

Consumer Accounts
Regulation E Disclosure



Rooted in the things that matter

Consumer Liability

Please inform Generations Bank, AT ONCE, if you believe your ATM or debit card PIN 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 or your ATM or debit card PIN code, you can lose no more than \$50 if someone used your ATM or debit card PIN code without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your ATM or debit card PIN code, and we can prove we could have stopped someone from using your ATM or debit card PIN 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 periods.

Contact in event of unauthorized transfer

If you believe your ATM or debit card PIN code has been lost or stolen, call: Customer Service at 315-568-5855 or write: Generations Bank, 19 Cayuga Street, Seneca Falls, NY 13148, Attn: Customer Service.

You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission.

Business Days

For purposes of this disclosure, our business days are Monday thru Friday. Holidays are not included.

Transfer Types and Limitations

1. **Account access.** If you have a checking, savings, or a money market deposit account, the following services may be available subject to application, approval, and type of activity:
 - a. Withdraw cash from your Checking or Savings account.
 - b. Make deposits to your checking or savings account.
 - c. Transfer funds between your checking and savings accounts whenever you request.
 - d. Pay for purchases at places that have agreed to accept MasterCard debit transactions.
 - e. You may use your personal computer (PC) or your mobile device with your username and password to electronically access your accounts, transfer funds, etc.
 - f. Pay bills directly using our Internet BillPay Service.
 - g. Transfer funds through Zelle®.
2. **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:
 - a. Pay for purchases.
 - b. Pay bills.
3. **Limitations on frequency of transfers.**
 - a. You may make any number of cash withdrawals.
 - b. You can use your Internet bill-payment service to pay any number of bills.



Rooted in the things that matter

- c. You can only swipe your card at terminals up to 5 times per day.
 - d. You can only swipe your card for point-of-sale transactions up to 10 times per day.
 - e. You may transfer up to 15 times via Zelle® daily with an aggregate limit of 30 times per month.
4. *Limitations on dollar amounts of transfers.*
- a. You may withdraw up to \$1,000 from our terminals daily when you use the Debit/ATM card PIN code.
 - b. You may buy up to \$2,500 worth of goods or services daily when you use the Debit card at any point-of-sale location.
 - c. You may transfer up to \$1,000 via Zelle® daily with an aggregate limit of \$3,000 per month.

Fees

We do not assess a charge for transfer services.

Confidentiality

We will disclose information to third parties about your account or the transfers you make:
Where it is necessary for completing transfers, or

1. In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or;
2. In order to comply with government agency or court orders, or;
3. If you give us your written permission.

Documentation

1. *Terminal transfers.* You can get a receipt at the time you make any transfer to or from your account using one of our automated teller machines.
2. *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 our Voice Response Unit (VRU) at 315-568-1060 or 1-800-469-4608 to find out whether or not the deposit has been made; or you can rely on our Internet Banking service.
3. *Periodic statements.* If you have a Checking or Statement Savings Account, you will get a monthly account statement.
4. *Passbook account where the only possible electronic fund transfers are preauthorized credits.* If you bring your passbook to us, we will record any electronic deposits that were made to your account since the last time you brought in your passbook.

Preauthorized payments

1. *Right to stop payment and procedure for doing so.* If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how: Call us at 315-568-5855, or write us at 20 East Bayard Street, Seneca Falls, NY 13148, in time for us to receive your request 3 business days or more before the 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. You may be charged a fee for Stop Payment services.
2. *Notice of varying amounts.* If these regular payments may vary in amount, the person you are going to pay should tell you, 10 days before each payment, when it will be made and how much it will be.
3. *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 - 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:

1. If, through no fault of ours, you do not have enough money in your account to make the transfer.
2. If the transfer would go over the credit limit on your overdraft line.
3. If the automated teller machine where you are making the transfer does not have enough cash.



Rooted in the things that matter

4. If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
5. If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
6. There may be other exceptions stated in our Consumer Account agreement with you.

ATM 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. You will not be charged a fee by Generations Bank.

In case of Errors or Questions about your Electronic Transactions

Telephone or write us at the telephone number or address printed above as soon as you can, if you think your statement is wrong or if you need more information about an electronic transaction listed on the statement. 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(s).
2. Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more 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 tell you the results of our investigation within **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 **45 days** to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days 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 in writing and we do not receive it within 10 business days, we may not credit your account. For errors involving new accounts where the EFT was made within 30 days of the initial deposit, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

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 we used in our investigation.

Overdrafts

Refer to separate Opt in/Opt out form titled **What You Need to Know about Overdrafts and Overdraft Fees** for specific details.

Excessive Overdrafts

Generations Bank reserves the right to revoke your ATM/Debit Card for excessive overdrafts or other abuse.