

OTIS Rewards Visa Debit Card

*Please enclose this
application in an
envelope and return
or mail to:*

**OTIS FCU
P.O. Box 27
Jay, ME 04239-0027**

or fax to: (207) 897-3927

Using Your OTIS Visa Debit Card at an ATM or Point-Of-Sale (POS)

Please follow the instructions shown on the screen/
display. No matter how you respond (“debit” or “credit”),
the purchase is deducted from your **CHECKING**
account. In other words, if you select “credit,” the
purchase will NOT get billed to a credit card.

Debit vs. Credit – What Is the Difference?

If you select **DEBIT** . . . the transaction is processed
through the ATM network and you must use a personal
identification number (PIN).

If you select **CREDIT** . . . the transaction is processed
through the Visa Network.

DID YOU KNOW . . . When you choose “credit” and
sign for the purchase, it actually helps your Credit
Union? That’s right! Visa transactions are more efficient
and less costly than ATM transactions and go a long
way toward helping us to serve you better. So the next
time you are asked, “Debit or credit?” make sure to give
the member-friendly answer and say, **“Credit!”**

Using Your Debit Card at Gas Pumps

When using your debit card at a gas pump, choose
the “credit” option. This will only hold \$1.00 on your
account, versus the “debit” option which will hold \$50,
\$75, \$100 or more.

OTIS Rewards & Real-Time Redemption

Earn 1 point for every \$3 in purchases with your debit
card! Points can be redeemed via digital banking, over
the phone, or **instantly** for discounts at participating
merchants! FMI please visit our website **otisfcu.coop**.

OTIS

FEDERAL CREDIT UNION

**170 Main Street, Jay, ME 04239
(207) 897-0900 | (800) 848-3688
FAX (207) 897-3927
www.otisfcu.coop**

YOUR SAVINGS ARE INSURED UP TO \$500,000.

The first \$250,000 per member is insured by the National Credit
Union Administration (NCUA), a U.S. Government Agency, with
an additional \$250,000 of coverage provided by Excess Share
Insurance Corporation (ESI), a private corporation.



Federally Insured by NCUA



Rev. 4 / 2025

OTIS Rewards Visa Debit Card

Application & Information



Free, Convenient, Secure.

OTIS

FEDERAL CREDIT UNION

Electronic Funds Transfer & Cardholder Agreement

We are OTIS Federal Credit Union at 170 Main Street, Jay, Maine 04239, and our telephone number is (207) 897-0900.

You (if this is a joint account, singular pronouns shall include each of you) hereby agree to the rules and regulations affecting the issuance of the “OTIS Visa® Debit Card” provided by us for your convenience.

Personal Identification Number (PIN) – is your “remote banking signature”, and you are responsible for maintaining its confidentiality. The PIN should be memorized and not written, in order to prevent unauthorized use and so you may report its loss or theft accurately.

Authorized Use – Only you are qualified to deposit or withdraw funds to or from your account(s) with the use of this card at a merchant or bank location or remote facility, and positive identification may be requested by the merchant or bank prior to any transaction. You agree that you will not use or allow anyone else to use your card or PIN for any transaction that is illegal under applicable federal, state, or local law.

Consumer Liability for Unauthorized Electronic Funds Transfers – Tell us AT ONCE if you believe your card, PIN, or other information which could provide electronic access to your account has been LOST or STOLEN, or if you believe someone has used your card or PIN or accessed your account without your permission. Telephoning is the best way of keeping your possible losses down.

If a Visa or Interlink transfer was made using your card or card number without your permission and was not caused by your gross negligence or fraud, you will have no liability for this unauthorized transfer. You will not lose any money in your account if (1) your card has been lost or stolen; (2) you tell us within 48 hours after you learn of the loss or theft; and (3) the loss or theft was not caused by your gross negligence or fraud. You could lose no more than \$50 for other unauthorized transfers if the loss (1) was NOT caused by your gross negligence or fraud and (2) was NOT made at an electronic terminal (i.e., was made at a financial institution or store). For unauthorized transfers made at an electronic terminal (i.e., ATM) you could lose up to \$500.

If your statement shows transfers you did not make or authorize, 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 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 period.

We are liable only for losses in excess of the limits stated.

Non-Visa PINLess Debit Card Transactions – We allow non-Visa debit transaction processing. This means you may use your Visa Check Card on a PIN-Debit Network (a non-Visa network) without using a PIN to authenticate your transactions. (Visa rules generally define a PIN-Debit Network as a non-Visa debit network that typically authenticates transactions by use of a personal identification number (PIN) but that is not generally known for having a card program.) The non-Visa debit network for which such transactions are allowed is ACCEL.

Examples of the types of actions that you may be required to make to initiate a Visa transaction on your Visa Check Card include signing a receipt, providing a debit card number over the phone or via the Internet, or swiping the debit card through a point-of-sale terminal.

