

Welcome to
Southern Energy Credit Union

Merger Information Guide



Southern Energy
CREDIT UNION

Your Financial Power Source

By nature of the merger, all Mutual Savings Credit Union accounts will be converted into Southern Energy Credit Union accounts and subject to Southern Energy Credit Union's terms and conditions. This means that some terms and conditions that you are used to might change as a result of the merger. In addition to information provided in this guide, enclosed herewith please find Southern Energy Credit Union's Truth in Savings Disclosures, Electronic Fund Transfers Agreement and Disclosure, Funds Availability Policy Disclosure, Membership and Account Agreement, Overdraft Services Consent and Privacy Statement. Please note that policies and procedures are subject to change. All rates included are subject to change. Please contact us should you have any questions or concerns.

Key Resources

Our goal with this guide is to provide as much information about the upcoming system integration as possible to ensure a smooth transition. Our team is committed to making this a seamless process, and we welcome the opportunity to answer any additional questions you may have.

Visit our Merger Information Center at southernenergycu.org/mutual-savings-merger by scanning the QR Code for more details and FAQs. There is also a contact form you can use to submit additional questions.

Our Contact Center is available to help with additional questions you may have at 1-800-249-2726.



Federally Insured by NCUA
Equal Housing Opportunity Lender



August 15, 2025

Dear Valued Member,

Last December, the vote to merge Mutual Savings Credit Union (Mutual Savings) into Southern Energy Credit Union (Southern Energy) was overwhelmingly positive, and effective January 1, 2025, Mutual Savings joined Southern Energy.

We are excited to officially welcome you as a fully integrated member of Southern Energy and have you join our Credit Union family. The final phase of this merger will occur October 1, 2025, and in the days preceding when our system integration takes place. The entire team of the newly combined Credit Union has spent months preparing for a seamless transition for you, our members.

What does this system integration mean for you?

- Access to 28 additional branch locations across Georgia, Alabama and Mississippi, as well as continued access to more than 30,000 surcharge-free ATMs and 5,600 Shared Branches throughout the country through our CO-OP Shared Branch Network
- A new digital banking experience including both Online Banking and our Mobile Banking App
- Enhanced member service with a dedicated 24/7 Contact Center
- Your accounts will continue to be safeguarded and federally insured as they are now.

This guide contains an overview of our merger integration and what you can expect from your Credit Union as we move forward. Some aspects of this transition may require your involvement, but we have worked diligently to make this integration as stress-free as possible. We encourage you to make note of the key dates leading up to October 1, 2025, as well as the access you will enjoy after integration. We appreciate your patience and enthusiasm as we come together to offer you an extensive range of financial products and services combined with the level of service you expect from your Credit Union.

Should you have any additional questions, we're here to help. Our Contact Center can be reached at 1-800-249-2726, and we will continue to update our online Merger Information Center (southernenergycu.org/mutual-savings-merger) as we progress with integration.

Thank you for your membership. We appreciate your business and look forward to serving your financial needs in the years to come.

Sincerely,



A handwritten signature in black ink that reads "Derrick E. Ragland, Jr.".

Derrick E. Ragland, Jr., CCE
President and CEO (Retiring 9/30/25)
Southern Energy Credit Union
NMLS # 791163



A handwritten signature in black ink that reads "Andy Rush".

Andy Rush
Vice President and COO (Incoming CEO, 10/1/25)
Southern Energy Credit Union
NMLS # 1515017

Key Dates and Deadlines

Dates	What Happens & How to Prepare
Ahead of September 30	You will receive information about your updated account number(s), which you will need to register for Digital Banking starting on October 1.
Tuesday, September 30	<ul style="list-style-type: none"> Mutual Saving's Online Banking, Mobile Banking App, bill pay platform and Zelle® will not be accessible starting Tuesday, September 30. Note this is the last day bill pay payments will be processed, including recurring bill pay payments. Ahead of this date: <ul style="list-style-type: none"> Note details of any recurring payments set up via bill pay, transfer or Zelle®. Download statements for future reference.
Wednesday, October 1	<ul style="list-style-type: none"> You may now register for Southern Energy's Digital Banking at southernenergycu.org and download the Southern Energy Mobile Banking App for easy access on the go. See enrollment details later in this guide. If you have a Checking Account, this account number can be located in Digital Banking. See details later in this guide. Current Mutual Savings Debit Cardholders can activate your new Southern Energy Debit Card. Please note, your previous Mutual Savings card will no longer work. To ensure there is no interruption to your recurring or preauthorized payments, contact your payees to update your payment information with the account number, expiration date, and CVV on your new card. Set up any needed recurring payments via Bill Pay, transfers or Zelle® payments in Southern Energy's Digital Banking platform. You can request access to the Automated Teller System by calling our Contact Center at 1-800-249-2726 or stopping by your local branch. See more details later in this guide. You will have access to our Contact Center at 1-800-249-2726, Monday through Friday, 9am-6pm Eastern, 8am-5pm Central. Calls received outside of these hours will be answered by our after-hours team who can handle basic transactions, balance, and inquiry requests.
October 2025	Watch for your printed September 2025 statement in the mail.
Monday, October 13	Current Mutual Savings Visa® Credit Cardholders can activate and use your new Southern Energy Visa® Rewards Credit Card. Please note, your previous Mutual Savings Credit Card will no longer work. To ensure there is no interruption to your recurring or preauthorized payments, contact your payees to update your payment information with the account number, expiration date, and CVV on your new credit card.

¹Terms and conditions apply. Zelle® and the Zelle® related marks are wholly owned by Early Warning Services, LLC and are used herein under license.

Digital Banking | *Online and Mobile Banking App Access*

You will have access to your accounts through the Mutual Savings Online Banking platform and Mobile Banking App until Monday, September 29. We encourage you to download your statements prior to September 30 to ensure you have access as needed moving forward. We also encourage you to review recurring transfers, Zelle® payments, and online bill pay payments currently set up with Mutual Savings noting payees, payment addresses, amounts and dates.

As of October 1, 2025, you will be able to enroll in our Digital Banking platform which includes both Online Banking and our Mobile Banking App. To register, scan the QR Code to the right, or visit our website on a desktop, laptop, or tablet at southernenergycu.org, and click Register next to the Login button at the top of the page.



Digital Banking gives you all the tools you need, when and where you need them, all in one place.

- View up-to-the-minute account balances, transaction history and your eStatements.
- Transfer funds between your Southern Energy Credit Union accounts or to accounts at other financial institutions.
- Easily apply for a loan or Southern Energy Visa® Rewards Credit Card.
- Safeguard your cards by setting limits for how, when, and where your cards can be used within our platform.
- Pay bills online with Bill Pay or pay people you know with Zelle®.

With our Mobile Banking App, you can enjoy all the features of our Online Banking platform plus enjoy our Mobile Deposit feature. You can deposit checks into your Southern Energy Checking Account, whenever you want and wherever you are.

Scan the QR Code below or visit your app store to download the Southern Energy Credit Union app for all your mobile banking needs!



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Registering for Digital Banking

Digital Banking includes both Online Banking and Southern Energy's Mobile Banking App, available in your preferred app store. You can register for Digital Banking through Online Banking using a desktop, laptop, or tablet or by using the Mobile Banking App. Both platforms will utilize the same credentials to seamlessly access your accounts moving forward. Follow these steps to enjoy convenient, secure account access:

1. Click **Register** at the top of our homepage or at the bottom of our Mobile Banking App.
2. Follow the prompts for enrollment. You will need the primary account holder's Southern Energy account number, social security number, birth date, email address and zip code. *This information must match the information we currently have listed on your account.*
3. Verify your account by answering identification questions. You will be prompted to complete the confirmation process by entering a code that will be delivered via text or phone call to the number we have on file for the account.
4. Once the confirmation code is received, enter the code, and click the **Submit** button.
5. You will then be prompted to set up a new user id, password and security questions. You can use the drop-down menu to select each security question. **Each answer must be at least 5 characters.**
6. Once set up is complete, you will be logged in and will need to accept the disclosures for Digital Banking.

