

**ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES**

The Electronic Fund Transfers we are capable of handling for consumers are indicated below, some of which may not apply to your account. Some of these may not be available at all terminals. In addition to the frequency and dollar amount limitations described below, we may apply other transaction limitations from time to time as we deem advisable to, among other things, help ensure the security of your account or a system or to protect you, us, and/or a third party from loss or risk of loss. Please read this disclosure carefully because it tells you your rights and obligations for these transactions. You should keep this notice for future reference.

**TYPES OF TRANSFERS, FREQUENCY AND DOLLAR LIMITATIONS**

**There is a cumulative daily cash withdrawal limit of \$810 per account associated with a Woodforest Debit Card.**

**(a) Preauthorized Electronic Fund Transfer.**

You may make arrangements for certain direct deposits to be accepted into your checking and/or savings account(s). You may make arrangements to pay certain recurring bills from your checking and/or savings account(s).

**(b) Telephone Transfers.**

You may access your account(s) by telephone at 832-375-2100(HOUSTON) or 1-866-226-5724 using a touch tone phone, your account numbers, and your Telephone Banking Passcode to get checking and savings account(s) information

**(c) ATM Transfers.**

You may access your account(s) by ATM that are linked to Woodforest Debit Card (the “Card”) by using the Card and personal identification number (“PIN”) to:

- Make deposits to checking and savings accounts, deposits made after 8 P.M. CT are processed as of the next day, except for Christmas Day, in that case they will be processed the day after Christmas.
- Get cash withdrawals from checking and savings accounts, up to the cumulative daily cash withdrawal limit noted above. Transfer funds from savings to checking or from checking to savings.
- Get checking and savings account(s) information
- Transfers made after 2:30 P.M. CT are processed as of the next day, except for Christmas Day, in that case they will be processed the day after Christmas.

**(d) Point-Of-Sale Transactions.**

- You may use the Card to access your checking account and savings account(s) at most merchants to purchase goods in person, by phone, by computer, pay for services in person, by phone, by computer, You may use up to 100% of your available balance per day for the aforementioned transactions. Additionally, you may, subject to the cumulative daily cash withdrawal limit of \$810.00, use your PIN to get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that a participating merchant will accept. However, in addition to the cumulative daily cash withdrawal limit, non PIN verified transactions performed with a Discover® Debit card are limited to \$100 per transaction.
- You may transfer funds into your Woodforest account via your Woodforest Debit Card through services offered by participating retailers. (See a retail banker, or contact Woodforest Customer Care toll free at **877-968-7962**, for a list of participating retailers.) Such transfers are referred to in these disclosures as a “POS Account Credit Transaction”. Sources of funds that may be used to perform a POS Account Credit Transaction are determined by each participating retailer but typically include cash or, where offered by participating retailers, proceeds from checks that may be cashed by the participating retailer. Check cashing services provided by a retailer may be subject to additional fees charged by the retailer.

Should more than one account be associated with your card, the funds will be credited to the account designated on our system as the primary account. Should you have a question about which account is designated as primary, please contact Woodforest Customer Care for more information at **877-968-7962**. Funds from POS Account Credit Transactions will be made available immediately for your use (such as for debit card purchases or account transfers) following Woodforest’s receipt and authorization of a funding commit message from the participating retailer. Funds from any such transaction received and authorized by Woodforest before 8:00 P.M. CT will post the same day (that is, be available to cover items presented against your account such as checks or ACH transactions for that day) and any transaction received and authorized after 8:00 P.M. CT will post the next day, except for Christmas Day, in that case it will post the day after Christmas.

The minimum per card transaction is \$20.00 and the maximum is \$1,000.00. There are also cumulative, per-card limits on the daily, weekly, and monthly number of transactions and cumulative, per-card limits on the maximum daily, weekly, and monthly amounts of account credits allowed. Please see the following chart for the cumulative limits that apply:

<b>WOODFOREST POS ACCOUNT CREDIT TRANSACTION CUMULATIVE LIMITATIONS</b>	
<b>DAILY <sup>1</sup></b>	<b>PER CARD</b>
Maximum Amount	\$1,000
Maximum Number of Transactions	4
<b>WEEKLY <sup>2</sup></b>	
Maximum Amount	\$3,500

Maximum Number of Transactions	7
<b>MONTHLY<sup>2</sup></b>	
Maximum Amount	\$5,000
Maximum Number of Transactions	20
<sup>1</sup> Daily is determined using rolling twenty-four (24) consecutive hour periods, Pacific Standard Time (PST).	
<sup>2</sup> Weekly is determined using seven (7) day rolling periods and monthly is determined using thirty (30) day rolling periods, in each case Pacific Standard Time (PST).	

