

Visa Credit Card Account Agreement



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www.greylock.org

This Visa Credit Card Account Agreement ("Agreement") and the Account Disclosures ("Account Disclosure") given to you when you opened your Card account ("Account") will govern your Visa Credit Card and Account issued by Greylock Federal Credit Union ("Credit Union"). In this Agreement, the words "you," "your," "yours," "applicant," and "Borrower" mean any person who signs the application for this Account, any joint obligor, guarantor, authorized user, or the person whose name is embossed on the Card. The words "we," "us," "our," and "Credit Union" mean Greylock Federal Credit Union. The word "Card" means any one or more credit cards issued under this Account. **If you sign an application for this Account or sign or use any Card or PIN, or allow others to use the Card or PIN, you and they will have accepted this Agreement just as if you and they signed it, and you and they, jointly and severally, will be bound by the following terms and conditions which will govern this Account.**

PLEDGE OF SHARES: By use of the Card you pledge all shares and funds, present and future, and all accounts with the Credit Union in which you have an interest, as security for your VISA balance. You understand that if you default on your VISA balance, the Credit Union may apply all that is pledged to your VISA balance. However, this pledge will not apply to retirement accounts to the extent that applicable law precludes the pledge of such accounts.

1. You Promise to Pay

You promise to pay us all amounts, plus any Interest Charges, which arise from use of the Card or Account by you or any other person, and to be jointly and severally liable with such a person, unless such other person does not have actual, implied, or apparent authority for such use, and you received no benefit from the use. You promise to pay us either by direct payment or by automatic transfers from shares or by payroll deduction.

2. Account Access

a. Purchases, Cash Advances, and Balance Transfers

You must sign the Card to use it. Once you have signed the Card, you can use it to buy or lease goods, services, or insurance wherever the Card is honored, up to the full amount of your Credit Line. You may use your Account to get cash advances from us. You may also use your Card to get a cash advance from participating financial institutions and to access your line of credit at automatic teller machines ("ATMs") within the VISA network or any other ATMs.

b. VISA Convenience Checks

If we approve, you may obtain advances under your Account by writing preprinted VISA convenience loan checks that we supply to you. Your use of loan checks will be shown either as a purchase, cash advance, or balance transfer on your monthly statement. We may not honor your loan check if: your check is post-dated; payment of the check would exceed your Credit Line; a check is signed by person without authorized access; the amount of the check is less than the minimum required amount; your Account has been terminated or suspended, or any drafts have been reported lost or stolen. You may stop payment on a loan check if you provide us with the exact information describing the check. If you give us incorrect information, we will not be responsible for failing to stop payment. You understand there may be a charge for each stop payment order requested. Our liability for a wrongful dishonor is limited to your actual charges; however, a dishonor for the reasons stated above is not a wrongful dishonor. Only the person whose name is printed on a convenience check may sign it. All convenience checks must be written in U.S. dollars. We will not certify a convenience check. You may write these checks for any amount providing your total outstanding balance does not exceed your

available Credit Line and your credit card remains in good standing. We are entitled to return it unpaid if there is not enough available credit on your Account to pay it, if you are in default under this Agreement, if your card or convenience checks have been reported lost or stolen, or if the convenience check is post-dated. A VISA convenience check may not be used to make a payment on your VISA credit card account or any other loan account you have with us. The Credit Union shall have no liability for any convenience check returned in excess of your Credit Line.

3. Credit Line

If we approve your application, this Agreement will constitute a revolving line of credit for an amount which will be the Credit Line under your Account. We will advise you of the amount of your Credit Line. That amount will be the maximum amount you may have outstanding at any one time. You agree not to attempt to obtain more credit than the amount of your Credit Line. However, if you temporarily exceed your Credit Line, you agree to repay the excess immediately, even if we have not yet billed you. Obtaining such credit does not increase your Credit Line. We retain the right to increase or decrease your Credit Line at any time. Any increase or reduction in the amount of your Credit Line will be shown on your monthly statement or by separate notice together with any changes in the applicable Minimum Monthly Payments. Your eligibility for this Credit Line is determined by our loan policy and may be terminated at our sole discretion, without demand or notice. You may close your Credit Line at any time by notifying us in writing and returning all Cards cut in half. If you terminate this Agreement or if we terminate or suspend your credit privileges, the provisions of this Agreement and your liability hereunder shall otherwise remain in full force and effect until you have paid us all sums due us under this Agreement and returned all Cards.

4. Minimum Monthly Payment

a. Minimum Monthly Payment Amount; Receipt and Application of Payments

We will mail you a statement every month if your Account has a balance. You agree that you will pay each month not less than the minimum monthly payment on or before the closing date. The minimum monthly payment will be the total of: A) 2.0% of the adjusted balance or \$25, whichever is greater, plus B) any payment(s) due on installment plan balances. The adjusted balance equals the New Balance shown on your statement, less any installment plan balances.

