

ONLINE BANKING POLICY

Purpose: The purpose of the Online Banking Policy is to provide guidelines to which a member must adhere to access the online banking system. It will also give guidelines for eligibility to use the system and authorized transactions.

Eligibility: To be eligible to access the online banking system, a member must have completed the purchase of at least one share in the credit union.

Authorized Transactions: The following transactions will be allowed when accessing an account through the online banking system.

1. One-time or recurring transfer of funds from a share savings, checking, Super Saver Money Market Account, or E-Z savers account to any other share savings, checking, Super Saver Money Market Account, E-Z savers or loan account under the same account number or to another account number where the account ownership is the same.
2. Withdrawal by check made out to the member only from the member's share savings, checking, Super Saver Money Market Account, or E-Z savings account.
3. Member to member (M2M) transfers may be created by the member to transfer funds to another member.

Statements: Members who perform transactions using the audio response system of Home Banking online system will receive monthly statements in correspondence with regulation E.

Other information and/or services: The following information or services may also be available with or within the online banking system.

1. Account transaction history and balances on all share and loan suffixes.
2. Access to electronic statements if enrolled.
4. Secure messaging to/from SOCU.
6. Access to online billpay service.
7. Access to online banking mobile application for smartphones, including remote deposit capture service if qualified to enroll
8. Ability to download transactions (other software required)
9. View check images for draft withdrawals on share draft account (if available)
10. Access to online banking website for SOCU VISA account (if applicable)
11. Ability to create account alerts
12. Ability to block debit card transactions

Security: A member may reset their password through the online banking system. A temporary password will be autogenerated and emailed to the email address on file or texted via SMSS to the phone number on file in the online banking system when the member logs into online banking for the

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first time and/or requests to change password via the “forgot password” link. A member may change their password at anytime after being logged into online banking system. After 5 invalid attempts to login to the online banking system, the member will be locked from accessing the account and must select the forgot password link to reset the password or contact the credit union.

The online banking site is designed to operate using world wide web technologies and protocols which are adaptable to a wide range of systems. The online banking server uses SHA-256 with RSA Encryption.

The online banking system uses cookies to help administer the Home Banking section. Some browsers allow the user to reject cookies from servers. If the user doesn't allow the online banking system to set a cookie upon entering the site, the user will not be able to log in. The cookie contains information need for security and allows the system to 'time out' the user's authority to view information. The cookie includes instructions can only be sent to a server in the online banking domain. A cookie cannot be used to extract data from a PC. Access Codes, User Ids or Passwords are not stored in the cookie.

The cookie will 'time out' access authority to the Home Banking section. Until the cookie times out, the member can come back to the Home Banking section without logging in. After the time out period, the user will need to log in again. To avoid ability to view previously visited documents when using the “back button”, the user should exit the browser when finished with the session.

The online banking system is a private system operated for the exclusive use of our members. The system uses SSL encryption and digital server authentication to ensure the privacy of member information when sending data between the Home Banking server and the member PC.

Record Keeping: A record of all transactions performed using the online banking system will be kept in accordance to all regulations. Termination of online banking services: SOCU may terminate online banking services if there is reason to believe there has been an unauthorized use of an account or password.

Any account owner can terminate online banking services by notifying us in writing. Termination of online banking services will be effective the first business day following receipt of the written notice. Termination of online banking services will not affect transactions initiated before termination.

SOCU may terminate online banking services to those members that cause a loss to the Credit Union or are no longer considered a member in good standing.