Scan the QR code below to register for Digital Banking on or after October 1, 2025.



Digital Banking FAQs

Q. Do the credentials I set up during Digital Banking registration work for both Online Banking and Mobile Banking?
A. Yes, you will use the same credentials for both Online Banking and Mobile Banking.
Q. How can I see my full account numbers?
A. Once logged into Online Banking or our Mobile Banking App, on the Account Summary screen, click on the account name, such as <i>Main Share</i> or <i>First Mortgage</i> , which will show you recent history/transactions. Click Details near the top of the screen and then select Show Full Account Number .
Q. If I am currently enrolled with Mutual Savings Online Bill Pay, do I need to re-enroll with Southern Energy?
A. Yes. Your Bill Pay information will need to be set up within Southern Energy's Online Banking or Mobile Banking App. Prior to September 30, we encourage you to review any payments currently set up with the Mutual Savings Online Bill Pay platform noting payees, payment addresses, amounts and dates. Once logged into Online Banking or our Mobile Banking App, choose the Payment icon or menu item to get started with Bill Pay. When you log in for the first time, you'll be guided through a simple 3-step process of adding and paying your first payees, similar to the process you are familiar with using the Mutual Savings platform. There is also a Help Center with FAQs available in Online Banking, and our Contact Center is available at 1-800-249-2726 if you have additional questions.
Q. How do I transfer money between my Share (Savings) and Checking or other Southern Energy Accounts with Digital Banking?
A. Once logged into Online Banking, choose the Transfers menu at top and select Make a Transfer . In our Mobile Banking App, choose the Transfers option from the main menu at top right and select Make a Transfer . From there, you can designate details of your transfer and select a one-time or recurring transfer. If you choose the "Immediate" option, the transfer will occur instantly.
Q. Will my current recurring internal transfers (for loan payments, Christmas Club etc) continue after October 1?
A. No. Prior to September 30, we encourage you to review any automatic transfers currently set up, accounts involved, amounts and frequency to make this process as seamless as possible. These can be set up again in Southern Energy's Digital Banking starting October 1.
Q. How can I sign up for eStatements instead of paper statements?
A. Once you register for Digital Banking (accessible through Online or Mobile Banking), you will automatically be enrolled to receive eStatements. Once logged into your account, you can access your eStatements starting with the October 2025 statement by choosing "Accounts" and then selecting eStatements/Notices.
Q. Are there any resources available for Digital Banking?
Yes, visit us online at southernenergycu.org/digital-banking to see step-by-step tutorials for registering for Digital Banking, setting up a one-time or recurring transfer and sending a secure message.

Transition Information

Share (Savings), and Secondary Share (Savings) Accounts

Q. How will my Southern Energy Share Account differ from my Mutual Savings Share Account?

A. Your current Share Account will transition to Southern Energy's Share Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new Southern Energy Share Account.

Q. Will my Share Account number stay the same?

A. To ensure access to all functionality and services offered, your Share Account number and all other account numbers such as your Checking Account will need to be changed as part of this transition. You will receive a separate notification with your new account number(s) ahead of October 1, 2025.

Q. Do I need to make updates to ensure my direct deposit is deposited into my Share or Secondary Share Account?

A. On October 1, 2025, you will want to update any current direct deposits to your new Share Account number. You will receive a separate notification with your new account number(s) ahead of October 1, 2025.

Money Market Accounts

Q. How will my Southern Energy Money Market Account differ from my Mutual Savings Money Market Account?

A. Your current Money Market Account will transition to Southern Energy's Money Market Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new Southern Energy Money Market Account.

Q. Will I be able to write checks from my Southern Energy Money Market Account?

A. No. Check-writing privileges will be discontinued once your Money Market Account transitions to Southern Energy, but you will have the ability to transfer funds between your Money Market, Share and Checking Accounts within our Online Banking or Mobile Banking App.

Transition Information

Christmas Club Accounts

Q. How will my Southern Energy Christmas Club Account differ from my Mutual Savings Christmas Club Account?

A. Your current Christmas Club Account will transition to Southern Energy's Christmas Club Account. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new Southern Energy Christmas Club Account.

Q. When will Southern Energy's Christmas Club funds be distributed and how will I receive my funds?

A. Just as it is now, your Christmas Club Account funds will be distributed to your Share Account each year in October.

Q. How can I make it easier to save more for the holidays?

A. To create more automated savings, consider setting up recurring transfers to your Christmas Club Account within our Online Banking or Mobile Banking App.

Vacation Club Accounts

Q. How will my Mutual Savings Vacation Club Account transition to a Southern Energy Account?

A. Your current Mutual Savings Vacation Club Account will transition to a Southern Energy Secondary Share Account. Our Secondary Share Account makes it easy to save for specific goals. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding your new Southern Energy Secondary Share Account.

Certificates of Deposit (CDs) or IRA Certificates of Deposit (IRA CDs)

Q. Will my current Mutual Savings CDs or IRA CDs transition over to Southern Energy?

A. Yes. The terms of your current Mutual Savings CDs will remain the same until maturity. Beginning October 1, 2025, upon maturity, CDs will have a 5-business day grace period for modifications. Upon maturity and renewal of your CD, you will be given a Southern Energy Truth in Savings disclosure with detailed information on your new Southern Energy CD.

Q. How will I receive my CD or IRA CD dividends?

A. Your CD dividend will continue to be paid as it is currently.

Transition Information

Checking Accounts & Debit Cards



All Mutual Savings Checking Accounts will be converted to Southern Energy Checking Accounts. To ensure access to all functionality and services offered, your Checking Account number and all other account numbers associated with your Credit Union account will need to be changed as part of this transition. You will receive a separate notification with your new account number(s) ahead of October 1, 2025.

You'll enjoy interest paid monthly, no minimum balance requirement, and the ability to deposit checks remotely to your Checking Account via our Mobile Banking App. Please refer to the enclosed Truth in Savings disclosure for detailed information regarding Southern Energy Checking Accounts.

You will enjoy some new benefits with your debit card effective October 1, 2025:

- **Contactless "Tap to Pay" Technology:** Your new debit card will have the ability to tap your card to save time on your transactions and enjoy greater security.
- **Digital Banking Access:** You'll enjoy convenient account access through our Online Banking and Mobile Banking App. This will offer you real-time information on transactions, pending activity, ability to turn your card on or off, and more. See pages 3-5 of this Merger Guide for details on Digital Banking.
- **Digital Wallet Access:** Your new debit card is compatible with Apple Pay®, Samsung Pay®, or Google Pay™. Learn more about digital wallets by visiting our blog post at southernenergycu.org/digital-wallets-give-added-convenience-security.
- **Instant Card Issue:** For added convenience, if your card is lost, stolen or broken, many of our branches can issue you a new card the same day for pick up.

Q. Will I receive a new debit card?
A. Yes. If you have a Mutual Savings Debit Card, it will continue to function as it does now until September 30, 2025. You will receive a new card with a new number and details on the timeline for activating your new card ahead of October 1, 2025.
Q. How can I find fee-free ATMs to use starting October 1, 2025?
A. Just as you do now, you'll continue to have access to your Checking Account at more than 30,000 surcharge-free ATMs nationwide through the CO-OP Shared Network. Learn more about this convenient access on page 12.
Q. Will there be any disruption to debit card service during the transition?
A. Between September 30 and October 1, 2025, although unlikely, you may experience intermittent interruptions to the use of your debit card. We will do everything possible to limit any interruptions. We encourage you to check your current balance ahead of this time.
Q. Will I need to change any automatic payments tied to my current Mutual Savings Checking Account?
A. No. Any existing automatic payments currently tied to your Mutual Savings Checking Account and routing number will continue to process as they do they. Any future payments you set up tied to your Southern Energy Checking Account will need to use your Southern Energy Checking Account number and routing number (262087609).