Note, participating retailers may apply POS Account Credit Transaction limitations from time to time that are more restrictive than the limitations imposed by Woodforest.

### **(e)Computer Transfers.**

You may access your account(s) linked to your Online Banking Profile by computer by going to our Webpage at [www.woodforest.com](http://www.woodforest.com) and using your Online Banking Username and Password to Log into our Online Banking System to:

- Transfer funds from checking to savings, from savings to checking, from checking to checking, or from savings to savings.
- Make payments from checking to loan accounts with us
- Make payments from a primary checking account to outside payees.
- Get checking and savings account(s) information
- Transfers made after 9:00 P.M. CT are processed as of the next day, except for Christmas Day, in that case they will be processed the day after Christmas.

### **(f)Mobile Banking Transfers.**

You may access your account(s) by web-enabled cell phone by going to [www.mobile.woodforest.com](http://www.mobile.woodforest.com) or by using our mobile application and using your Online Banking Username and Password to:

- Transfer funds from checking to savings, from savings to checking, from checking to checking, or from savings to savings.
- Make payments from checking to loan accounts with us
- Make payments from a primary checking account to outside payees.
- Get checking and savings account(s) information
- Transfers made after 9:00 P.M. CT are processed as of the next day, except for Christmas Day, in that case they will be processed the day after Christmas.

You may be charged data fees by your cell phone provider based on your individual plan. Web access is needed to use this service. Check with your cell phone provider for details on specific fees and charges.

### **(g)Electronic Fund Transfers Initiated By Third Parties.**

You may authorize a third party to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. These third party transfers will require you to provide the third party with your account number and financial institution information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your financial institution and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- **Electronic check conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills
- **Electronic returned check charge.** You may authorize a merchant or other payee to initiate an electronic fund transfer to collect a charge in the event a check is returned for insufficient funds.

### **FEES**

We charge a Debit Card setup fee of \$15.00 and a replacement card and Custom Card fee of \$10.00. See our Account Disclosures and Schedule of Fees for other related fees and conditions.

**ATM Operator/Network Fees:** When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

### **DOCUMENTATION**

#### **(a)Terminal Transfers.**

You may receive a receipt at the time you make a transfer to or from your account using an automated teller machine or a point of sale terminal. You may not get a receipt if the amount of the transfer is \$15 or less.

#### **(b)Preauthorized Credits.**

If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at 1-877-968-7962 to find out whether or not the deposit has been made.

#### **(c)In addition.**

You will get a monthly account statement from us, unless there are no transfers in a particular month. In any case you will get a statement at least quarterly.

### **PREAUTHORIZED PAYMENTS**

(a) *Right to stop payment and procedure for doing so.* If you have told us in advance to make recurring payments out of your account, you can stop any of these payments. Here's how:

## Woodforest National Bank

Call us at 1-877-968-7962 or write us at the address listed in this disclosure, in time for us to receive your request 3 business days or more before the recurring payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.

We charge \$35.00 for each stop payment request.

- (b) *Notice of varying amounts.* If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)
- (c) *Liability for failure to stop payment of preauthorized transfer.* If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

### **FINANCIAL INSTITUTION'S LIABILITY**

*Liability for failure to make transfers.* 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.
- There may be other exceptions stated in our agreement with you.

### **CONFIDENTIALITY**

We will disclose information to third parties about your account or the transfers you make:

- (1) where it is necessary for completing transfers; or
- (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- (3) in order to comply with federal or state law, government agency, or court orders; or
- (4) if you provided written permission; or
- (5) as required by any electronic fund transfer network in which we participate in order to effect, administer, or enforce transactions; or
- (6) in accordance with our separate Privacy Disclosure.

### **UNAUTHORIZED TRANSFERS**

*Consumer Liability.* Tell us at once if you believe your Card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your Card and/or code, you can lose no more than \$50 if someone used your Card and/or code without your permission. Also, if you do NOT tell us within 2 business days after you learn of the loss or theft of your Card and/or code, and we can prove we could have stopped someone from using your Card and/or code without your permission if you had told us, you could lose as much as \$500. Also, if your statement shows transfers that you did not make, including those made by Card, code or other means, 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 after the 60 days 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.

MasterCard® Debit Card. Additional Limits on Liability for Debit MasterCard®. You will not be liable for any unauthorized transactions using your MasterCard® debit card if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us. MasterCard® is a registered trademark of MasterCard® International Incorporated.

