



**VISA PLATINUM CREDIT CARD AGREEMENT
ISSUED BY: PITTSFORD FEDERAL CREDIT UNION**

Retail Installment Credit Agreement

NOTICE: See reverse side for important information regarding your right to dispute billing errors.

1. AGREEMENT. This is an agreement between The Pittsford Federal Credit Union (sometimes referred to as "PFCU", "us" or "we") and each applicant and/or co-applicant (referred to as "you") for a VISA account whose application is approved by PFCU. VISA card(s) issued in connection with this account are referred to as "card". This Agreement will not be effective with respect to the purchase or lease of property or services until you or a person authorized by you signs a sales slip or memorandum evidencing a purchase or lease of property or services by use of the card. If you authorize a merchant by electronic means (for example, through the Internet) or by telephone to debit your credit card account to pay for the purchase or lease of property or services, your authorization will be considered your signature on a sales slip. This Agreement will not be effective with respect to cash advances until you or someone you authorize signs an advance request, or some other authorization for a cash advance or uses the card or your personal identification number (PIN) at an automated teller machine (ATM) or other facility to obtain a cash advance. Until this Agreement becomes effective, you will not be responsible for any purchase or lease of property or service or cash advances by use of the card after its loss or theft.

2. USING THE CARD. Each card must be signed by the individual whose name is printed on it. You may use the card and/or your card number and card expiration date to make purchases in person, by mail, electronically (through the Internet), or by telephone from merchants and others who accept VISA cards. In addition you may obtain cash advances from PFCU, from other financial institutions participating in the VISA program or from ATMs that provide access to the VISA system (not all ATMs provide such access). You will need to use your PIN to obtain a cash advance from an ATM. You agree to pay all amounts charged by use of the card, your card number or your PIN by you or anyone who is authorized by you to use your account, plus other charges provided in this Agreement. For security purposes, you agree not to write your PIN on the card itself.

NO USE FOR ILLEGAL TRANSACTIONS. You agree not to use your card or your card number for any illegal transactions, such as unlawful gambling. We may assume, without any further inquiry, that all transactions made by you or someone authorized by you using the card or the card number are legal, even if we have actual or imputed knowledge of information that might reasonably lead us to question whether a particular transaction is legal.

3. RESPONSIBILITY AND OTHERS USING YOUR ACCOUNT. Your obligation to pay the amount owed on your account continues until paid in full even though an agreement, divorce decree or other court judgment to which PFCU is not a party may direct someone else to pay the account balance. Each is individually responsible for all amounts on the account and all are jointly responsible for all amounts owed. This means PFCU can enforce this Agreement against any of you individually or all of you together.

4. CREDIT LIMIT. Your credit limit will be displayed on each Monthly Statement. You may not allow the balance of your account to exceed the credit limit which is approved by PFCU. If on your request we, at our discretion, make advances from your account in excess of your credit limit, our doing so will not change the amount of your credit limit, the advances are still subject to the provisions of this Agreement, and you will be required to repay any outstanding amounts which exceed your credit limit immediately on our demand. Each payment you make on the account will restore your credit limit by the amount of the payment which is applied to the principal amount of purchases and cash advances. You may request an increase in your credit limit. We have the right to increase or decrease your credit limit or to terminate your borrowing privileges at any time without advance notice to you.

5. MONTHLY PAYMENT. Each month you must pay at least the minimum payment shown on your statement within 25 days of the statement closing date. The minimum periodic payment required is the total New Balance as shown on your monthly billing statement, rounded to the nearest dollar, if the amount is \$10.00 or less. If the New Balance exceeds \$10.00, the minimum periodic payment is 3.00% of that portion of the New Balance which does not exceed your credit limit, plus the entire portion of the New Balance in excess of your credit limit, plus any amount past due, rounded to the nearest dollar, or \$10.00, whichever is greater. **You may at any time pay more than the minimum amount due or even the total new balance shown on your monthly statement.** The sooner you pay your new balance, the less you will have to pay in FINANCE CHARGES.