If your outstanding balance is less than \$25, you agree to pay the balance in full. In addition to the minimum monthly payment, you agree to pay any "Overlimit Amount" and any amount past due shown on your statement each month by the due date shown on your Statement. You may pay in full for all your purchases and cash advances each month, or you may repay in monthly installments. We can accept late payments or partial payments, or checks, drafts, or money orders marked "payment in full" without prejudice to our rights under this Agreement, which are hereby explicitly reserved. A credit posting from a merchant or reversal of fees does not constitute a minimum payment.

The minimum monthly payment may be allocated at the Credit Union's discretion to pay off lower rate balances, such as promotional offers, before higher rate balances, such as cash advances or purchases. Payments in excess of the minimum monthly payment will be allocated first to higher rate balances, as applicable. From time to time, we may allow you to skip your minimum monthly payment due. If you choose to skip that payment, Interest Charges will continue to accrue in accordance with this Agreement. Payments received at: 150 West Street, Pittsfield, MA 01201 on or before 5:00

PM Eastern Time on any business day will be credited to your Account as of that date; payments received by mail at that address after 5:00 PM Eastern Time or on a weekend will be posted to your Account as of the next business day. Although payments will be credited as specified above, in some cases there may be a delay between the date that a payment is made and the date that the balance available for transactions is increased to reflect that payment.

b. Installment Plan Payment Amount

For qualifying purchases, you may choose to establish an installment plan for which the balance is paid over a fixed period. We may offer special rates on installment plan balances. For each installment plan, we will calculate an installment payment amount, which is the amount necessary to amortize the installment plan balance over the installment plan period with interest at the Annual Percentage Rate applicable to that installment plan balance. You will continue to pay that amount until the installment plan balance has been repaid (although the final payment will not exceed the remaining balance on the installment plan plus interest on that balance). If you do not make the payment on or before its due date, you may be required to make additional payments to pay off the installment plan balance. Please note: if your installment plan balance is subject to a higher Annual Percentage Rate than other balances, making payments in excess of the Minimum Monthly Payment will reduce the number of installment plan payments you make because payments in excess of the Minimum Monthly Payment are applied first to higher rate balances.

Your eligibility to establish an installment payment plan, and the available Annual Percentage Rates and payment periods available to you, depend on your credit profile, payment history, and the amount of the purchase for which you wish to establish an installment payment plan. We may limit the number of installment payment plans that can be in effect at one time. We may change these factors from time to time and we may discontinue the availability of new installment payment plans at any time. For any eligible purchase, if you wish to establish an installment payment plan, you must do so before the end of the billing cycle in which the purchase is made. The Annual Percentage Rate and payment amount will be disclosed to you at the time you establish the installment payment plan. Once you establish an installment payment plan for a purchase, the plan may not be changed. Your eligible purchases, current Annual Percentage Rates, payment periods, and other terms are available through our online banking service.

5. Security Interest

By signing your application, to secure your Account, you grant us a purchase money security interest under the Massachusetts Uniform Commercial Code in any goods you purchase through your Account. If you default, we will have the right to recover any of these goods that have not been paid for through application of your payments in the manner described in Section 4. In addition, you grant us a security interest in all your shares and deposits, present and future, and all accounts (except Individual Retirement Accounts and Keogh Accounts) with the Credit Union to secure your Account and agree, upon default, the Credit Union may apply all that is secured to pay any amounts due under this Agreement, without further notice to you. **You further agree that collateral securing other loans with the Credit Union (except loans secured by real property) also secures this Account.**

6. Periodic Statements

Each month, if your outstanding balance exceeds \$1, we will send you a statement showing new purchases, cash advances, payments, and credits made to your Account during the billing period, your Previous Balance, your "Total New Balance," any Interest Charge, and any other charges. Your statement also will identify the remaining Credit Line available and the Minimum Monthly Payment you must make for that billing period and the date it is due. For statement verification purposes, you agree to retain copies of transaction slips resulting from each purchase, each advance, and

other transaction on your Account. Unless you notify us of a billing error as described below, you accept your monthly statement as an accurate statement of your Account with us.

