



## Electronic Funds Transfer Act Agreement Regulation E Disclosure

This disclosure contains important information concerning electronic fund transfers, such as automatic credits and debits to your account, as well as electronic fund transfers through ATMs, 24 Hour Account Information by telephone, and other electronic terminals. Please read it carefully and keep it for future reference.

The words "we", "us", "our", and "your bank" mean First Federal Bank of Louisiana. The words "you" and "your" mean any authorized user(s) of your First Federal Check Card, ATM card, or 24 Hour Account Information. NOW Interest Checking, Advantage Interest Checking, Smart Rewards Checking, Smart Rewards Plus Checking, Choice Checking, Community Interest Checking, Advantage Money Management Account, Simple Checking Account, eVantage Account, or personal DDA. "Savings Account" means your Regular Savings Account. "PAL Account" means your Pre-Authorized Line of Credit Account. "HELOC Account" means your Pre-Authorized Home Equity Line of Credit Account

You will be given a tamper proof PIN mailer at the time your ATM card is issued to you. Your First Federal Check Card will be mailed to the address on your account and your PIN will be selected at the time of activation. You must sign your name on the signature panel on the back of the card. Please examine the mailers to ensure they have not been tampered with prior to accepting the card and PIN.

From time to time we may restrict the use of your card in certain countries in which debit card fraud is known to take place. If you have any concerns, please check with us before depending upon your debit card during travels abroad.

Our Fraud Prevention Center may contact you by phone or text message in order to confirm suspicious transactions. At no time will the Fraud Prevention Center ask you to provide your account number, Online Banking login credentials, or PIN.

Acceptance, retention or use of the First Federal Check Card or ATM Card by you constitutes an agreement between First Federal Bank of Louisiana and you as stated in this agreement.

### I. Consumer Liability

Tell us AT ONCE if you believe your card or PIN has been lost or stolen, 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 you tell us within 2 business days after you learn of the loss or theft of your card or PIN, you can lose no more than \$50 if someone used your card without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your card or PIN, and we can prove we could have stopped someone from using your card 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, including those made by card, 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 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 a hospital stay) kept you from telling us, we will extend the time periods.

### Contact in the event of unauthorized transfer

If you believe your card or PIN has been lost or stolen:

Call: 337.433.3611 (after hours 800.554.8969)

or

Write us at: Electronic Funds Transfer  
First Federal Bank of Louisiana  
PO Drawer 1667  
Lake Charles, LA 70602-1667

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.

### II. Business Days

Our business days are Monday through Friday, excluding holidays.

### III. Types of Transactions & Limitations

#### Automatic Credits

Many payments made by the State or Federal Government, such as Veteran's Administration and Social Security payments, can be deposited directly to your account. You may also agree to have your salary deposited directly to your account if you are employed by a company which provides this service. You must sign an authorization in each case.

#### Automatic Debits

Certain companies may have made arrangements with you to withdraw money from your account periodically. This system is often used to pay monthly bills, such as life insurance premiums. You must sign an authorization with each such company to receive this service. If these regular payments may vary in amounts, 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.

#### Electronic Check Conversion

You may authorize a merchant or other payee to make a onetime electronic payment from your checking account using information from your check to:

- (i) Pay for purchases
- (ii) Pay bills

#### Pre-Authorized Electronic Debits

You may arrange for us to complete pre-authorized transfers to or from your checking account to pay certain recurring bills. First Federal will also process electronic transactions to your account such as; web initiated transactions with electronic signatures, telephone initiated transactions and bill payment transactions. These types of transactions are subject to fees and charges as all other debits to your account.

#### Telephone

You may telephone your request directly to any employee in the Loan Servicing Department of First Federal Bank of Louisiana at 337.433.3611 for an advance from your unsecured line of credit or home equity line of credit account to transfer funds into your Checking Account. We impose no charges for these requests.