6. STATEMENTS AND NOTICES. Statements and notices will be mailed to you at the most recent address you have given to PFCU. Notice sent to any one of you will be considered notice to all.

7. FINANCE CHARGES. Purchases – You can avoid paying a **FINANCE CHARGE** on current billing cycle purchases (those itemized on your statement) if: (i) you pay for the current billing cycle purchases by the due date appearing on the statement; and (ii) the statement shows no previous balance for purchases or you paid the previous balance for purchases in full by the due date shown on the previous statement. We figure the **FINANCE CHARGE** on your purchases by applying the daily periodic rate to the "average daily balance." To get the "average daily balance", we take the beginning principal balance of this account each day, add any new purchases, and subtract any payments or credits applied to this principal balance as well as unpaid finance charges. This gives us the daily balance. We then add up all the daily balance for the billing period and divide the total by the number of days in the billing period. This gives us the "average daily balance." Therefore, the **FINANCE CHARGE** for the billing period is the (average daily balance) X (the daily periodic rate) X (the number of days in the billing period).

Cash Advances – A **FINANCE CHARGE** will be added to your cash advance account from the date of each cash advance transaction, unless we elect to accrue **FINANCE CHARGE** from a later date. We figure the **FINANCE CHARGE** on your cash advances by applying the daily periodic rate to the "average daily balance" of your cash advance account (including current transactions). To get the "average daily balance", we take the beginning principal balance of this account each day, add any new cash advances, and subtract any payments or credits applied to this principal balance as well as unpaid finance charges. This gives us the daily balance. We then add up all the daily balance for the billing period and divide the total by the number of days in the billing period. This gives us the "average daily balance".

Therefore, the **FINANCE CHARGE** for the billing period is the (average daily balance) X (the daily periodic rate) X (the number of days in the billing period).

Therefore, the **TOTAL FINANCE CHARGE** for the billing period is (the **FINANCE CHARGE** for purchases) + (the **FINANCE CHARGE** for cash advances).

8. IRREGULAR PAYMENTS. We may accept late payments, partial payments, or items marked "payment in full" of the like without losing any of our rights under this Agreement.

9. DELAY IN ENFORCEMENT. We may delay enforcing our rights under this Agreement without losing them.

10. APPLICATION OF PAYMENTS. We may apply all payments and credits in accordance with our standard operating procedures and with the requirements of applicable law. Payment application occurs in the following order: (1) All Finance Charges and billed fees; (2) All purchases; (3) All cash advances.

11. DEFAULT AND COLLECTION COSTS. Nearly all of our accounts are transacted in a normal way. However, we have the following rights:

(a) Default. You will be in default on this account if: (i) you fail to make a required payment on time; (ii) you fail to perform any other obligation to us, or any representation you make proves to be untrue; (iii) you die or become the subject of a proceeding in bankruptcy; or (iv) any third party attempts by legal process to take any money or other property of yours in our possession. (v) if we reasonably believe you will not be able to repay us for any reason. If more than one person is liable for the amounts owed under this Agreement, a default that occurs with respect to one of you will constitute a default for all of you.

(b) Responses to Default. Upon default we may **without notice** cancel the account and require immediate payment of all or any part of the balance due. We may also exercise any of our other legal rights.

Cross-Collateralization: If you have other loans from us, or take out other loans with us in the future, collateral securing those loans will also secure your obligations under this agreement. However, unless you expressly agree otherwise, your primary dwelling will not secure your obligations under this agreement even if we have or later acquire a mortgage on the dwelling.

Share-Secured Cards: If you have executed a written agreement granting a security interest in any deposit accounts (checking, savings, or share accounts) or other funds held by us to secure your obligations under this credit card plan, such accounts and/or funds are additional security for your obligations to us arising from the use of your Card.