Discover Card Zero Liability For Unauthorized Use: You are protected against unauthorized use of your Discover debit card with Zero Liability protection, provided you: (i) report to us unauthorized activity or the loss or theft of your card within two business days of learning of the event, (ii) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, (iii) have not reported more than two unauthorized events within 12 months and (iv) have not benefited from its unauthorized use.

FOR A LOST OR STOLEN CARD. Call 1-866-682-7045.

- (a) Contact in event of unauthorized transfer. If you believe your Card and/or code has been lost or stolen, call or write us at the telephone number or address listed below. You should also call the number or write to the address listed at the end of this disclosure if you believe a transfer has been made using the information from your check without your permission.

### **ERROR RESOLUTION NOTICE**

In Case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed below, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more

## Woodforest National Bank

information.

(3) Tell us the dollar amount of the suspected error.

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

We will determine whether an error occurred within 10 business days (or 20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transaction) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (or 20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer.

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

### Contact information

Woodforest National Bank

Attn: Debit Card Dept.

P.O. Box 7889

The Woodlands, TX 77387

Customer Care: 1-877-968-7962

Report Card Lost or Stolen: 1-866-682-7045

For purposes of this disclosure:

Business Days are Monday – Friday

(Federal Holidays are excluded)

## **ADDITIONAL INFORMATION ABOUT YOUR WOODFOREST DEBIT CARD**

### **WOODFOREST CARDHOLDER AGREEMENT**

Each cardholder agrees to the following terms and conditions which is the contract governing the issuance and use of your Debit Card. The use of the Debit Card is subject to the rules and regulations of the applicable electronic funds transfer network, and the agreements that apply to your checking and savings accounts also apply to all Card transactions, including ATM and point-of-sale, made on these accounts. You agree that all accounts accessed by the Debit Card may have the same common ownership rights or liability as the Debit Card. The Debit Card is our property and we may revoke the card at any time without cause or notice. You must surrender a revoked card, if requested, and you may not use an expired or revoked card. You will notify us if the card is lost or stolen. We may change the terms of this agreement without notice, unless required by law.

### **TERMS AND CONDITIONS**

Card Usage. You may use your Debit Card to pay for purchases at places that have agreed to accept Debit Card transactions.

The use of your Debit Card to purchase goods and services at merchant locations constitutes a simultaneous withdrawal from or demand upon your checking account or savings account, even though the transaction may not actually be posted to your account until a later date.

Purchases and cash withdrawals made in currencies other than U.S. Dollars will be converted to U.S. Dollars under regulations established by the applicable electronic transfer funds network. Conversion to U.S. Dollars may occur on a date other than the date of the transaction; therefore, the conversion rate may be different from the rate in effect at the time of the transaction. You agree to pay the converted amount.

You may use your Debit Card only in the manner and for the purposes authorized by this Agreement. We may recognize a transaction even if we have not authorized it, but that does not mean we will authorize the same type of transaction again.

Right to Stop Payment. You do not have the right to stop payment on any non-recurring transaction originated by use of your Debit Card.

Debit Card Illegal Usage. The Debit Card may not be used for any illegal transactions. This includes, but is not limited to, internet gambling or gaming.

### **FRAUD PROTECTION SERVICES**

- **Transaction Fraud Monitoring:** Woodforest attempts to monitor debit card transactions 24/7. If a transaction is identified outside of the normal spending patterns of your account, we may take appropriate action to ensure your money is safe including blocking your card and contacting you to confirm the validity of the transaction.
- **Debit Card Fraud Text Alerts:** Woodforest Debit Card Fraud Text Alerts provide extra protection by sending an SMS text message to your mobile phone or other SMS-enabled device, when a debit card transaction meets the criteria of transaction fraud monitoring. Visit our Fraud Alerts page at [Woodforest.com](http://Woodforest.com) to learn more.

## Woodforest National Bank

- **Traveling? Let Us Know:** If you are traveling extensively domestically or internationally, contact our customer service or your local branch to have travel notes placed on your account to help prevent interruption of usage.

**A transaction may still overdraw your account, and incur fees, even if the funds appeared to be available at the time you completed the transaction.** Other outstanding transactions, such as ACH, checks, or debit card transactions for which no temporary hold was placed or the temporary hold has been removed, will not be reflected in your available balance on record at the bank and could be presented for payment to the bank before the subject transaction. We recommend you track all of your outstanding transactions and determine your available balance based on your records.