7. Circumstances Under Which an Interest Charge Will Be Imposed

The total outstanding balance of purchases, balance transfers, and cash advances in the Account on the closing date of a billing period, including any Interest Charge, will be shown on the Periodic Statement for that billing period as the "New Balance."

a. Cash Advances and Balance Transfers

We begin charging an Interest Charge on cash advances and balance transfers from the date of each transaction. There is no time period within which to pay to avoid a periodic Interest Charge on cash advances or balance transfers. In addition, you will pay a cash advance fee (Finance Charge) on each cash advance or balance transfer. The fee equals 3.0% of the cash advance or balance transfer, with a minimum of \$5.

b. Purchases

Your due date is at least 25 days after the close of each billing period. An Interest Charge will be imposed on the portion of purchases (excluding installment plan purchases) included in the New Balance that is not paid by the due date. This "grace period" allows you to avoid an Interest Charge on purchases for a billing period. However, if you do not pay the New Balance for purchases (excluding installment purchases) within the grace period, your Interest Charge will accrue on any unpaid purchase transactions from the first day of the billing period in which the payment is due. If the entire New Balance is not paid by its due date, an Interest Charge will be imposed on purchases posted in the following billing period beginning on the date the purchase is posted. Installment plan purchases begin to accrue interest on the first day of the billing cycle after the billing cycle in which the purchase was made.

8. Method Used to Determine the Balance on Which the Interest Charge May Be Computed and Amount of Interest Charge

The Credit Union figures the Interest Charge on your Account by multiplying the "Average Daily Balance" of purchases, balance transfers, and cash advances for your Account (including current transactions) by the Monthly Periodic Rate. To get the "Average Daily Balance" we take the beginning balance of your Account each day, add any new purchases or cash advances, and subtract any payments or credits, unpaid Interest Charge and unpaid late charges. This gives us the daily balance. Then, we add up all the daily balances for the billing period and divide the total by the number of days in the billing period. This gives us the "Average Daily Balance." To get the "Monthly Periodic Rate," we divide the Annual Percentage Rate in effect for the billing period by 12.

9. Periodic Rate and Corresponding Annual Percentage Rate

a. Standard Rates

The initial Periodic Rate and corresponding Annual Percentage Rate(s) used to compute the Interest Charge are set forth in the Account Disclosure that accompanies, and is a part of, this Agreement. The Annual Percentage Rate is divided by 12 to obtain the Monthly Periodic Rate. For purchases and balance transfers the Annual Percentage Rate and corresponding periodic rate may change based on changes in an index, which is the highest rate published as the Prime Rate in *The Wall Street Journal*. To obtain the Annual Percentage Rate, we add a margin to the index. The amount of the margin for your account is equal to the non-introductory Annual Percentage Rate shown on the Account Disclosure, minus the Index Rate in effect at that time. The Annual Percentage Rate may change monthly on the first day of each statement cycle, based on the most recent index rate as of that date. The Annual Percentage Rate will not exceed 18.0%.

b. Introductory or Promotional Rates

At our discretion, we may offer you an introductory or promotional Annual Percentage Rate for your Account. Any introductory or promotional Annual Percentage Rate will be subject to the terms of the offer and this Agreement. We will provide you with information on the offer, including the time period the introductory or promotional Annual Percentage Rate is in effect in the Account Disclosure or in other materials that we send to you about the offer after you receive your Credit Card.

10. Conditions Under Which Other Charges May Be Imposed

You agree to pay the following fees and charges on your Account. All fees and charges will be added to your purchase balance and will accrue interest charges at the same rate that applies to your purchase balance.

a. Late Fee

If your payment is not received by the end of the billing cycle in which it is due, you will pay a late fee equal to \$27.00 or the amount of the payment, whichever is less.

c. Returned Item Fee

If any check or draft we receive from you or any electronic payment you initiate as payment for any amount you owe to us is returned to us unpaid, you agree to pay a returned item fee equal to \$27.00 or the amount of the payment, whichever is less.

d. Card Replacement Fee

We do not charge a fee to replace a Card. However, if you request rush delivery, a \$35 rush fee will be charged.

e. Stop Payment Fee

We will charge a fee of \$30.00 for each stop payment you request for recurring charges.

f. Statement Copy Fee

We will charge \$5.00 for each copy of a statement or sales draft you request unless the request is made in connection with a billing error made by the Credit Union.

g. ATM Fee

If you use an ATM to obtain a cash advance and the ATM is not operated by us, you may be charged an ATM surcharge by the ATM operator or an ATM network utilized for such a transaction. The ATM surcharge may be charged to your Account if you complete the transaction.

h. Attorney's Fees and Costs

If you default on any part of this Agreement, you agree to pay us all costs to collect your Account, including court costs and reasonable attorney fees whether or not there is a lawsuit, and fees on any appeal and fees for bankruptcy proceedings, appeals, and any post-judgment collection services, if applicable. You agree that an amount equal to 25% of the amount owed on your account is presumed to be a reasonable amount for attorney fees and costs. These fees and costs may be added to your Account balance and will bear interest at the Annual Percentage Rate in effect at that time.