(c) Attorney's Fees. In event of suit to collect unpaid balances, all costs, including attorney's fees of 25% of the balance due, or such greater amount as may be reasonable and just, and also those costs, expenses, and attorney's fees incurred in appellate, bankruptcy, and post-judgment proceedings, shall be imposed.

12. CONSENSUAL SECURITY INTEREST. You grant us a security interest in all individual and joint share accounts you have with us now and in the future to secure your credit card account. Shares in an Individual Retirement Account or any other account that would lose special tax treatment under state or federal law if given as security are not subject to the security interest you have given in your shares. You may withdraw these other shares unless you are in default. When you are in default, you authorize us to apply the balance in these accounts to any amounts due. For example, if you have an unpaid credit card balance, you agree we may use funds in your account(s) to pay any or all of the unpaid balance. You understand the granting of this security interest is a condition for the credit card.

13. CANCELLATION. We may reduce your credit limit or cancel the account altogether, without notice to you. Unless you are in default, we will give you notice of any such reduction or cancellation. We may also cancel your account by not sending you a renewal card upon expiration of your outstanding card. You may cancel your account only by notifying us to that effect and delivering the card(s) to us (out in half).

14. SECURITY INTEREST. To secure your account, you grant us a purchase money security interest under the Uniform Commercial Code in any goods you purchase through the account. If you default, we will have the right to recover any of these goods which have not been paid for through our application of your payments in the manner described in section 11.

15. CREDIT INFORMATION. You will authorize us to investigate your credit standing when opening, renewing, or reviewing your account. We may release information to others such as credit reporting agencies and other creditors about our experience with your account. We may obtain a credit report on you at any time in the future to review your account. Upon request, we will tell you whether a consumer report was requested and the name and address of the agency that furnished it.

16. Monthly Statement. If you have a balance in your account at the end of your billing period, we will send you a statement. It will show your total purchases and cash advances for the billing cycle, the finance charge, the minimum payment due, and the date the payment is due. The statement will be sent to you at least 21 days before the date that your payment is due.

17. Lost or Stolen Cards. In no event will you be liable for unauthorized use that occurs after you notify us of the loss, theft or possible unauthorized use. In any case, your liability will not exceed \$50.

Under VISA's Zero Liability Policy, you have liability protection for all of your card transactions that take place on the VISA system unless you are guilty of negligence or fraud. Should someone steal your card or your card number or otherwise obtain and use your card or your card number without your permission, you pay nothing for their activity unless you, yourself, were negligent or fraudulent. If you notice unauthorized activity on your card, promptly contact PFCU to report it. It is important to continually monitor your monthly statement to identify any unauthorized transactions. PFCU may impose greater liability on you if the credit union reasonably determines that the unauthorized transaction was caused by your negligence or fraudulent action—which may include your delay for an unreasonable time in reporting unauthorized transactions, account standing and history demonstrating account abuse or misuse, or your failure to fulfill your obligations under this Agreement. In any case, you must immediately notify the credit union of loss, theft or unauthorized use of your card or your card number. Notice of unauthorized use may originally be oral, but must be followed by written notice. Notice must be given to the Pittsford Federal Credit Union, P.O. Box 726, Mendon, NY 14506 or initially by calling us at (800) 836-8010.

18. EFFECT OF AGREEMENT. This Agreement is the contract which applies to all transactions on your account even though the sales, cash advance, credit, or other slips you sign or receive may contain different items. We may amend this Agreement from time to time by sending you advance written notice before the change is effective. To the extent the law permits, and indicated in the notice to you, the change will apply to your existing account balances as well as to future transactions. Either PFCU or you may terminate this Agreement at any time, but termination by you or PFCU will not affect your obligations. The cards you receive remain property of PFCU and you must recover and surrender to PFCU all cards upon request or upon termination of this Agreement whether by you or PFCU.

