

ELECTRONIC FUND TRANSFERS

YOUR RIGHTS AND RESPONSIBILITIES

This Electronic Fund Transfers disclosure does not apply to any accounts other than consumer accounts, as defined by Regulation E.

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

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. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check to an electronic fund transfer or to electronically pay a returned check charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and bank information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your bank 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:

- **Preauthorized credits.** You may make arrangements for certain direct deposits to be accepted into your checking or savings account(s).
- **Preauthorized payments.** You may make arrangements to pay certain recurring bills from your checking or savings account(s).
- **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 funds transfer to collect a charge in the event a check is returned for insufficient funds.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to savings accounts.

Guaranty Access Line (GAL) Telephone Transfers - types of transfers - You may access your account by telephone at 1-888-827-3725 (Toll Free nationwide) or 747-0460 (in Woodsville, New Hampshire calling area) using your personal identification number, a telephone, and your account numbers, to:

- transfer funds between checking and savings
- make payments from checking or savings to loan account(s) with us
- get information about:
 - the account balance of checking or savings account(s)

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to telephone transfers.

ATM Transfers - types of transfers and dollar limitations - You may access your account(s) by ATM using your ATM card and personal identification number (PIN) or Visa® Check Card (debit card) and personal identification number, to:

- make deposits to checking or savings account(s)
- get cash withdrawals from checking or savings account(s)
 - you may withdraw no more than \$250.00 per day with an ATM card or a "Limited Access" Visa Check card; \$500.00 per day with a "CLASSIC" Visa check card
- transfer funds between savings and checking account(s)
- get information about:
 - the account balance of your checking or savings account(s)

Some of these services may not be available at all terminals.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to ATM transfers.

Types of Visa® Check Card Point-of-Sale Transactions - You may access your primary checking account to purchase goods (in person, online, or by phone), pay for services (in person, online, or by phone), get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that can be done with a credit card (that a participating merchant will accept).

Point-of-Sale Transactions - dollar limitations - Using your card:

- you may not exceed \$1,500.00 in transactions per day with a "CLASSIC" Visa check card or \$500.00 in transactions per day with a "Limited Access" Visa check card.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to debit card transactions.

Currency Conversion and International Transactions.

(a) For point-of-sale (merchant) transactions and ATM transactions using Visa network. When you use your Visa® Check Card for this type of transaction and it settles in a currency other than US Dollars, the charge will be converted into the US Dollar amount. The currency conversion rate used to determine the transaction amount in US Dollars is either a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government-mandated rate in effect for the applicable central processing date. The conversion rate in effect

on the processing date may differ from the rate in effect on the transaction date or posting date.

Visa USA charges us a .8% International Service Assessment on all international transactions if there is no currency conversion. If there is a currency conversion, the International Service Assessment is 1% of the transaction. We will charge you a 1% international transaction fee on all international transactions regardless of whether there is a currency conversion. An international transaction is a transaction where the country of the merchant is outside the USA.

(b) For ATM transactions using Cirrus network. When you use your Visa® Check Card for this type of transaction and it settles in a currency other than US Dollars, MasterCard/Cirrus will convert the charge into a US Dollar amount. The MasterCard/Cirrus currency conversion procedure includes use of either a government-mandated exchange rate, or a wholesale exchange rate selected by MasterCard/Cirrus. The exchange rate MasterCard/Cirrus uses will be a rate in effect on the day the transaction is processed. This rate may differ from the rate in effect on the date of purchase or the date the transaction was posted to your account.

MasterCard/Cirrus charges us a Currency Conversion Assessment of 20 basis points (.2% of the transaction) for performing the currency conversion. In addition, MasterCard/Cirrus charges us an Issuer Cross-Border Assessment of 90 basis points (.9% of the transaction) on all cross-border transactions regardless of whether there is a currency conversion. We will charge you a 1% international transaction fee on all international transactions regardless of whether there is a currency conversion. A cross-border transaction is a transaction processed through the Global Clearing Management System or the MasterCard Debit Switch in which the country of the merchant is different than the country of the cardholder.

Advisory Against Illegal Use. You agree not to use your card(s) for illegal gambling or other illegal purpose. Display of a payment card logo by, for example, an online merchant does not necessarily mean that transactions are lawful in all jurisdictions in which the cardholder may be located.

