



Digital Banking Services Agreement and Disclosure Rev. 07/2021

ELECTRONIC STATEMENT (e-Statement) DISCLOSURE AGREEMENT

Definitions

This Agreement governs the e-Statement service provided by the COFCU. Please read it carefully. In this Agreement, the words “you” “your” and “yours” mean every person who utilizes the e-Statement service. The words “we” “us” and “our” and “Credit Union” mean COFCU. The word “service” refers to the e-Statement service as defined below.

The Credit Union provides you with periodic statements of your account(s) at the Credit Union. These statements include certain disclosures required by Federal and State regulators. The Credit Union will provide you with your statements, with applicable disclosures, electronically in accordance with the provisions of this Agreement. The Statements and disclosures provided to you electronically are called the “e-Statement.” The “e-Statement service” means the services the Credit Union provides to you under this Agreement.

Electronic Delivery of Statements and Notices

By accepting the “CommonWealth One Federal Credit Union Electronic Statement (e-Statement) Disclosure Agreement”, you consent and agree that COFCU may provide certain disclosures and notices to you in electronic form, in lieu of paper form, including electronic delivery of statements (e-Statements) for your COFCU deposit account(s). Further, you must reasonably demonstrate an ability to receive electronic communications. The terms and conditions included in this Agreement are in addition to the terms and conditions of any and all other account or loan agreements you may have with the Credit Union, including all disclosures made in pursuant to such agreements. You agree to abide by any terms and conditions that may be added this Agreement because of future enhancements to the service.

The Service

Using your personal computer, home banking and designated log in user ID and password, you can access your e-statements 24 hours per day, 7 days per week, as long as the Credit Union offers the service. When you receive your e-statement, please review it carefully and either print or save the file for your records. The most recent 18 months of e-Statements will be available for viewing.

Duty to Review Periodic Statements

You must promptly access/review your e-Statement and any accompanying items and notify us either in writing or orally immediately of any error, unauthorized transaction, or any other irregularity. If you allow someone else to access your statement, you are still fully responsible to review the statement for any errors, unauthorized transactions, or any other irregularities. Any applicable time periods within which you must notify us of any errors on your account statement(s) shall begin on the e-Statement email notification date regardless of when you access and/or review your e-Statement. If you do not immediately report to the Credit Union any non-receipt of e-Statements or any error, irregularity, discrepancies, claims or unauthorized debits or items, you shall be deemed conclusively to have accepted all matters contained in the e-Statements to be true, accurate and correct in all respects.

Change of Mailing Address, Email Address, and Other Information

In order to obtain your statements electronically, you must provide the Credit Union with an accurate email address. If the email address you provide is not accurate, the Credit Union assumes no liability for sending the statement notification to such address.

You agree to notify us immediately of any change in your mailing address, email address or other particulars relevant to this Agreement. To change or update your email address, mailing address or other information, go directly to your account through COFCU's digital banking platform. For questions or technical issues, contact the Credit Union at 703.823.5211 or 800.424.3334 or send us a secured message from COFCU's digital banking platform. Please note that the change is not immediate and subject to confirmation by the Credit Union.

System Requirements

In order to access, view, and retain electronic communications that we make available to you, you must be able to access the Internet. To view your periodic account statements, you must be enrolled in COFCU's digital banking services and be able to log in with your username and password. Viewing your statements via Online Banking does not require additional software. However, some of our forms, disclosures, or promotional materials may require Adobe Acrobat Reader or a word processing program to view. Adobe Acrobat Reader is available online at no cost to you. It is your responsibility to maintain the technology needed to continue to access the Online banking platform and view your statements and other documents. In the event that these technical (hardware and software) requirements change, COFCU will notify you through our website and/or by email.

Your Right to Withdraw Consent

You have the right to withdraw your consent to have your statements provided in an electronic form. To withdraw consent, you will need to contact our Member Contact Center at 800.424.3334. We will then discontinue e-Statement service for that account, and you will receive paper statements for subsequent statement periods. There is no fee to discontinue your e-Statement service.

Change in Terms

The Credit Union reserves the right to change the terms and conditions of this agreement (including fee schedule) at any time, which includes the addition and deletion of e-Statement services. We shall update this agreement on our website and may notify you of such changes by mail or electronic message to your most recent address listed on our records. The notice will be posted or sent at least thirty (30) days in advance of the effective date of any additional fees or of any stricter limits on the type, amount or frequency of transactions or any increase in your responsibility for unauthorized transactions, unless an immediate change is necessary to maintain the security of the system. If such a change is made and it can be disclosed without jeopardizing the security of the system, we will provide you with electronic or written notice within thirty (30) days after the change. By using the e-Statement service when the changes become effective, you agree to be bound by the revised terms and condition contained in this agreement or you can decline the changes by discontinuing the use of the e-Statement service and notifying us of your election by e-mail or regular mail.

Our Right to Terminate

You agree that we can terminate the e-Statement service and revert to printed statements for any

reason at any time.

Communications between COFCU and You

You can use email to communicate with the Credit Union by clicking on the “Contact Us” link on our web site www.cofcu.org. **Note: Please do NOT include account numbers or other non-public personal information in any emails to cofcu@cofcu.org.** Information that is non-public personal information should always be sent securely through the digital banking platform’s secure email channel. If you need to contact us immediately, you can call us at 703.823.5211 or 800.424.3334 between 8:00 a.m. and 6:00 p.m. Eastern Time (ET) Monday through Friday, and between 9 a.m. and 2:00 p.m. Eastern Time (ET) Saturday, or write to us at Commonwealth One FCU, PO Box 9997, Alexandria, VA 22304-0797.