19. RETURNS, CREDIT BALANCES, OVERPAYMENTS AND ADJUSTMENTS.

Merchants and others who honor the Card may give credit for returns or adjustments, and they will do so by sending us a credit slip which we will post to your account. If your credits and payments exceed what you owe us, we will hold and apply this credit balance against future purchases and cash advances, or, if it is \$1 or more, refund it on your written request or automatically after 6 months.

20. FEES. The following charges may be applied to your account, as applicable.

Annual Fee -- None.

Late Fee -- None.

Overlimit Fee -- None.

Card Replacement Fee -- you may be charged a fee of up to \$15.

Returned Payment Fee -- you may be charged a fee of up to \$20.

Documentary Evidence Charges -- If you request documentary evidence of a transaction on your account (for example, a copy of a sales draft), we may pass along to you the cost of us researching this evidence at a rate of up to \$25 per hour. No such charge will be imposed unless the documentary evidence agrees with the transaction as previously reflected on your statement. Further, no charge will be imposed for billing statement errors or inquiries.

21. FOREIGN TRANSACTIONS. Purchases and cash advances made in foreign countries and/or foreign currencies will be billed to you in U.S. Dollars. The exchange rate to dollars will be determined in accordance with the operating regulations established by VISA International from time to time. As of the date these disclosures were published, those regulations establish the conversion rate as either the rate selected by VISA from

the range of rates available in wholesale currency markets; this may vary from the rate VISA itself receives, or the government-mandated rate in effect for the applicable central processing date. The currency conversion rate used on the processing date may differ from the rate that would have been used on the purchase date or statement posting date. You will be required to pay any International Service Assessment fee (ISA fee) or other fee that VISA imposes on you or us in connection with the transaction. Transactions that occur in a foreign country and are processed in a foreign currency are subject to a 1.00% fee. Transactions that occur in a foreign country and are processed in U.S. dollars will be subject to a 1.00% ISA fee. Transactions conducted in U.S. military bases, territories, embassies, or consulates; and fund transfers conducted by the cardholder will not be subject to the 1.00% ISA fee. A single foreign transaction will appear as two lines. There will be one line displaying the charge followed by a separate line displaying the international service assessment or other fee imposed by VISA.

22. NEW YORK RESIDENTS. We may obtain a credit report in connection with this account, including for any review, modification, renewal or collections associated with this account. Upon your request, you will be informed whether such report was requested and, if so, the name and address of the consumer reporting agency furnishing the report. New York residents may contact the New York State Banking Department at 800-342-3736 or www.dfs.ny.gov to obtain free information on comparative credit card rates, fees and grace periods.

23. CREDIT REPORTING. We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

YOUR BILLING RIGHTS: KEEP THIS NOTICE FOR FUTURE USE

This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act.

What to Do if You Find a Mistake on Your Statement

If you think there is an error on your statement, write us at: **Pittsford Federal Credit Union, PO Box 726, Mendon, NY 14506.** You may also contact us on the web: www.pittsfordfcu.org

In your letter, give us the following information:

- **Account Information:** Your name and account number.
- **Dollar Amount:** The dollar amount of the suspected error.
- **Description of Problem:** If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us:

- Within sixty (60) days after the error appeared on your statement.
- At least three (3) business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

You must notify us of any potential errors in writing or electronically. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question.

What Will Happen After We Receive Your Letter

When we receive your letter, we must do two things:

1. **Within thirty (30) days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.**
2. **Within ninety (90) days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.**

While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

- **If we made a mistake:** You will not have to pay the amount in question or any interest or other fees related to that amount.
- **If we do not believe there was a mistake:** You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you delinquent if you do not pay

the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within ten **(10) days** telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us.

If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

Your Rights if You Are Dissatisfied With Your Credit Card Purchases

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. **The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. NOTE: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.**
2. **You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.**
3. **You must not have fully paid for the purchase.**

If all of the criteria are met and you are still dissatisfied with the purchase, contact us in writing at: **Pittsford Federal Credit Union, PO Box 726, Mendon, NY 14506**

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.