Non-Visa Debit Transaction Processing. We have enabled 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.

The non-Visa debit network(s) for which such transactions are enabled are: Accel™ Networks (© 2013 Fiserv, Inc. or its affiliates. Accel and the Accel logo are trademarks of Fiserv, Inc.).

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 card number over the phone or via the Internet, or swiping the 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 use of a PIN.

The provisions of your agreement with us relating only to Visa transactions are not applicable to non-Visa 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.

*Visa Rules generally define **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.

Guaranty On-Line Delivery (GOLD) System Computer Transfers - types of transfers and charges - You may access your account(s) by computer through the internet by logging onto our website at www.thegarantybank.com and using your password and Access ID to:

- check account balances for checking, savings, or loan account(s)
- review account activity/statements and sign up for eStatements
- transfer funds between checking and savings – both on us and external*
- make payments from checking or savings to loan account(s) with us
- view check images
- request stop payments
- make payments from checking to third parties through eZ Pay Bill Payment Service*, or to/from other persons through Popmoney**
- activate mobile banking and make deposits* with a certified mobile device
- setup eAlert notifications

*Please see **Electronic Transfer Fees and Transaction Limits** page.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to computer transfers.

Limitations on frequency of transfers. In addition to those limitations on transfers elsewhere described, if any, the following limitations apply:

- Transfers from a Money Market account to another account or to third parties by preauthorized, automatic, telephone, or computer transfer or by check, draft, debit card, or similar order to third parties are limited to six per statement cycle.
- Transfers from a Statement savings account to another account or to third parties by preauthorized, automatic, telephone, or computer transfer or by debit card, or similar order to third parties are limited to six per month.

FEES

- We do not charge for direct deposits to any type of account.
 - We do not charge for preauthorized payments from any type of account.
- Except as indicated elsewhere, we do not charge for these electronic fund transfers.
- 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). If you meet the monthly qualifications for GO Checking, ATM withdrawal fees will be reimbursed. ATM fees of \$4.99 or less will be reimbursed up to a maximum of \$4.99 per individual withdrawal. ATM fees of \$5.00 or higher will be reimbursed if the appropriate ATM receipt is presented to a representative at one of our branches. If you believe that you have not been reimbursed the correct amount, please contact us. **Note:** ATM withdrawals do not count as qualifying debit card transactions for purposes of earning rewards in the GO Checking account.

DOCUMENTATION

- **Terminal transfers.** You can get a receipt at the time you make a transfer to or from your account using an automated teller machine or point-of-sale terminal. However, you may not get a receipt if the amount of the transfer is \$15 or less
- **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 1-800-564-2735 to find out whether or not the deposit has been made.
- **Periodic statements.**

You will get a monthly account statement from us for your checking and money market accounts.

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

For passbook accounts, if the only possible electronic transfers to or from your account are preauthorized credits, we do not send periodic statements. You may bring your passbook to us and we will record any electronic deposits that were made since the last time you brought in your passbook.

PREAUTHORIZED PAYMENTS

- **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 is how:

Call or write us at the telephone number or address listed in this brochure 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.

Please refer to our separate fee schedule for the amount we will charge you for each stop-payment order you give.

- **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.)
- **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:

1. If, through no fault of ours, you do not have enough money in your account to make the transfer.
2. If you have an overdraft line and the transfer would go over the credit limit.
3. If the automated teller machine where you are making the transfer does not have enough cash.
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 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 government agency or court orders; or
4. as explained in the separate Privacy Notice.

UNAUTHORIZED TRANSFERS

a) Consumer liability.

▪ **Generally.** Tell us AT ONCE if you believe your card and/or PIN 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 PIN, you can lose no more than \$50 if someone used your card and/or PIN without your permission.

