

Deposit Availability Disclosure

Our policy is to allow you to withdraw your deposited funds pursuant to Federal Regulation CC. Our policy is to make funds available to you on the first business day after the day we receive your deposit.

We may delay the availability of funds that you deposit in your transaction account. During the delay, you may not withdraw the funds in cash, and we will not use the funds to pay share drafts (checks) that you have written. Funds deposited into your savings account are not subject to Federal Regulation CC and may have a longer availability delay.

The length of the delay is counted in business days from the first full day of your deposit. Every day is a business day except Saturdays, Sundays and federal holidays. If you make a deposit before 6:00PM on a business day we are open we will consider that day to be the day of your deposit. However, if you make a deposit after 6:00 PM 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 and is explained below.

Funds from electronic direct deposit to your account will be available on the effective date indicated by the payer.

We do not accept checks endorsed without recourse.

We are not responsible for improper use of a rubber stamp endorsement.

We do not accept third party checks without proper identification of all parties.

We have the right to refuse a check for deposit.

You have next-day availability for the following deposits (if they meet certain requirements):

Government Checks

Cashier's Checks

Certified Checks

Teller's Checks

Travelers Checks

Cash

Wire Transfers

However your withdrawals of these check deposits are limited to the \$5,000 of the day's total deposit. (The rest is available on the second business day after the day of the deposit.)

Delay for other check deposits depends on whether a check is a local or nonlocal, look at the routing number on the check. As of March 1, 2010, all routing numbers are considered local.

Some checks are marked "payable through" and have a four or nine digit number nearby. For these checks, use the four digit number, not the routing number at the bottom of the check to determine whether these checks are local or non local. Our policy is to make funds from local and nonlocal checks available as follows:

1. Local checks - The first \$100 from a deposit of local checks will be available on the first business day after the day of your deposit. Effective July 21, 2011, the first \$200 from a deposit will be available on the first business day. The remaining funds will be available on the second business day after the day of your deposit.

2. Nonlocal checks - The first \$100 from a deposit of nonlocal checks will be available on the first business day after the day of your deposit. Effective July 21, 2011, the first \$200 from a deposit will be available on the first business day. The remaining funds will be available on the fifth business day after the day of your deposit.

If you have any question about the availability of your funds from your deposit, please ask before you make a deposit.

Automated Teller Machine Deposits

Funds from any deposits (cash or checks) made at automated teller machines (ATMs) will not be available until the second business day after the day of your deposit and are subject to our hold policy. This rule applies at ATMs that we own or operate. All ATMs that we own or operate are identified as our machines.

Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit. If you have any questions, contact Neighbors Credit Union.

Longer Delays on Deposited Funds

We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:

If we believe the check you are depositing is uncollectible;

If your deposit is a payable through draft;

If you make deposits in any one day that exceeds \$5,000;

If you redeposit a check that has been returned unpaid; or

If you have overdrawn your account six or more times on six business days in the last six months;

If there is an emergency, such as failure of communication or computer equipment, we will notify you if we do this, and tell you when you will be able to withdraw the funds. (We will delay for no more than four additional business days.)

If your account has been open 30 days or less, we may further limit your ability to withdraw funds deposited by check, but only during the first 30 days.

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 7th business day after the day of your deposit.

Substitute Checks

What is a substitute check?

A substitute check is a copy of an original check that is the same as the original check for all purposes, including proving that you made a payment, if it includes an accurate copy of the front and back of the original check and contains the words: "This is a legal copy of your check. You can use it the same way you would use the original check." A substitute check that meets these requirements is generally subject to federal and state laws that apply to an original check. If you lose money because you received a substitute check, you have the right to file a claim for an expedited refund.

Your right to file a claim for an expedited refund

Federal law gives you the right to file a claim for an expedited refund if you receive a substitute check and believe that all of the statements below are true:

1. The substitute check was incorrectly charged to your account (for example, this may be true if we charged your account for the wrong amount or if we charged your account more than once for the same check);

2. You lost money as a result of the substitute check charge to your account;

and

3. You need the original check or a better copy of the original check to demonstrate that we incorrectly charged your account (for example, this may be true if you think that we charged your account for the wrong amount and the substitute check does not clearly show the amount).

Expedited refunds

To obtain an expedited refund, you must send us a claim. Federal law limits an expedited refund to the amount of your loss, up to the amount of the substitute check, plus interest if your account earns interest. You should be aware that you could be entitled to additional amounts under other state or federal law.

How to make a claim for an expedited refund

Please make your claim by writing to the credit union. You must make your claim within 40 calendar days of the later of these two dates:

1. The date that we delivered the account statement showing the charge that you are disputing,
or

2. The date on which we made the substitute check available to you. If there is a good reason (such as a long trip or a hospital stay) that you cannot make your claim by the required day, we will give you additional time.