers to or from your checking account, now account, money market account, or your statement savings account. These transfers include those initiated through an automated teller machine (ATM), point of sale terminal, automated clearing house, On-Line Banking terminal or a telephone response system. Deposits, such as Social Security payments, other government payments, or direct deposit of your wages or salary, can be made to any of the accounts listed above plus your passbook savings account. Preauthorized withdrawals, such as life insurance payments, or transfers can only be made from or between your checking account, now account, statement savings account or money market accounts. There are no limitations to the number of transactions on your checking account, now account, or statement savings account. Your money market account is limited to six preauthorized transfer withdrawals, consisting of any combination of the following: checks, drafts, debit card, or similar orders made by the depositor and payable to third parties.

**2. Documentation:** Your EFT transaction will be recorded in one of the following manners:

- a. Checking Account, Now Account, Statement Savings and Money Market Account - You will receive a monthly statement showing all EFT transactions.
- b. Passbook Savings Account - If you bring or send your passbook to us, we will record any EFT deposits that were made to your account since the last time we received your passbook.
- c. ATM Transactions – You will receive a receipt for any EFT transactions processed on Hatboro Federal Savings’ ATMs.
- d. Direct Deposits - If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us to find out whether or not the deposit has been made.

**3. Account Information Disclosure:** We will not disclose information to third parties about your account or the transactions you make, except:

- a. Where it is necessary to complete transfers;
- b. To verify the existence and standing of your account with us upon the request of a third party, such as a credit bureau;
- c. In order to comply with a Government Agency or Court Order; or
- d. In accordance with your written permission.

**4. Our Liability for Failure to Complete an EFT Transaction:** If we fail to complete an EFT transaction on time or in the correct amount, where properly instructed by you, we will

be liable for damages caused by our failure unless:

- a. Through no fault of ours, there is insufficient available funds in your account to process the transaction; or
- b. Circumstances beyond our control (such as fire or flood) prevent the EFT transaction from processing, despite reasonable precautions we have taken.

**5. Consumer Liability:**

- a. **Access Device.** If an unauthorized EFT transaction is processed with the use of a lost or stolen access device (such as an ATM Card or Visa Debit Card), and you notify us within two (2) business days of the discovery of the loss of that access device, your liability is limited to \$50.00. If you notify us after two (2) business days, your liability can be as much as \$500.00.
- b. **Statements.** You are not liable for any unauthorized EFT transactions reflected on your periodic statement if you notify us within sixty (60) days of the transmittal of your periodic statement. If you fail to notify us within those sixty (60) days, you may be liable for all transactions after the sixty (60) days, if we can prove that the loss would have been prevented had we been notified. If an access device is involved in the unauthorized transaction, the consumer may also be liable for the amounts relating to an access device noted above.

**6. Charges for EFT Transactions:** There are no fees for EFTs initiated at Hatboro Federal Savings or through the Allpoint ATM Network. There may be fees charged to your account for transactions initiated on ATMs outside the Allpoint ATM Network. Hatboro Federal Savings may initiate an EFT to collect a fee for the return to Hatboro Federal Savings of an EFT, ACH or a check due to insufficient funds or uncollectable funds. The fee for the return of such an item is listed in our Fee Schedule.

**7. How to Contact Us:** For questions or to report errors about an EFT transaction:

- a. You may telephone us at: 215-675-4000
- b. Or write to us at: 221 S. York Road  
Hatboro, Pa. 19040

**8. Stop Payments and Notice of Varying Amounts:**

- a. **Right to Stop Payment and Procedure for Doing So.** If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Call us or write us in time for us to receive your request three (3) business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. We will charge you our normal fee for each stop payment order you give according to our current Fee Schedule.
- b. **Notice of Varying Amounts.** If these regular payments vary in amount, the person you are going to pay should tell you, ten (10) days before each payment, when it will be made and how much it will be. If you wish to verify a preauthorized EFT transaction, you may call us.

**9. Liability for Failure to Stop Payment:** If you order us to stop a scheduled EFT transaction three (3) business days or more before the EFT transaction is scheduled, and we do not do so, we will be liable for your losses or damages.

**10. Our business days are:** Monday through Thursday, 9 to 4:30; Friday, 9 to 7, holidays are not included.

**11. To report a lost or stolen ATM/Debit card after regular business hours, contact:**

1-866-537-2830

**ERROR RESOLUTION:**

In case of ERRORS or questions about your EFT transaction, telephone us at 215-675-4000 or write to us at 221 S. York Road, Hatboro, Pa. 19040. We must hear from you no later than sixty (60) days after we send you the first statement on which the problem or error appeared. If you notify us orally, you must provide us with written confirmation of your notification within ten (10) days. You must provide us with the following information:

1. Tell us your name and account number.
2. Describe the error as clearly as possible.
3. State the dollar amount of suspected error.

We will investigate the matter and try to call or write to you with an answer within ten (10) days. It is possible our investigation may take longer and, if the investigation takes longer than ten (10) business days, we will provisionally credit your account within those ten (10) business days with any amount which you believe to be in error. You agree to cooperate with us in our investigation, if necessary. In any event, we will correct any error which has occurred no later than forty-five (45) days after you have first contacted us, or in the case of a point of sale (purchase) transaction, no later than 90 days after you first contacted us. If we conclude that no error has occurred, we will send an explanation to you, within three (3) business days after reaching that conclusion, and if you request, we will send you copies of all records which we relied upon in reaching our conclusion. If an error has occurred, we will notify you within three (3) business days after such determination and we will correct the error within one (1) business day. If we provisionally credited your account with funds while investigating an error, you must repay those funds to us, if we conclude no error occurred.