#### 24-Hour Account Information

You may access your deposit account, loan account, and current interest rates on your deposit accounts by using a separate Personal Identification Number (PIN) and your account number in our 24 Hour Account Information system.

You may use the 24-Hour Account Information system to:

- Transfer funds between your deposit accounts. A formal written agreement to transfer funds must be signed by each account holder. A confirmation number is provided for each transfer. Same day credit is given for transfers made between the hours of 7:00 a.m. to 6:00 p.m.
- Obtain balance information on your deposit and loan accounts.
- Verify the date and amount of your last deposit.





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- Obtain deposit account history and specific check information.
- Verify the maturity date of your Certificate of Deposit or Individual Retirement Account.
- Obtain interest information on your Certificate of Deposit, Individual Retirement Account, or loan.
- Obtain current interest rates on your deposit accounts.
- Obtain payment and payoff information on your loan account.

## Online Banking

You may access your account(s) by computer by using First Federal's Online Banking, which can be accessed on the home page of our website at [www.ffbla.bank](http://www.ffbla.bank). Online Banking is a service that you need to sign up for. When you sign up, you will be asked to choose an Access ID and password.

You may use the Online Banking system to:

- Transfer funds between your accounts that allow transfers. A confirmation number is provided for each transfer. Same day credit is given for transfers made before 6:00 pm.
- Make payments from your First Federal checking or savings account to a First Federal loan account(s).
- Obtain checking, savings, and/or loan information, view checks, eStatements, and place stop payments.
- Transfer funds to and from external accounts that allow transfers. A reference number is provided for each transfer. Delivery for external transfers is Standard Delivery (3 business days). Cut off time for standard transfers is 12 AM CST. Accounts must be open at least 30 days in order to qualify.
- Pay your bills using the Online Banking Bill Pay Service. In addition, you will have the ability to register to send and receive personal payments using Zelle®. Zelle® allows payments to be sent directly by you to other trusted individuals via email, text message, or checking/savings account information. Must have a bank account in the U.S. to use Zelle®. In order to send payment requests or split payment requests to a U.S. Mobile number, the mobile number must already be enrolled with Zelle®

## Non-VISA Debit Transaction (Pinless Transactions)

Visa debit card transactions can be performed through the Accel network without a Personal Identification Number (PIN). This includes any transactions through a Point of Sale terminal using a check card without your PIN number. Certain provisions, such as the Visa zero-liability program, do not apply to such non-Visa transactions.

## Automated Teller Machine (ATM) and Point-of-Sale (POS)

Transactions at an ATM fall into the category of electronic fund transfers as well as any transactions through a POS terminal using an ATM card or a Check Card with or without your Personal Identification Number (PIN).

You may use your ATM and Check Card at an ATM to:

- Determine account balances.
- Withdraw cash from your checking or savings account
  - \$300 daily limit
  - \$500 daily limit on Platinum Asset Management Account
  - \$500 daily limit on eVantage Checking Account
- Transfer funds between your checking and savings accounts.

You may use your Check Card at Point-of-Sale (POS) terminals to:

- Purchase goods and services with your card and PIN at merchants displaying the Accel logo (limited to \$9,999 or available balance - whichever is less).

You may use your Check Card at merchants to:

- Purchase goods and services with your card at merchants displaying the Visa logo (limited to \$9,999 or available balance

whichever is less). The card works like a check and is deducted from your checking account.

- Obtain cash at financial institutions displaying the VISA logo.
- ATM cards can only be used at an ATM. No other transaction types are allowed with an ATM card.

Some of these services may not be available at all terminals.

## Transaction Limitations

Pre-authorized debits and credits are allowed on Statement Savings and on Advantage Money Market Accounts. Electronic transfer debits are allowed through Automated Teller Machines (ATMs), 24 Hour Account Information, and through Online Banking and are limited to a total of six (6) per cycle period, including pre-authorized debits.

Risk limits for transactions using Zelle® are based on the funding account and may be different for each funding account. The minimum payment amount is \$5. The maximum amount available for transfer can be viewed by clicking the Limits icon on the Enter Amount screen.