Examples of the types of actions you may be required to make to initiate a transaction on a PIN-Debit Network include initiating a payment directly with the biller (possibly via telephone, Internet, or kiosk locations), responding to a logo displayed at a payment site and choosing to direct payment through that network, and having your identity verified using known information derived from an existing relationship with you instead of through the use of a PIN.

Please be advised that the terms and conditions of your agreement with us relating to Visa debit transactions do not apply to non-Visa debit transactions. For example, the additional limits on liability (sometimes referred to as Visa's zero-liability program) and the streamlined error resolution procedures offered on Visa debit card transactions are not applicable to transactions processed on a PIN-Debit Network.

Notification Procedure – If you believe your card, PIN, or other information which could provide electronic access to your account has been LOST or STOLEN, or that someone has transferred or may transfer money from your account without permission, call us during business hours (9:00am to 5:00pm Monday thru Friday) at 897-0900 or 800-848-3688 for Member Services. Evenings, weekends, and holidays call 897-0900 or 800-848-3688, press 2 for OTIS Talk, then follow the appropriate prompts for lost or stolen Credit and Debit Cards.

Business Days –Our business days are Monday thru Friday 9:00am to 5:00pm, excluding state and federal holidays.

Types of Transactions Available and Limits on Such Transactions – You may use your card to withdraw from or make deposits to your share or share draft account, and perform such other financial transactions as we may from time to time permit during the business hours of any remote financial facility. You may also pay for purchases at places that have agreed to accept your card (called Point-of-Sale purchases). These Point-of-Sale purchases will be deducted from your share draft account.

Limitation on Frequency and Amount of Transactions – For the protection of our depositors, we have limited the amount of each withdrawal from an account to TEN THOUSAND DOLLARS (\$10,000.00) per day at a remote banking facility. You may buy up to THIRTY FIVE HUNDRED DOLLARS (\$3,500.00) worth of goods or services each day in our Point-of-Sale (POS) transfer service. If our system is down, and the network is working offline, these limits are decreased to THREE HUNDRED TEN DOLLARS (\$310.00).

Delays in Posting Transactions – Due to the nature of the “ATM” system, there will be delays between the time of any activity on your account(s) and the time it is reflected in our records of your account(s).

Charge for Originating Shares & Remote Banking Transactions – A transaction resulting in a withdrawal from your share draft account using your card, PIN or other information which could provide electronic access to your account is considered the same as any other type of share draft in regard to our service charge formulas. The type of account determines if and when a fee will be assessed.

All transaction fees will be deducted from your account. Please contact the credit union for current charges.

Fees – If you use an ATM or other electronic terminal that we do not own, you may be charged a fee by the terminal owner and any national, regional, or local network used in processing the transaction. Any such fee(s) will be debited from your account if you elect to complete the transaction.

Foreign Transaction Fees – Purchases and cash advances made in foreign countries and foreign currencies will be posted to you in U.S. dollars.

A 1% International Transaction Fee will be assessed on all transactions where the merchant country differs from the country of the card issuer. The converted transaction amount will be shown separately from the International Transaction Fee on your account statement. This fee will be assessed on all international purchases, credit vouchers, and cash disbursements.

The exchange rate for transactions in a foreign currency will be a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date. This rate may



vary from the rate Visa itself receives, or the government mandated rate in effect for the applicable central processing date plus the 1% International Transaction Fee.

Visa assessed surcharge/access fee for ATM or manual cash disbursement transactions initiated outside of the U.S. region: Visa assesses a cash disbursement fee of 0.15% + US \$0.50 on international ATM transactions where a surcharge fee has been assessed. The 0.15% applies to the amount of the cash disbursed and not the surcharge/access fee. In other words, if \$200 is disbursed and a \$3.00 surcharge fee is applied, the 0.15% will be based on the \$200.

Visa cash disbursement transactions outside the U.S. region without an access/surcharge fee assessed: If a surcharge fee is not assessed on a qualified Visa and Plus ATM international and regional cash disbursement transaction, the ATM cash disbursement fee will be assessed based on the location of the acquirer as follows: Asian Pacific, 0.52% + US \$0.65; Canada, US \$1.25; Central/Eastern Europe, Middle East and Africa, 0.42% + US \$0.55; Europe, US \$1.50; Latin America and the Caribbean, 0.52% + US \$0.65.

Conditions Under Which We Will Disclose Information to a Third Party – You agree that we may, and you hereby authorize us to, disclose information to third parties about your account(s) or the transfers you make (1) where it is necessary for completing transfers; (2) in order to verify the existence and condition of your accounts for a third party, such as a credit bureau or merchant; (3) in order to comply with government agency or court orders as permitted by law; or (4) if you give us your written permission.