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

▪ **Additional Limit on Liability for Visa® Check Card.** Unless you have been grossly negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen Visa® Check Card. This additional limit on liability does not apply to ATM transactions outside of the U.S., to ATM transactions not sent over Visa or Plus networks, or to transactions using your Personal Identification Number which are not processed by VISA®. Visa is a registered trademark of Visa International Service Association.

b) **Contact in event of unauthorized transfer.** If you believe your card and/or PIN has been lost or stolen, call or write us at the telephone number or address listed in this brochure. You should also call the number or write to the address listed in this brochure 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 in this brochure, 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 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 (5 business days for Visa® Check Card point-of-sale transactions processed by Visa and 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 transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (5 business days for Visa® Check Card point-of-sale transactions processed by Visa and 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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

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. If we credit your account with funds while investigating an error, you must repay those funds to us if we conclude no error has occurred.

WOODSVILLE GUARANTY SAVINGS BANK
DEPOSIT SERVICES
63 CENTRAL STREET
WOODSVILLE, NEW HAMPSHIRE 03785
Business Days:

Monday through Friday (Excluding Federal Holidays)
Phone: (603) 747-2735 or 1-800-564-2735 (Toll-Free nationwide)
MORE DETAILED INFORMATION IS AVAILABLE ON REQUEST



Electronic Transfer Fees & Transaction Limits

Subject to change without prior notification

Guaranty On Line Delivery (GOLD) No Charge

eZ Pay Bill Payment Service

Standard No Charge
 Next Day \$14.95/payment
 Expedited (*same day*) \$9.95/payment

All eZ Pay payment options are not available for all payees. Transaction limits apply. For security purposes, the maximum bill payment amount is not disclosed. There is no monthly fee for eZ Pay Bill Payment Service.

Popmoney® - Send Money

Send Money Standard (3 days): No Charge
 Send Money Next Day: \$1.00/transaction
 Send Money Instant: \$3.00/transaction

Applicable fees will be disclosed in the user interface for, or elsewhere within, the service or site. There is no monthly fee for Popmoney.

Transaction Limits		
Delivery Speed	Daily	Monthly
Popmoney Standard	\$10,000	\$40,000
Popmoney Next Day	\$500	\$4,000
Instant	\$500	\$1,000

Other Limits	
Number of daily transactions	15
Number of monthly transactions	30
Minimum transaction amount	\$5

Your limits may be adjusted from time-to-time. Log in to the site to view your individual transaction limits at any time.

Popmoney® - Request Money

Request Money \$0.00-\$249.99: \$0.75/transaction
 Request Money \$250.00-\$999.99: \$1.00/transaction
 Request Money \$1,000.00+: \$2.00/transaction

Applicable fees will be disclosed in the user interface for, or elsewhere within, the service or site. There is no monthly fee for Popmoney.

Transaction Limits	
Maximum number of requests per day	10
Maximum dollar amount of requests per day	\$2,000
Maximum number of allowable requests per month (rolling 30-day window)	30
Maximum total dollar amount of requests per month	\$5,000
Maximum dollar value of a single request	\$1,000

Your limits may be adjusted from time-to-time. Log in to the site to view your individual transaction limits at any time.

External Transfers (separate enrollment is required)

Incoming (*from external to WGSB account*) No Charge
 Outgoing (*from WGSB to external account*) Standard (3 days): \$1.50/transfer
 Express (*next business day*): \$3.00/transfer

Please note that your external account financial institution may charge fees. We recommend that you contact your external account financial institution to determine whether restrictions and/or conditions, including fees, pertain to transactions made into or out of any of your accounts. There is no monthly fee for External Transfers.

Transaction Limits	Express	Standard
Incoming	\$2,000	\$5,000
Outgoing	\$2,000	\$5,000

Other Limits	Express	Standard
Max. \$ amount per transfer	\$2,000	\$5,000
Max. \$ amount requests per day	\$2,000	\$5,000
Max. \$ of requests per month (rolling 30-day period*)	\$5,000	\$10,000

**When a new transfer is attempted, a rolling 30-day period is used to calculate funds available for transfer. All transfers made within the last 30 days are subtracted from the rolling 30-day period to determine the funds available.*

Mobile Banking Message & data rates may apply

There is no monthly fee for Mobile Banking.

Mobile Deposit (separate enrollment is required) \$0.50/deposit

There is no monthly fee for Mobile Deposit.

Transaction Limits	
Maximum \$ per deposit (1 check per deposit)	\$2,500
Maximum \$ deposited per day	\$2,500