Transition Information

Checking Accounts & Debit Cards (continued)

Q. Will I need to change any automatic payments tied to my current Mutual Savings debit or credit card?
A. Yes. Any automatic payments currently tied to your Mutual Savings debit card or credit card will need to be updated with the merchant starting October 1 for debit card and October 13 for credit card. Prior to September 30, we encourage you to review any automatic payments currently set up, noting merchants, amounts and dates to make this process as seamless as possible.
Q. Can I continue using the Mutual Savings checks I have?
A. You can continue using your current checks until further notice. When reordering checks, you will want to update your Southern Energy account number and routing number.
Q. Will my Southern Energy Checking Account have overdraft protection?
A. Southern Energy Checking Accounts offer overdraft protection from your Share Account. If you previously elected to have overdraft protection from your Share Account at Mutual Savings, your overdraft protection will continue with your Southern Energy Checking Account. If you would like to change this, reach out to your local branch or our Contact Center at 1-800-249-2726 on or after October 1, 2025. Please refer to the enclosed Overdraft Services Consent for detailed information regarding overdraft protection.
Q. Can I link my new Southern Energy Checking Account to a loan product for overdraft protection?
A. If you have utilized a Mutual Savings Overdraft Loan previously, these loans will no longer function as overdraft protection for your Checking Account. Please refer to the enclosed Overdraft Services Consent for detailed information regarding overdraft protection.
Q. If I want to set up a direct deposit to or a draft charge from my Checking Account, what account number should I use?
A. To ensure access to all functionality and services offered, your Checking Account number and all other account numbers associated with your Credit Union account will need to be changed as part of this transition. Mutual Savings members will receive an additional mailing with more details. For any direct deposit or draft charge taking place on or after October 1, 2025, you will want to update your account number and routing number (262087609) with your employer or the merchant involved.
Q. How do I reorder checks?
A. Information is available on our website about check reorders, or you can reach out to your local branch or our Contact Center with any questions.

Transition Information

Credit Cards



Current Mutual Savings Visa® Credit Cardholders will receive a new Southern Energy Visa® Rewards Credit Card in the mail ahead of October 13, 2025. Your existing Mutual Savings Credit Card will continue to function through October 12, 2025, and you will be able to activate and begin using your new Southern Energy Visa Rewards Credit Card on October 13, 2025. Mutual Savings cardholders will receive an additional mailing with more details.

You will be automatically enrolled in uChoose Rewards® and will start earning points the first time you make a transaction with your Southern Energy Rewards Credit Card. You'll earn a highly competitive 1.75% points on every \$1.00 you spend. The uChoose Rewards program allows you to redeem points on your credit card purchases to use toward cash back as a statement credit, shopping, travel, event tickets, gift cards and more. Learn more at southernenergycu.org/visa-rewards-card.

You will also enjoy these new benefits with your credit card effective October 13, 2025:

- **Contactless "Tap to Pay" Technology:** Your new credit card will have the ability to tap your card to save time on your transactions and enjoy greater security.
- **Digital Banking Access:** You'll enjoy convenient account access through our Online Banking and Mobile Banking App. This will offer you real-time information on transactions, pending activity, payment information, ability to turn your card on or off, and more. See pages 3-5 for details on Digital Banking.
- **Digital Wallet Access:** Your new credit card is compatible with Apple Pay®, Samsung Pay®, or Google Pay™. Learn more about digital wallets by visiting our blog post at southernenergycu.org/digital-wallets-give-added-convenience-security.
- **Instant Card Issue:** For added convenience, if your card is lost, stolen or broken, many of our branches can issue you a new card the same day for pick up.

Q. Can I continue using my Mutual Savings Visa® Credit Card?
A. No. Your existing card will not work after October 12, 2025, but your new card can be activated on October 13, 2025.
Q. Will my Mutual Savings card history transfer to my new card number so I have access to the information if needed?
A. You will be able to access your credit card history online starting October 13, 2025, by accessing your credit card account through our Digital Banking platform. This will not include history prior to October 13.
Q. Will I need to update payment information for my new card with current recurring payments tied to my existing Mutual Savings Visa Credit Card?
A. To ensure there is no interruption in recurring or preauthorized payments (utility companies, gym memberships, subscription services etc.), contact the merchant immediately on or after October 13, 2025, with the new card number and expiration date.
Q. Will my Visa Credit Card rewards continue?
No, we encourage you to review your current ScoreCard™ Rewards balance and redemption options. Cardholders will receive an additional mailing with more information.
You will be automatically enrolled in uChoose Rewards and will start earning points the first time you make a transaction with your Southern Energy credit card. You'll earn a highly competitive 1.75% points on every \$1.00 you spend. Plus, you can earn additional points by shopping in-store or online with participating retailers. Mutual Savings cardholders will receive an additional mailing with more details.

Transition Information

Loans

If you currently have a loan with Mutual Savings, your current loan rates, terms and conditions will remain the same after conversion unless otherwise noted.

What's changing effective October 1, 2025?

If you have utilized a Mutual Savings Overdraft Loan previously, this loan will no longer function as overdraft protection for your Checking Account. Please refer to the enclosed Overdraft Services Consent for detailed information regarding overdraft protection for your Checking Account.

Instant transfers from your Line of Credit to your Checking Account will be available in Online and Mobile Banking. See pages 3-5 of this Merger Guide for details on Digital Banking.

Q. Will my loan due date(s) change?
Current payment due dates will remain in place for the life of your loan.
Q. Where can I see my loan account number, balance, payment amount and amount due?
A. You will be able to view your loan details in Online and Mobile Banking. To see your account number, once logged into Online Banking or our Mobile Banking App, on the Account Summary screen, click on the loan account name, such as <i>First Mortgage</i> , which will show you recent history after October 1. Click Details near the top of the screen and then select Show Full Account Number .
Q. Will recurring payments or transfers continue?
A. Current Mutual Savings online and mobile banking transfers will not transfer over. You will need to set these up using Southern Energy's Digital Banking on or after October 1, 2025.
Q. How can I make my loan payments with Southern Energy Credit Union?
A. Starting October 1, 2025, you will make your loan payments payable to Southern Energy Credit Union. We offer several convenient options for loan payment. Choose the option that best fits your needs from our payment methods below. <ul style="list-style-type: none">• Digital Banking: Pay with a one-time or recurring transfer in our Online Banking or Mobile Banking App.• Branch: Stop by any branch.• Mail a Check: Note your loan number in your check's memo line and mail to Southern Energy Credit Union, PO Box 2288, Birmingham, AL 35201.• Contact Center: We can transfer your payment from your Southern Energy Share (Savings) or Checking Account to your loan, or we can make a payment using an external checking account or card.• Automated Teller System: Payments can be transferred from your Southern Energy Share (Savings) or Checking Account by calling 1-800-249-2726 and selecting "Automated Teller System" from the menu. See details for getting set up on page 12.

Convenient Account Access

Our Branches and CO-OP Network ATMs and Branches

As of October 1, 2025, we are proud to serve our members through 30 Southern Energy Credit Union locations across Georgia, Alabama and Mississippi, and Digital Banking, accessible through Online Banking or our Mobile Banking App.