- Zelle® Transaction Limits:
  - \$2,000 daily limit
  - \$5,000 monthly limit
- External Transfer Transaction Limits:
  - \$2,500 daily limit
  - \$5,000 monthly limit

*We reserve the right to block transactions which may be deemed illegal or a violation of regulations under state or federal laws. If such transactions are conducted on your account, you will have services terminated immediately.*

## IV. Fees

Check Card Replacement.....	\$8.00
ATM Card Replacement.....	\$8.00
Zelle® Personal Payment Service.....	Free
External Transfers.....	\$2.00 per transfer
(standard outbound & inbound)	after 5 transfers in a calendar month

When you use an ATM not owned by us, you may be charged a fee of \$1 for ATM withdrawals, transfers, and balance inquiries. Private Banking Platinum Asset Management Account holders, eVantage Account holders and Choice Checking Account holders.

A fee may also be imposed by an ATM operator, or a national, regional or local network if you initiate a withdrawal, transfer, or balance inquiry from an ATM that is not operated by First Federal Bank of Louisiana. First Federal Bank will waive up to \$25 per month on fees imposed by an ATM operator that is not operated by First Federal Bank of Louisiana for eVantage Account holders and Private Banking Platinum Asset Management Account holders, up to \$15 per month for Smart Rewards Plus Checking Account holders, and up to \$12 per month for Choice Checking Account holders. We impose no charges for electronic fund transfers made without an ATM or Check Card. However, you must pay ordinary charges which can be triggered by such transfers, such as checking account minimum balance charges. We reserve the right to change these charges and will notify you by mail at least twenty-one (21) days prior to initiating a change.

## V. Confidentiality

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

- Where it is necessary for completing transfers or resolving errors involving transfers,
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant,





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- In order to comply with a government agency or court order,
- To anyone using your card and PIN at any ATM or any other electronic terminal, or
- If you give us your prior written permission.

### VI. Preauthorized Credits

If you have arranged to have direct deposits made to your account at least once every sixty (60) days from the same person or company, you can call the 24-Hour Account Information (337.421.1234 or 800.860.1238, if outside local area) or one of the telephone numbers listed in section XII if you wish to find out whether or not the deposit has been made.

### VII. Receipts & Statements

Generally, a receipt will be provided to you at the time you make any transfers to or from your account using your card. Federal law does not require a receipt for transactions \$15 or less. A monthly statement will be mailed to you on each account.

### VIII. Preauthorized Payments

#### (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. Here's how: Call 337.433.3611 or write to us at 1135 Lakeshore Drive, Lake Charles LA 70601, in time for us to receive your request 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 14 days after you call. We will charge you \$28 for each stop payment order you give us.

#### (b) Notice of varying amounts

If these regular payments may vary in amount, the person you are going to pay will tell you, 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.)

#### (c) Liability for failure to stop payment of preauthorized transfer

If you order us to stop one of these payments 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.

#### (d) Stop Payment on Debit Card Purchases

Stop payments are not allowed on purchases made with a Visa Check Card. If you experience problems with goods or services purchased with your Visa Check Card and are unable to resolve the problem with the merchant, you may request that the bank initiate a charge back. A charge back is a reversal of a sales transaction. You will need to provide the bank with a detailed explanation of the problem and all the steps you took to resolve the problem with the merchant. Visa will notify the merchant and determine whether or not to reverse the transaction.

### IX. Bank Liability

If we do not complete a transfer to or from your account on time or in the 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, through no fault of ours, your account does not contain enough money to make the transfer.
- If the transfer would exceed the available balance in your account or your Overdraft Protection limit.

- If the ATM where you are making the transfer does not have enough cash.
- If the terminal was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- If your funds are subject to legal process or other encumbrance restricting such transfer.
- If your account has been blocked due to a reported lost or stolen card or PIN.
- If we are holding uncollected funds in your account and the transfer would require use of those funds.
- If another person or entity which is supposed to initiate the transfer, such as a life insurance company or the Social Security Administration, fails to send to us the appropriate authorization for the debit or credit.
- There may be other exceptions.

