

Important Notice: The following policy applies only to deposits made into City CU checking accounts and to any other type of transaction accounts that may be offered in the future. The availability of funds deposited into non-transaction accounts, such as savings and money market accounts, may be delayed for a longer period of time. For deposits made at Shared Branch locations, please see the Deposits at Shared Branches section below. For questions about availability of funds deposited into any of your accounts, please contact City CU at (214) 515-0100 or (888) 324-2328.

Type of Deposit	When Funds Can Be Withdrawn
Direct Deposits, Wire Transfers and Cash	The business day we receive the deposit.
Cashier's, Certified, Teller's, or Government Checks; Checks drawn on City CU; most payroll checks; and checks drawn on City of Dallas affiliated companies. For any other checks see below:	The business day we receive the deposit. In some cases, we may delay your ability to withdraw funds as described below.
Checks Up to \$5,000*	Our general policy is to allow you to withdraw funds deposited in your account on the business day we receive your deposit. In some cases, we may delay your ability to withdraw funds as described below.
Checks Over \$5,000*	Amounts over \$5,000 deposited on any one business day will be available on the second business day after the deposit. In some cases, we may delay your ability to withdraw funds for a longer period as described below.

*The aggregate of all checks deposited to any one or more of your checking or other transaction accounts on any one business day.

Our policy is to make funds from some deposits available to you on the business day we receive the deposit and delay the availability of funds from other deposits. During the delay, you may not withdraw funds in cash and we will not use the funds to pay checks that you have written.

Determining the Availability of a Deposit

The length of the delay is counted in business days from the day of your deposit. Every day is a business day except Saturdays, Sundays and federal holidays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after closing or on a day we are not open, we will consider the deposit was made on the next business day we are open. The length of the delay may vary depending on the type and the amount of the deposit and is explained in the table above. In some cases, funds from deposits may be held for a longer period as described below. Once funds are available, you can withdraw them in cash and we will use them to pay checks and other payment orders you have authorized.

Longer Delays May Apply

While our goal is to make some deposits available immediately, in some cases we will not make all funds from these deposits available to you immediately. Depending on the type of deposit and the amount of check you deposit, funds deposited to your checking or other transaction account may not be available until the second business day after the day of your deposit. However, the first \$200.00 of your deposit will be available on the first business day following the day of deposit.

If all the funds from your deposit are not immediately available, we will notify you at the time you make your deposit and tell you when the funds will be available. If your deposit is not made directly with one of our Associates, or if we decide to take this action after you have left the premises, we will mail you the notice by the business day after the day we receive your deposit. If you will need the funds from a deposit right away, please ask us when the funds will be available.

In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe the check you deposit will not be paid
- You deposit checks totaling more than \$5,000 on any one day
- You redeposit a check that has been returned unpaid
- You have overdrawn your account repeatedly in the last six months
- There is an emergency, such as failure of computer or communications equipment

Again, we will notify you of any delay and when funds will be available. Generally, funds will be available no later than the seventh business day after the day of your deposit.

Special rules for New Accounts

If you are a new Member, special rules may apply during the first 30 days your account is open. Funds from electronic direct deposits and deposits from cash and wire transfers will be

FUNDS AVAILABILITY POLICY

YOUR ABILITY TO WITHDRAW FUNDS

available on the day we receive the deposit. Funds from the first \$5,000 of a day's total deposits of cashier's checks, certified checks, teller's checks, traveler's checks, and federal, state and local government checks will be available on the next business day after we receive your deposit (if the deposit meets certain conditions; e.g., the check must be made payable to you). Funds over the first \$5,000 will be available on the ninth business day after the day of your deposit. If you don't deposit checks (other than a U.S. Treasury check) in person with one of our Associates, the first \$5,000 will not be available until the second business day after the day of your deposit. Funds from other checks may be delayed up to nine business days.

Rules Applicable to All Members

In lieu of accepting a check for deposit, City CU retains the right to send any item for collection or to refuse an item. Funds from checks sent for collection will not be available for withdrawal until City CU receives payment for the check from the payer institution. In addition to fees assessed by other institutions, City CU may charge a fee for this service, as set forth in our Fee Schedule. We will inform you at the time the item is received for deposit if the item will be sent for collection or refused for deposit. If the item is received by mail or through a night depository, you will be notified, in writing, no later than the first business day after the day the deposit is received.

In any event, it is our discretion to refuse any deposit, limit the amount that may be deposited, accept all or any part of a deposit for collection only, return all or any part of any deposit, refuse the deposit to your checking account or other transaction account, but accept it to your Savings, or other non-transaction account, close the account, subject to applicable regulations.

Deposits at Shared Branches and Night Depository

Shared Branches are defined as those non-City CU offices where members of other credit unions can perform transactions to their own credit union account. Cash deposits will be available the day of the deposit. For deposits made by check, depending on the type of check deposited, funds may not be available until the second business day after the date of your deposit. In some cases, additional delays may apply; see the **Longer Delays May Apply** section above.

SUBSTITUTE CHECKS AND YOUR RIGHTS: IMPORTANT INFORMATION ABOUT YOUR CHECKING ACCOUNT

What is a Substitute Check?

To make check processing faster, federal law permits credit unions, banks and other financial institutions to replace original checks with "substitute checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment, just like the original check.

Some or all the checks you receive back from City CU may be substitute checks. This notice describes your rights when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What are my rights regarding substitute checks?

In certain cases, the Check 21 Act provides a special procedure that allows you to request a refund for losses you suffer if a substitute check is posted to your account (e.g., if you think City CU has withdrawn the wrong amount from your account or withdrew money from your account more than once for the same check). The losses you can try to recover under this act may include the amount withdrawn from your account and fees that were charged because of the withdrawal (e.g., non-sufficient fund fees).

The amount of your refund is limited to the amount of your loss or the amount of the substitute checks, whichever is less. You are entitled to interest on the amount of your refund if your account is an interest-bearing account. If your loss exceeds the amount of the substitute check, you can try to recover additional amounts under other law.

Under this act, you may receive up to \$2,500 of your refund (plus interest if your account earns interest) within 10 business days after we receive your claim, and the remainder of your refund (plus interest if your account earns interest) not later than 45 calendar days after we receive your claim.

We may reverse the refund (including any interest on the refund) if we later demonstrate the substitute check was correctly posted to your account.

How do I make a claim for a refund?

If you believe you have suffered a loss relating to a substitute check posted to your account, contact City CU at (214) 515-0100 or (888) 324-2328. You must contact us within 60 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the account statement showing that the substitute check was posted to your account, whichever is later. City CU will extend this time period if you could not make a timely claim because of extraordinary circumstances.

Your claim must include:

- A description of why you have suffered a loss (e.g., you think the amount withdrawn was incorrect)
- An estimate of the amount of your loss
- An explanation of why the substitute check you received is insufficient to confirm you suffered a loss
- A copy of the substitute check or the following information to help us identify the substitute check: check number, name of the person to whom you wrote the check and amount of the check.