Along with our 29 branches, when you're on the go or on the road, you can still conveniently access your accounts to make deposits or withdrawals and even transfer funds. Like Mutual Savings, Southern Energy Credit Union participates in the CO-OP Shared Branch Network, which means you have access to more than 30,000 surcharge-free ATMs and 5,600 Shared Branches throughout the country.

To find the nearest ATM or Shared Branch:

- Text* a zip code to 91989 to find nearby ATM and Shared Branch locations.
- Call 1-888-SITE-COOP (888-748-3266) to find a location by phone.
- Download the CO-OP ATM App* to your iPhone® or Android™ device.
- Visit co-opcreditunions.org/locator to locate ATMs and Shared Branches.



**Standard message and data rates may apply.*

iPhone is a trademark of Apple Inc., registered in the U.S. and other countries and regions. Android is a trademark of Google LLC.

The **Automated Teller System** allows members 24-hour phone access to your Southern Energy accounts. Through this system, you can perform transactions on your accounts at no charge. You can get set up for access at any branch or by calling our Contact Center at 1-800-249- 2726. Once your PIN has been set up, you can access the Automated Teller System by dialing 1-800-249- 2726 and selecting "Automatic Teller System" from the options listed. You will need your account number and PIN number.



As a reminder, we will never contact you requesting personal or account information, online banking credentials or to provide a code to confirm a transaction. If you receive a phone call, text or email requesting this information, do not share any information, and let us know immediately at 1-800-249-2726.

Review our tips to keep your account safe at southernenergycu.org/digital-banking-security.

Branch Locations

Alabama

Main Office

750 17th Street North
Birmingham, AL 35203

Anniston

925 Quintard Avenue

Chelsea

370 Chelsea Crossroads

Clanton

1872 7th Street South

Alabama Power Corporate Headquarters

600 18th Street North

Dothan

2220 Montgomery Highway

Energy Center (Colonnade)

3535 Colonnade Parkway

Gardendale

949 Main Street

Hoover

4725 Chace Circle

Hueytown

2901 Allison-Bonnett Drive

Jasper

706 20th Avenue East

Jasper Central

410 9th Avenue

Jasper West

2501 Highway 78 West

Mobile

150 St. Joseph Street

Montgomery

244 Dexter Avenue

Pelham

101 Huntley Parkway

Tattersall

6400 Tattersall Park Drive

Trussville

151 Main Street

Tuscaloosa

630 15th Street

Tuscaloosa Queen City

915 Queen City Avenue

West Mobile

6396 Airport Boulevard

Georgia

Athens

285 Newton Bridge Road

Forest Park

62 Lake Mirror Road

Georgia Power Corporate Headquarters

241 Ralph McGill Boulevard NE

Henry County

2500 Patrick Henry Parkway

Savannah

3101 Kilowatt Drive

Southern Company Corporate Headquarters

30 Ivan Allen Jr. Boulevard NW

Southern Company Gas Headquarters

10 Peachtree Place NE

Mississippi

Gulfport

2201 17th Street



Our dedicated Contact Center is available at 1-800-249-2726 Monday through Friday, 9am-6pm Eastern, 8am-5pm Central. Calls received outside of these hours will be answered by our after-hours team who can handle basic transaction, balance, and inquiry requests.



Southern Energy
CREDIT UNION

750 17th Street North
Birmingham, Alabama 35203
205-226-6800
southernenergycu.org

MEMBERSHIP AND ACCOUNT AGREEMENT

This Agreement covers your rights and responsibilities concerning your accounts and the rights and responsibilities of Southern Energy Credit Union (Credit Union). In this Agreement, the words "you," "your," and "yours" mean anyone who signs an Account Card, Account Change Card, Member Services Request, or any other account opening document (Account Card), or for whom membership and/or service requests are approved through the Credit Union's online application and authentication process. The words "we," "us," and "our" mean the Credit Union. The word "account" means any one or more share or deposit accounts you have with the Credit Union.

Your account type(s) and ownership features are designated by you on your Account Card or through the Credit Union's online application and authentication process. By signing an Account Card or authenticating your request, each of you, jointly and severally, agree to the terms and conditions in this Agreement, and any Account Card, Funds Availability Policy Disclosure, Truth-in-Savings Disclosure, Electronic Fund Transfers Agreement and Disclosure, Privacy Disclosure, or Account Receipt accompanying this Agreement, the Credit Union Bylaws or Code of Regulations (Bylaws), Credit Union policies, and any amendments, including additions, deletions, or other changes, made to these documents from time to time that collectively govern your membership, accounts and services.

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT - To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, if applicable, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

1. MEMBERSHIP ELIGIBILITY - To join the Credit Union, you must meet the membership requirements, which may include the purchase and maintenance of the minimum required share(s) (hereinafter membership share), paying a membership fee, or other requirement(s) as set forth in the Credit Union's bylaws. You authorize us to check your account, credit and employment history, and obtain reports from third parties, including credit and consumer reporting agencies, to verify your eligibility for the accounts, products and services you request and for other accounts, products, or services we may offer you or for which you may qualify.

2. INDIVIDUAL ACCOUNTS - An individual account is an account owned by one member who has qualified for credit union membership. If the account owner dies, the interest passes, subject to applicable law, to the account owner's estate or Payable on Death (POD) payee, subject to other provisions of this Agreement governing our protection for honoring transfer and withdrawal requests of an owner or owner's agent prior to notice of an owner's death, any security interest or pledge granted by the account owner, and our statutory lien rights.

3. JOINT ACCOUNTS - A joint account is an account owned by two or more persons.

a. Rights of Survivorship. Unless otherwise stated on the Account Card or documented through the Credit Union's online application and authentication process, a joint account includes rights of survivorship. This means that when one owner dies, all sums in the account will pass to the surviving owner(s). For a joint account without rights of survivorship, the deceased owner's interest passes to his or her estate. A surviving owner's interest is subject to the Credit Union's statutory lien for the deceased owner's obligations and to any security interest or pledge granted by a deceased owner, even if a surviving owner did not consent to it.

b. Control of Joint Accounts. Any owner is authorized and deemed to act for any other owner(s) and may instruct us regarding transactions and other account matters. Each owner guarantees the signature or authenticated request of any other owner(s) and authorizes each account owner to endorse checks and other items in each other's name for deposit or presentment to the Credit Union. Any owner may withdraw or transfer funds, pledge to us all or any part of the shares, or stop payment on items without the consent of the other owner(s). We have no duty to notify any owner(s) about any transaction. We reserve the right to require written consent of all owners for any change to or termination of an account. If we receive written notice of a dispute between owners or inconsistent instructions from them, we may suspend or terminate the account and require a court order or written consent from all owners in order to act.

c. Joint Account Owner Liability. If an item deposited in a joint account is returned unpaid, a joint account is overdrawn, or if we do not receive final payment on a transaction, the owners, jointly and severally, are liable to us for any returned item, overdraft, or unpaid amount and for any related fees and charges, regardless of who initiated or benefited from the transaction. If any account owner is indebted to us, we may enforce our rights against any account of the indebted owner, including all funds in the joint account, regardless of who contributed the funds.

4. POD DESIGNATIONS - A Payable on Death (POD) account designation is an instruction by an account owner to us that an account so designated is payable to the owner or owner(s) during their lifetimes, and upon the death of the last account owner, is payable to any named and surviving POD payee designated on your Account Card. The account owner may revoke or change a POD payee designation at any time by written instruction to us. Accounts payable to more than one owner are owned jointly with rights of survivorship and, when the last account owner dies, are payable to all surviving POD payees. If two or more POD payees survive, they will own the funds jointly in equal shares without rights of survivorship. Any POD payee designation shall not apply to joint accounts without rights of survivorship, and Individual Retirement Accounts (IRAs) which shall be governed by a separate beneficiary designation. We shall at no time have any obligation whatsoever to notify any payee of the existence of any account or the vesting of the payee's interest in any account, except as otherwise provided by law.