Documentation of Transfer and Transactions – You can get a receipt at the time you make any transaction (except inquiries) involving your account using an ATM and/or Visa debit Point-of-Sale (POS) terminal. You will also receive on a monthly basis a statement of your account activity.

Error Resolution – Telephone or write us AS SOON AS YOU CAN if you think your statement or receipt is wrong, or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than sixty (60) days after we send you the FIRST statement on which the problem or error appeared. Provide the following information:

- (1) Your name and account number.
- (2) Describe the error or the transfer you are unsure about, and a clear explanation of why you believe it is an error, or why you need more information.
- (3) The dollar amount of the suspected error.

If you tell us orally, we may require that you send your complaint or question in writing within ten (10) business days.

We will tell you the results of our investigation within ten (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 forty-five (45) days to investigate your complaint or question. For international transactions, we may take up to ninety (90) days to investigate your complaint or question.

If we decide to do this, we will re-credit your account within ten (10) business days (five (5) business days for Visa Debit Card purchases) for the amount you think is in error, so you will have the use of the money during the time it takes to complete our investigation.

If we ask you to put your complaint or question in writing and do not receive it within ten (10) business days, we may not re-credit your account.

If we decide that there was no error, we will send you a written explanation within three (3) business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

Overdrafts – If any withdrawal(s) with your card creates a negative balance in your account, you shall repay to us the amount of such overdraft, including customary and usual overdraft charges in the same manner as any other overdraft on such an account.

Cancellation – Your card and PIN remain our property and immediate surrender of

either may be required by us at any time. We may cancel the card, PIN, and/or electronic fund transfer privileges at any time without notice or cause. Any cancellation or termination shall not affect any of your existing liability to us. For your protection, cards that are not used for 18 months may be expired.

Liability – If we do not complete a transfer to or from your account on time or in the correct 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, you do not have enough money in your account to make the transfer.
- If the transfer would go over the credit limit on your overdraft line.
- If the automated teller machine where you are making the transfer does not have enough cash.
- If the terminal or system 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 we have reason to believe that transactions involving your account may be unauthorized, fraudulent, illegal or otherwise improper.

We expressly disclaim all warranties that the components, including, but not limited to, cards and terminals, shall function properly or be available for use.

Agreement Modification – This Agreement may be amended by us without prior notice to you when such a change is immediately necessary to maintain or restore the security of the system or a member's account; however, we will notify you in writing thirty (30) days prior to the effective date of any change in any term or condition of the Agreement or your account, if such change would result in greater cost liability for you or decreased access to your account.

Joint Accounts – All parties to account(s) each agree to be jointly and severally bound under this Agreement. All cards shall be returned to us prior to the addition or deletion of a name from any account subject to this Agreement. Consumer reports (credit reports) may be obtained in connection with this application. If you request, 1) you will be informed whether or not consumer reports were obtained; and 2) if reports were obtained, you will be informed of the names and addresses of the consumer reporting agencies (credit bureaus) that furnished the reports. The PIN may provide access to accounts owned by the primary member. Joint owners may have access to the primary member's accounts at the credit union, including accounts owned singly by the primary member or jointly by the primary member and other persons.

ACH Funds Transfers: This Section Addresses Non-Consumer Accounts Only – You may desire to receive an electronic transfer of funds into your account. Such transfers may be transmitted through the Automated Clearing House (“ACH”) System. Your rights and responsibilities will be governed by Maine law, including Article 4A of the Uniform Commercial Code. Credit given by your credit union with respect to these transfers is provisional until the credit union receives final settlement through a Federal Reserve Bank or otherwise has received payment. If your credit union does not receive payment for a transfer, then the credit union is entitled to a refund from you in the amount credited to you on a provisional basis, and the originator of the transfer will not be considered to have paid the amount of the entry to your account. Your credit union is not obligated by the ACH rules to provide you with notice any time it has received a transfer and made an entry to your account unless the credit union has otherwise agreed to do so.



Application for OTIS Rewards Visa Debit Card

Account # _____

1st Card

Name _____

Home Phone _____

Cell Phone _____

Email Address _____

2nd Card for Joint Owner (if applicable)

Name _____

Home Phone _____

Cell Phone _____

Email Address _____

By signing below, you agree to abide by the terms of the Electronic Funds Transfer and Cardholder Agreement. Consumer reports (credit reports) may be obtained in connection with this application. If you request, 1) you will be informed whether or not consumer reports were obtained and 2) if reports were obtained, you will be informed of the names and addresses of the consumer reporting agencies (credit bureaus) that furnished the reports. The Credit Union is relying on what you stated in this application, and you acknowledge that everything you have stated is true and correct, and by using the OTIS Visa Debit Card, you acknowledge receipt of and agree to the terms of the Electronic Funds Transfer and Cardholder Agreement.

Signature X _____

Date _____

Signature X _____

Date _____

Signature required of owner(s) requesting card(s).