### X. You Agree

- To abide by the rules and regulations as from time to time amended by First Federal and participating ATM networks relating to use of the card, which rules and regulations are binding upon you.
- The card is property of First Federal and will be delivered to First Federal upon request.
- The use of the card or 24 Hour Account Information may be terminated by First Federal at any time without notice.
- The PIN is confidential and should not be disclosed to third parties or recorded on the card. You are responsible for safekeeping your PIN(s).
- Your 24 Hour Account Information PIN should not be disclosed or made available to anyone not authorized to sign on your account(s).
- To pay all debts arising from the use of the card.
- If the card is issued to you and others jointly, each person shall be jointly and severally liable.
- If you allow anyone else to use your card, you will be liable for all debts arising from the use of the card.
- Any notice required will be given to you at your last address known to us.
- You may terminate this agreement at any time by giving written notice thereof and returning to us all cards issued in connection with this agreement.

### XI. Enforcement

In the event either party brings a legal action to enforce this agreement or collect amounts owing as a result of any account transaction, the prevailing party shall be entitled to reasonable attorney's fees and costs, including fees on any appeal, subject to any limits under applicable law.

### XII. Who to Contact

If you need to contact us, call the telephone number listed here, or write us at the address below.

Call: 337.433.3611 (after hours 800.554.8969)  
or  
Write us at: Electronic Funds Transfer  
First Federal Bank of Louisiana  
PO Drawer 1667  
Lake Charles, LA 70602-1667





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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.

### **XIII. Electronic Fund Transfers Initiated by Third Parties**

If you voluntarily give information about your account (such as our routing number or your account number) to a party who is seeking to sell you goods or services, and you do not physically deliver an authorization to the party to initiate electronic funds transfer from you account, a debit to your account initiated by the party to whom you gave the information is deemed authorized by you.

### **XIV. Visa International Service Assessment (ISA) Fee**

If there is no currency conversion (a "single-currency transaction") the ISA fee will be 1% of the transaction amount; if there is a currency conversion (a "multi-currency transaction") the ISA fee will be 1% of the transaction amount. Visa defines an international transaction as a transaction where the card-issuing financial institution's country is different than the merchant's country. Thus, a transaction over the Internet could qualify as an international transaction.

### **XV. In Case of Errors or Questions about your Electronic Transfers**

Telephone us or Write us at the address described in this disclosure under 'Who to Contact' 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 orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine 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 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 complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

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.

For certain purchase transactions made via the Visa network, you may have no liability for unauthorized transactions. This additional limit on liability does not apply to ATM transactions, to transactions using your Personal Identification Number, which are not processed by Visa. Visa is a registered trademark of Visa International Service Association.

### **ATM & Night Depository Safety**

Treat your card like cash and keep it in a safe place.

If you see anyone or anything suspicious, cancel your transaction, take your card and leave immediately. Notify the police.

If anyone follows you after making a transaction, go immediately to a crowded, well-lighted area and call the police.

If the facility is obstructed from view or poorly lit, use another ATM and notify the bank.

If someone approaches you and demands your money, do not resist. Call the police immediately.

Promptly put your money, card and receipts away. Count the money later.

Always park close to the facility and in a well-lighted area. Keep your engine running, the car doors locked and the windows up.

Memorize your Personal Identification Number (PIN). Do not tell anyone your PIN. Do not write your PIN on your card or store it with your card.

Prevent others from seeing you enter your PIN. Never let someone else enter your PIN for you.

Do not lend your card to anyone.

Do not leave your card, receipts or any documents at the facility.

Check your receipts against your monthly statement to guard against fraud.

Do not give out information about your card over the telephone. No one needs to know your PIN, not even your financial institution.