5. ACCOUNTS FOR MINORS - We may require any account established by a minor to be a joint account with an owner who has reached the age of majority under state law and who shall be jointly and severally liable to us for any returned item, overdraft, or unpaid amount on such account and for any related fees and charges. We may pay funds directly to the minor without regard to his or her minority. Unless a guardian or parent is an account owner, the guardian or parent shall not have any account access rights. We have no duty to inquire about the use or purpose of any transaction except as required by applicable law. We may not change the account status when the minor reaches the age of majority unless the change is authorized in writing by all account owners.

6. ALABAMA UNIFORM TRANSFERS TO MINORS ACCOUNT - A Uniform Transfers to Minors Account (UTMA) is an individual account created by a custodian who deposits funds as an irrevocable gift to a minor. The minor to whom the gift is made is the beneficiary of the custodial property in the account. The custodian has possession and control of the account for the exclusive right and benefit of the minor and, barring a court order otherwise, is the only party authorized to make deposits, withdrawals, or close the account. We have no duty to inquire about the use or purpose of any transaction except as required by applicable law. If the custodian dies, we may suspend the account until we receive instructions from any person authorized by law to withdraw funds or a court order authorizing withdrawals. The account will terminate and be distributed in accordance with applicable law.

7. AGENCY DESIGNATION ON AN ACCOUNT - An agency designation on an account is an instruction to us that the owner authorizes another person to make transactions as agent for the account owner regarding the accounts designated. An agent has no ownership interest in the account(s) or credit union voting rights. We have no duty to inquire about the use or purpose of any transaction made by the agent except as required by applicable law.

8. DEPOSIT OF FUNDS REQUIREMENTS - Funds may be deposited to any account, in any manner approved by the Credit Union in accordance with the requirements set forth in the Truth-in-Savings Disclosure. Deposits made by mail, at night depositories, or at unstaffed facilities are not our responsibility until we receive them. We reserve the right to refuse or to return any deposit.

a. Endorsements. We may accept transfers, checks, drafts, and other items for deposit into any of your accounts if they are made payable to, or to the order of, one or more account owners even if they are not endorsed by all payees. You authorize us to supply missing endorsements of any owners if we choose. If a check, draft, or item that is payable to two or more persons is ambiguous as to whether it is payable to either or both, we may process the check, draft, or item as though it is payable to either person. If an insurance, government, or other check or draft requires an endorsement, we may require endorsement as set forth on the item. Endorsements must be made on the back of the check or draft within 1½ inches of the top edge, although we may accept endorsements outside this space. However, any loss we incur from a delay or processing error resulting from an irregular endorsement or other markings by you or any prior endorser will be your responsibility. If we offer a remote deposit capture service and you have been approved to use the service to make deposits to your account, you agree that, prior to transmitting check or draft images, you will restrictively endorse each original check or draft in accordance with any other agreement with us that governs this service.

b. Collection of Items. We act only as your agent and we are not responsible for handling items for deposit or collection beyond the exercise of ordinary care. We are not liable for the loss of an item in transit or the negligence of any correspondent. Each correspondent will only be liable for its own negligence. We may send any item for collection. Items drawn on an institution located outside the United States are handled on a collection basis only. You waive any notice of nonpayment, dishonor, or protest regarding items we purchase or receive for credit or collection to your account. We reserve the right to pursue collection of previously dishonored items at any time, including giving a payor financial institution extra time beyond any midnight deadline limits.

c. Restrictive Legends. Some checks and drafts contain restrictive legends or similar limitations on the front of the item. Examples of restrictive legends include "two signatures required," "void after 60 days," and "not valid over \$500.00." We are not liable for payment of any check or draft contrary to a restrictive legend or other limitation contained in or on the item unless we have specifically agreed in writing to the restriction or limitation.

d. Final Payment. All checks, drafts, automated clearinghouse (ACH) transfers or other items credited to your account are provisional until we receive final payment. If final payment is not received, we may charge your account for the amount of such items and impose a returned item fee on your account. Any collection fees we incur may be charged to your account. We reserve the right to refuse or return any item or fund transfer.

e. Direct Deposits. We may offer direct deposit services, including preauthorized deposits (e.g., payroll checks, Social Security or retirement checks, or other government checks) or preauthorized transfers from other accounts. You must authorize direct deposits or preauthorized transfers by completing a separate authorization document or process. You must notify us if you wish to cancel or change a direct deposit or preauthorized transfer. Any cancellation or change will become effective once we receive notice from you and have a reasonable period of time to act on your request. If your account is overdrawn, you authorize us to deduct the amount your account is overdrawn from any deposit, including deposits of government payments or benefits. If we are required to reimburse the U.S. Government for any benefit payment directly deposited into your account, we may deduct the amount returned from any of your accounts, unless prohibited by law.

f. Crediting of Deposits. Deposits will be credited to your account on the day we consider them received as stated in our Funds Availability Policy Disclosure.

g. Notification. The Credit Union shall not be obligated to notify you that a non-cash item has been dishonored or not otherwise collected.

9. ACCOUNT ACCESS

a. Authorized Signature. Your signature on the Account Card, or authentication and approval of your account, authorizes your account access. We will not be liable for refusing to honor any item or instruction if we believe the signature is not genuine. If you have authorized the use of a facsimile signature, we may honor any check or draft that appears to bear your facsimile signature, even if it was made by an unauthorized person. You authorize us to honor transactions initiated by a third person to whom you have given your account information, even if you do not authorize a particular transaction.

b. Access Options. You may access your account(s) in any manner we permit including, for example, in person at one of our branch offices, at an ATM or point-of-sale device, or by mail, telephone, automatic transfer, internet access or mobile application. We may return as unpaid any check or draft drawn on a form we do not provide, and you are responsible for any losses, expenses or fees we incur as a result of handling such a check or draft. We have the right to review and approve any form of power of attorney and may restrict account withdrawals or transfers. We may refuse to honor a power of attorney if our refusal is conducted in accordance with applicable state law.

c. Credit Union Examination. We may disregard any information on any check or draft other than the signature of the drawer, the amount of the item, and any magnetic encoding. You agree that we do not fail to exercise ordinary care in paying an item solely because our procedures do not provide for sight examination of items.

10. FUNDS TRANSFERS - Funds transfers we permit that are subject to Article 4A of the Uniform Commercial Code, such as wire transfers, will be subject to such provisions of the Uniform Commercial Code as enacted by the state where the main office of the Credit Union is located, except as otherwise provided in this Agreement. ACH transfers are subject to Nacha rules. We may execute certain requests for funds transfers by Fedwire which are subject to the Federal Reserve Board's Regulation J.

a. Authorization for Transfers/Debiting of Accounts. You may make or order funds transfers to or from your account. We will debit your account for the amount of a funds transfer from your account and will charge your account for any fees related to the transfer.

b. Right to Refuse to Make Transfers/Limitation of Liability. Unless we agree otherwise in writing, we reserve the right to refuse to execute any payment order to transfer funds to or from your account. We are not obligated to execute any payment order to transfer funds out of your

account if the amount of the requested transfer plus applicable fees exceeds the available balance in your account. We are not liable for errors, delays, interruptions or transmission failures caused by third parties or circumstances beyond our control including mechanical, electronic or equipment failure. In addition, we will not be liable for consequential, special, punitive or indirect loss or damage you may incur in connection with funds transfers to or from your account.

c. No Notice Required. We will not provide you with notice when funds transfers are credited to your account. You will receive notice of such credits on your account statements. You may contact us to determine whether a payment has been received.