11. Conditions of Card Use

The use of your Card and Account are subject to the following conditions:

a. Use

Your Card and Account may be used only for valid and lawful purposes. You may not use your Card (i) to make Purchases or obtain Cash Advances for any illegal transaction, or (ii) for any internet or online gambling transactions. If you use your Card for any illegal or prohibited transaction, this Agreement also applies to such transaction and you agree to pay any and all amounts related to such transaction pursuant to the terms of this Agreement. We may, at our sole discretion and without warning, restrict the use of or terminate your Card if we notice excessive use of your Card or other

suspicious activities or if we reasonably believe the Card is or has been used for one or more illegal or prohibited transactions.

b. Ownership of Cards

Any Card or other credit instrument or device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the Card, immediately according to instructions. The Card may be repossessed at any time in our sole discretion without demand or notice. You cannot transfer your Card or Account to another person.

c. Honoring the Card

We may decline to honor any transaction for any reason. Neither we nor merchants authorized to honor the Card will be responsible for the failure or refusal to honor the Card or any other credit instrument or device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your Account in lieu of a cash refund.

d. Currency Conversion/International Transaction Fee

Purchases made in foreign countries will be billed to you in U.S. dollars. The currency conversion rate for international transactions, as established by Visa International, Inc., is a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which may vary from the rate Visa itself receives, or the government-mandated rate in effect for the applicable central processing date. In addition, you will be charged an International Transaction Fee of 1% of the transaction amount for any card transaction made with a merchant or terminal in a foreign country, even if you originate the transaction from within the United States.

e. Notices and Payments

All notices will be sent to your address as shown in the application. You agree to advise us promptly in writing if you change your mailing address. All payments should be mailed to us at the remittance address shown on your monthly statements. Payments received at that address will be credited to your Account as of the date received. Written notices and inquiries to us must be sent to:

Greylock Federal Credit Union
560 Carillon Parkway
St. Petersburg, FL 33716

f. Personal Identification Number

If we issue you a Personal Identification Number ("PIN") for use with your Card in accessing your line of credit at ATMs, these numbers are issued to you for your security purposes. These numbers are confidential and should not be disclosed to third parties. You are responsible for safekeeping your PIN. You agree not to disclose or otherwise make available your PIN to anyone not authorized to sign on your Account. To keep your Account secure, please do not write your PIN on your Card or keep it in the same place as your Card.

12. Loan Protection

Loan Protection coverage is not required for any extension of credit under this Agreement. However, you may purchase any loan protection available through us and have the monthly fee added to your outstanding balance as purchases. If you elect to do so, we will give you the necessary disclosures and documents separately.

13. Default

You will be in default under this Agreement if any of the following occur: (a) Any Minimum Monthly Payment is not made when due; (b) You become insolvent, bankrupt, or you die; (c) You violate any part of this Agreement, or any other agreement with us; or (d) If we reasonably deem ourselves insecure with respect to your Account. Upon default, we may declare the entire unpaid balance immediately due and payable, and you agree to pay that amount plus any attorney's fees and costs as set forth in Section 10 above, including fees and costs in any appeal or bankruptcy proceeding. We can delay enforcing any right under this Agreement without losing that

right or any other right. We will notify you in writing of any such action as soon as practical if it occurs.

14. Governing Law

This Agreement will not take effect until it is approved by us. This Agreement shall be governed by the laws of the state of Massachusetts.

15. Severability

If any provision of this Agreement is held invalid, the remaining provisions that are severable shall remain in effect.

16. Loss or Theft of Card

You agree to notify us immediately of the loss, or the theft, or the use without your permission, of any Card or other credit instrument or device which we supply to you. You may be liable for the unauthorized use of your card. You will not be liable for unauthorized use which occurs after you notify us in writing at: PO Box 31281, Tampa, FL 33631-3281 or verbally by calling our 24/7 toll-free number, 1-800-449-7728; of loss, theft, or possible unauthorized use. In any case, your liability shall not exceed \$50.

17. Credit Information/Financial Statements

You authorize us to release information to others (e.g., credit bureaus, merchants, and other financial institutions) regarding the status and history of your Credit Line. You agree to provide us, at any time we deem necessary, with a current financial statement and/or updated credit information upon request. We may investigate your credit directly or through a credit reporting agency.

18. Amendments

We reserve the right to change any terms or conditions of this Agreement at any time, to the extent permitted by applicable law. We will notify you of the changes to this Agreement as required by law.

19. Billing Errors Notice, Your Credit Card Billing Rights

Keep this document 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 to us at: Customer Service, PO Box 31112, Tampa, FL 33631-3112. 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 60 days after the error appeared on your statement.
- At least 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. 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 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 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 as 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 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 yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at the above address. 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.

20. Acknowledgment

You understand and agree to the terms and conditions in this Agreement and the Fair Credit Billing Notice. You acknowledge that you have received a copy of this Agreement, the Account Disclosure, and the Fair Credit Billing Notice. This Agreement is a final expression of the agreement between you and the Credit Union.