d. Interest Payments. If we fail to properly execute a payment order and such action results in a delay in payment to you, we will pay you dividends or interest, whichever applies to your account, for the period of delay as required by applicable law. You agree that the dividend or interest rate paid to you will be based on the lowest nominal dividend or interest rate we were paying on any account during that period.

e. Provisional Credit for ACH Transactions. We may provisionally credit your account for an ACH transfer before we receive final settlement. If we do not receive final settlement, we may reverse the provisional credit or require you to refund us the amount provisionally credited to your account, and the party originating the transfer will not be considered to have paid you.

f. Payment Order Processing and Cut-off Times. Payment orders we accept will be executed within a reasonable time of receipt. Unless we have agreed otherwise in writing, a payment order may not necessarily be executed on the date it is received or on a particular date you specify. Cut-off times may apply to the receipt, execution and processing of funds transfers, payment orders, cancellations, and amendments. Funds transfers, payment orders, cancellations, and amendments received after a cut-off time may be treated as having been received on the next funds transfer business day. Information about any cut-off times is available upon request. From time to time, we may need to temporarily suspend processing of a transaction for greater scrutiny or verification in accordance with applicable law. This action may affect settlement or availability of the transaction.

g. Identifying Information. If your payment order identifies the recipient and any financial institution by name and account or other identifying number, the Credit Union and any other financial institutions facilitating the transfer may rely strictly on the account or other identifying number, even if the number identifies a different person or financial institution.

h. Amendments and Cancellations of Payment Orders. Any account owner may amend or cancel a payment order regardless of whether that person initiated the order. We may refuse requests to amend or cancel a payment order that we believe will expose the Credit Union to liability or loss. Any request to amend or cancel a payment order that we accept will be processed within a reasonable time after it is received. You agree to hold us harmless from and indemnify us for all losses and expenses resulting from any actual or attempted amendment or cancellation of a payment order.

i. Security Procedures. We may require you to follow a security procedure to execute, amend or cancel a payment order so that we may verify the authenticity of the order, amendment or cancellation. You agree that the security procedure established by separate agreement between you and the Credit Union is commercially reasonable. If you refuse to follow a commercially reasonable security procedure that we offer, you agree to be bound by any payment order, whether authorized or not, that is issued in your name and accepted by us in good faith in accordance with the security procedure you choose.

j. Duty to Report Unauthorized or Erroneous Funds Transfers. You must exercise ordinary care to identify and report unauthorized or erroneous funds transfers on your account. You agree that you will review your account(s) and periodic statement(s). You further agree you will notify us of any unauthorized or erroneous transfers within the time frames described in the "Statements" section of this Agreement.

k. Recording Telephone Requests. You agree that we may record payment order, amendment and cancellation requests as permitted by applicable law.

l. Remittance Transfers. A "remittance transfer" is an electronic transfer of funds of more than \$15.00 which is requested by a sender and sent to a designated recipient in a foreign country by a remittance transfer provider. If we act as a remittance transfer provider and conduct a remittance transfer(s) on your behalf, the transaction(s) will be governed by 12 C.F.R. part 1005, subpart B - Requirements for remittance transfers. Terms applicable to such transactions may vary from those disclosed herein and will be disclosed to you at the time such services are requested and rendered in accordance with applicable law.

11. ACCOUNT RATES AND FEES - We pay account earnings and assess fees against your account as set forth in the Truth-in-Savings Disclosure and Schedule of Fees and Charges. We may change the Truth-in-Savings Disclosure or Schedule of Fees and Charges at any time and will notify you as required by law.

12. TRANSACTION LIMITATIONS

a. Withdrawal Restrictions. We will pay checks or drafts, permit withdrawals, and make transfers from the available balance in your account. The availability of funds in your account may be delayed as described in our Funds Availability Policy Disclosure. We may also pay checks or drafts, permit withdrawals, and make transfers when you have an insufficient available balance in your account if you have established an overdraft protection plan or, if you do not have such a plan with us, in accordance with our overdraft payment policy.

We may refuse to allow a withdrawal in some situations and will advise you accordingly if, for example: (1) there is a dispute between account owners (unless a court has ordered the Credit Union to allow the withdrawal); (2) a legal garnishment or attachment is served; (3) the account secures any obligation to us; (4) required documentation has not been presented; (5) you fail to repay a credit union loan on time; or (6) we deem it necessary for any other reason allowed by applicable law. We may require you to give written notice of 7 to 60 days before any intended withdrawals.

b. Transfer Limitations. We may limit the dollar amount or the number of transfers from your account. Please consult your Truth-in-Savings Disclosure or your Electronic Fund Transfers Agreement and Disclosure.

13. CERTIFICATE ACCOUNTS - Any term share, share certificate, time deposit or certificate of deposit account (certificate account), whichever we offer as allowed by applicable federal or state law, is subject to the terms of this Agreement, the Truth-in-Savings Disclosure, the Account Receipt for each account, and any other documents we provide for the account, the terms of which are incorporated herein by reference.

14. OVERDRAFTS

a. Payment of Overdrafts. If, on any day, the available balance in your share or deposit account is not sufficient to pay the full amount of a check, draft, transaction, or other item, plus any applicable fee, that is posted to your account, we may return the item or pay it, as described below. The Credit Union's determination of an insufficient available account balance may be made at any time between presentation and the Credit Union's midnight deadline with only one review of the account required. We do not have to notify you if your account does not have a sufficient available balance in order to pay an item. Your account may be subject to a fee for each item regardless of whether we pay or return the item. We may charge a fee each time an item is submitted or resubmitted for payment; therefore, you may be assessed more than one fee as a result of a returned item and resubmission(s) of the returned item.

If we offer standard overdraft services, this service allows us to authorize payment for the following types of transactions regardless of whether your share or deposit account has sufficient funds: (1) share drafts/checks and other transactions made using your checking account, except as otherwise described below; (2) automatic bill payments; (3) and ACH transactions. For ATM and one-time debit card transactions, you must affirmatively consent to such coverage. Without your consent, the Credit Union may not authorize and pay an ATM or one-time debit card transaction that will result in insufficient funds in your account. If you have established a service linking your share or deposit account with other individual or joint accounts, you authorize us to transfer funds from another account of yours to cover an insufficient item, including transfers from a share or deposit account, an overdraft line-of-credit account, or other account you so designate. Services and fees for these transactions are shown in the document the Credit Union uses to capture your affirmative consent and the Schedule of Fees and Charges.

Except as otherwise agreed in writing, if we exercise our right to use our discretion to pay such items that result in an insufficiency of funds in your account, we do not agree to pay them in the future and may discontinue coverage at any time without notice. If we pay these items or impose a fee that results in insufficient funds in your account, you agree to pay the insufficient amount, including the fee assessed by us, in accordance with our standard overdraft services or any other service you may have authorized with us or, if you do not have such protections with us, in accordance with any overdraft payment policy we have, as applicable.

b. How Transactions are Posted to Your Account. Basically, there are two types of transactions that affect your account: credits (deposits of money into your account) and debits (payments out of your account). It is important to understand how each is applied to your account so that you know how much money you have and how much is available to you at any given time. This section explains generally how and when we post transactions to your account.

Credits. Deposits are generally added to your account when we receive them. However, in some cases when you deposit a check, the full amount of the deposit may not be available to you at the time of deposit. Please refer to the Funds Availability Policy Disclosure for details regarding the timing and availability of funds from deposits.

Debits. There are several types of debit transactions. Common debit transactions are generally described below. Keep in mind that there are many ways transactions are presented for payment by merchants, and we are not necessarily in control of when transactions are received.

- **Checks.** When you write a check, it is processed through the Federal Reserve system. We receive data files of cashed checks from the Federal Reserve each day. The checks drawn on your account are compiled from these data files and paid each day. We process the payments from low to high dollar value.
- **ACH Payments.** We receive data files every day from the Federal Reserve with Automated Clearing House (ACH) transactions. These include, for example, automatic bill payments you have authorized. ACH transactions for your account are posted throughout the day in order of receipt.
- **PIN-Based Debit Card Purchase Transactions.** These are purchase transactions using your debit card for which a merchant may require you to enter your personal identification number (PIN) at the time of sale. They are processed through a PIN debit network. These transactions are similar to ATM withdrawal transactions because the money is usually deducted from your account immediately at the time of the transaction. However, depending on the merchant, a PIN-based transaction may not be immediately presented for payment.
- **Signature-Based Debit Card Purchase Transactions.** These are purchase transactions using your debit card that are processed through a signature-based network. Rather than entering a PIN, you typically sign for the purchase; however, merchants may not require your signature for certain transactions. Merchants may seek authorization for these types of transactions. The authorization request places a hold on funds in your account when the authorization is completed. This is referred to as an "authorization hold". An authorization hold will reduce your available balance by the amount authorized but will not affect your actual balance. The transaction is subsequently processed by the merchant and submitted to us for payment. This can happen hours or sometimes days after the transaction, depending on the merchant and its payment processor. These payment requests are received in real time throughout the day and are posted to your account when they are received.

The amount of an authorization hold may differ from the actual payment because the final transaction amount may not yet be known to the merchant when you present your card for payment. For example, if you use your debit card at a restaurant, a hold will be placed in an amount equal to the bill presented to you; but when the transaction posts, it will include any tip that you may have added to the bill. This may also be the case where you present your debit card for payment at gas stations, hotels and certain other retail establishments. We cannot control how much a merchant asks us to authorize, or when a merchant submits a transaction for payment.

For debit card transactions involving merchant authorization holds, there may be a delay between the hold being applied and the transaction posting to your account. During the delay, intervening transactions may impact the available balance in your account. It is important to keep in mind that we check your available balance both at the time the merchant's authorization request is received and again when the transaction settles and posts to your account. If your available balance is insufficient to cover the amount of the merchant's authorization request, we will decline the request. If your available balance is sufficient to cover the merchant's authorization request, the request will be approved, and an authorization hold in the amount of the request will be placed on your account. The transaction will be subsequently processed by the merchant and submitted to us for payment. If the transaction settles and posts to your account at a time when the available balance is insufficient to pay the transaction without causing an overdraft (i.e., posting the transaction results in an available balance of less than \$0), we will charge you a fee for overdrawing your account, even though the available balance in your account was sufficient to cover the transaction at the time it was authorized.

The following example illustrates how this works:

Assume your actual and available balances are both \$40, and you use your debit card at a restaurant to pay your bill totaling \$30. If the restaurant requests authorization in the amount of \$30, an authorization hold is placed on \$30 in your account. Your available balance is only \$10, but the actual balance remains \$40. Before the restaurant charge is sent to us for payment, a check that you

wrote for \$40 is presented for payment. Because your available balance is only \$10 due to the \$30 authorization hold, your account will be overdrawn by \$30 when the check transaction is posted to your account even though your actual balance is \$40. In this example, if we pay the \$40 check in accordance with our standard overdraft services, we will charge you a fee for overdrawing your account as disclosed in the Schedule of Fees and Charges. The fee will also be deducted from your account, further increasing the overdrawn amount. In addition, when the restaurant charge is finally submitted to us for payment, we will release the authorization hold and pay the transaction amount to the restaurant. The transaction amount may be \$30 or a different amount (for example, if you added a tip). Because the amount of the restaurant charge exceeds your available balance at the time the charge is settled (i.e., at the time the merchant or its financial institution requests payment or the transaction posts to your account), we will charge you another fee for overdrawing your account, even though you had a sufficient available balance in your account at the time the restaurant charge was authorized and approved.

This is a general description of certain types of transactions. These practices may change, and we reserve the right to pay items in any order we choose as permitted by law.

c. Understanding Your Account Balance. Your share draft account has two kinds of balances: the actual balance and the available balance. Your actual balance reflects the full amount of all deposits to your account as well as payment transactions that have been posted to your account. It does not reflect checks you have written and are still outstanding or transactions that have been authorized but are still pending. Your available balance is the amount of money in your account that is available for you to use. Your available balance is your actual balance less: (1) holds placed on deposits; (2) holds on debit card or other transactions that have been authorized but are not yet posted; and (3) any other holds, such as holds related to pledges of account funds and minimum balance requirements or to comply with court orders. We use your available balance to determine whether there are sufficient funds in your account to pay items, including checks and drafts, as well as ACH, debit card and other electronic transactions. Pending transactions and holds placed on your account may reduce your available balance and may cause your account to become overdrawn regardless of your actual balance. In such cases, subsequent posting of the pending transactions may further overdraw your account and be subject to additional fees. You should assume that any item which would overdraw your account based on your available balance may create an overdraft. You may check your available balance online at SOUTHERNENERGYCU.ORG, by visiting a credit union branch or by calling us at 205.226.6800.

d. Discretionary Overdraft Privilege. The Member Service Agreement controls the duties, obligations, and rights with the credit union with regard to your checking account.

Overdraft Privilege is not a line of credit. However, if you inadvertently overdraw your account, we will have the discretion to pay the overdraft, subject to the limit of your Overdraft Privilege and the amount of the overdraft fee. Southern Energy Credit Union is not obligated to pay any item presented for payment if your account does not contain sufficient available funds. Any discretionary payment by the Credit Union of an overdraft check (or item, such as a visa debit card purchase) does not obligate the Credit Union to pay any other overdraft check (or item), or to provide prior notice of its decision to refuse to pay such check (or item).

Now and in the future, if your account (primarily used for personal and household purposes) has been open for at least ninety (90) days, and thereafter you maintain your account in good standing, which includes at least:

- A) Bringing your account to a positive balance within every thirty (30) day period for a minimum period of 24 hours;
- B) Not being in default on any loan or other obligation to Southern Energy Credit Union; and
- C) Not being subject to any legal or administrative order or levy.

The Credit Union will have the discretion to pay overdrafts within the Overdraft Privilege limit, but payment by the Credit Union is a discretionary courtesy and not a right of the member or an obligation of the Credit Union. The Credit Union in its sole and absolute discretion can cease paying overdrafts at any time without prior notice of reason or cause.

The Overdraft Privilege for checking accounts will generally be limited to a maximum of \$750 overdraft (negative) balance. Of course, any and all fees and charges, including without limitation the non-sufficient funds fees (as set forth in our Schedule of Fees and Charges and Membership and Account Agreement), will be included as part of this maximum amount. It may be possible that your account will become overdrawn in excess of the Overdraft Privilege amount as a result of the assessment of a fee. Transactions may not be processed in the order in which they occurred, and the order in which transactions are received and processed may impact the total amount of fees incurred.

The total of the discretionary Overdraft Privilege (negative) balance, which includes any and all fees and charges, including all non-sufficient funds/overdraft fees is due and payable upon demand, and each of you will continue to be liable, jointly and severally, for all such amounts, as described in the Membership and Account Agreement. Our standard overdraft fee will be imposed for overdrafts created by checks, ACH, one-time debit card transactions, bill pay, in-person withdrawals, or by other electronic means.

In order to avoid overdrafts due to one-time debit card transactions, the credit union will place a hold on your account for any one-time debit card transaction authorized until the transaction settles.

Members may opt out of the Overdraft Privilege services for check, ACH, bill payment and debit card transactions at any time by contacting one of our account services representatives.

15. POSTDATED AND STALEDATED CHECKS OR DRAFTS - You agree not to issue any check or draft that is payable on a future date (postdated). If you do draw or issue a check or draft that is postdated and we pay it before that date, you agree that we shall have no liability to you for such payment. You agree not to deposit checks, drafts, or other items before they are properly payable. We are not obligated to pay any check or draft drawn on your account that is presented more than six months past its date; however, if the check or draft is paid against your account, we will have no liability for such payment.

16. STOP PAYMENT ORDERS

a. Stop Payment Order Request. Any owner may request a stop payment order on any check or draft drawn on the owner's account. To be binding, the order must accurately describe the check or draft, including the exact account number, check or draft number, and amount of the check or draft. This exact information is necessary for the Credit Union to identify the check or draft. If we receive incorrect or incomplete information, we will not be responsible for failing to stop payment on the check or draft. In addition, we must receive sufficient advance notice of the stop payment order to allow us a reasonable opportunity to act on it. If we recredit your account after paying a check or draft over a valid and timely stop payment order, you agree to sign a statement describing the dispute with the payee, to assign to us all of your rights against the payee or other holders of the check or draft, and to assist us in any legal action.

Stop payment orders for preauthorized debit transactions from your account are governed by Regulation E. Please refer to the Electronic Fund Transfers Agreement and Disclosure for rules regarding stop payments on preauthorized debit transactions.

b. Duration of Order. You may make an oral stop payment order which will lapse within 14 calendar days unless you confirm it in writing, or in a record if allowed by applicable law, within that time. A written stop payment order is effective for six months and may be renewed for additional six-month periods by submitting a renewal request in writing, or in a record if allowed by applicable law, before the stop payment order then in effect expires. We do not have to notify you when a stop payment order expires.

c. Liability. Fees for stop payment orders are set forth in the Truth-in-Savings Disclosure or Schedule of Fees and Charges. You may not stop payment on any certified check, cashier's check, teller's check, or any other check, draft, or payment guaranteed by us. Although payment of an item may be stopped, you may remain liable to any item holder, including us. You have the burden of establishing the fact and amount of loss resulting from the payment of an item contrary to a binding stop payment order. You agree to indemnify and hold the Credit Union harmless from all costs, including attorney's fees and all damages or claims related to our refusal to pay an item, as well as claims of any joint account owner or of any payee or endorsee for failing to stop payment of an item as a result of incorrect information provided by you.

17. CREDIT UNION LIABILITY - If we do not properly complete a transaction according to this Agreement, we will be liable for your losses or damages not to exceed the amount of the transaction, except as otherwise provided by law. We will not be liable if, for example: (1) your account contains an insufficient available balance for the transaction; (2) circumstances beyond our control prevent the transaction; (3) your loss is caused by your or another financial institution's negligence; or (4) your account funds are subject to legal process or other claim. We will not be liable for consequential damages, except liability for wrongful dishonor. We are not responsible for a check or draft that is paid by us if we acted in a commercially reasonable manner and exercised ordinary care. We exercise ordinary care if our actions or nonactions are consistent with applicable state law, Federal Reserve regulations and operating letters, clearinghouse rules, and general financial institution practices followed in the area we serve. You grant us the right, in making payments of deposited funds, to rely exclusively on the form of the account and the terms of this Agreement. Any conflict regarding what you and our employees say or write will be resolved by reference to this Agreement.

18. CHECKS OR DRAFTS PRESENTED FOR PAYMENT IN PERSON - We may refuse to accept any check or draft drawn on your account that is presented for payment in person. Such refusal shall not constitute a wrongful dishonor of the check or draft, and we shall have no liability for refusing payment. If we agree to cash a check or draft that is presented for payment in person, we may require the presenter to pay a fee. Any applicable check or draft cashing fees are stated in the Schedule of Fees and Charges.

19. REMOTELY CREATED CHECKS OR DRAFTS - For purposes of this paragraph, "account" means a transaction account, credit account, or any other account on which checks or drafts may be drawn. A remotely created check or draft is a check or draft created by someone other than the person on whose account the check or draft is drawn. A remotely created check or draft is generally created by a third-party payee as authorized by the owner of the account on which the check or draft is drawn. Authorization is usually made over the telephone or through online communication. The owner of the account does not sign a remotely created check or draft. In place of the owner's signature, the remotely created check or draft usually bears a statement that the owner authorized the check or draft or bears the owner's printed or typed name. If you authorize a third party to draw a remotely created check or draft against your account, you may not later revoke or change your authorization. It is your responsibility to resolve any authorization issues directly with the third party. We are not required to credit your account and may charge against your account any remotely created check or draft for which the third party has proof of your authorization.

20. PLEDGE, RIGHT OF OFFSET AND STATUTORY LIEN - Unless prohibited by law, you pledge and grant as security for all obligations you may have now or in the future, except obligations secured by your principal residence, all shares and dividends and all deposits and interest, if any, in all accounts you have with us now and in the future. If you pledge a specific dollar amount in your account(s) for a loan, we will freeze the funds in your account(s) to the extent of the outstanding balance of the loan or, if greater, the amount of the pledge if the loan is a revolving loan. Otherwise, funds in your pledged account(s) may be withdrawn unless you are in default. You agree we have the right to offset funds in any of your accounts against the obligation owed to us. Federal or state law (depending upon whether we have a federal or state charter) gives us a lien on all shares and dividends and all deposits and interest, if any, in accounts you have with us now and in the future. Except as limited by federal or state law, the statutory lien gives us the right to apply the balance of all your accounts to any obligation on which you are in default. After you are in default, we may exercise our statutory lien rights without further notice to you.

Your pledge and our statutory lien rights will allow us to apply the funds in your account(s) to what you owe when you are in default, except as limited by federal or state law. If we do not apply or offset the funds in your account(s) to satisfy your obligation, we may place an administrative freeze on your account(s) in order to protect our statutory lien rights and may apply or offset the funds in your account(s) to the amount you owe us at a later time. The statutory lien and your pledge do not apply to any Individual Retirement Account or any other account that would lose special tax treatment under federal or state law if given as security. By not enforcing our right to apply or offset funds in your account(s) to your obligations that are in default, we do not waive our right to enforce these rights at a later time.

21. LEGAL PROCESS - If there is any dispute or legal action involving your account, such as a dispute over ownership of funds, or if a levy, garnishment, or attachment is brought against your account, we may refuse to pay out any money from your account or turn the funds over to a court until the dispute is resolved, as permitted by law. If we incur any expenses or attorney fees in responding to a dispute or legal process, such expenses may be charged against your account without prior notice to you, unless prohibited by law. Any legal process against your account is subject to our lien and security interest.

22. ACCOUNT INFORMATION - Upon request, we will give you the name and address of each agency from which we obtain a credit report regarding your account. We agree not to disclose account information to third parties except when: (1) it is necessary to complete a transaction; (2) the third party seeks to verify the existence or condition of your account, for example, to determine whether a check, draft or other item will clear if cashed; (3) such disclosure complies with the law or a government agency or court order; (4) you give us written permission; (5) or as otherwise permitted by applicable law.

23. NOTICES

a. Name or Address Changes. You are responsible for notifying us of any name or address change. The Credit Union is only required to attempt to communicate with you at the most recent address you have provided to us. We may require all name and address changes to be provided in writing. If we attempt to locate you, we may impose a service fee as set forth in the Truth-in-Savings Disclosure or Schedule of Fees and Charges.

b. Notice of Amendments. Except as prohibited by applicable law, we may amend this Agreement by adding, removing, or changing terms at any time. We will notify you, in a manner we deem appropriate under the circumstances, of any changes in terms, rates, or fees as required by law. We reserve the right to waive any term in this Agreement. Any such waiver shall not affect our right to future enforcement. The rights and authority of the Credit Union under this Agreement shall not be changed or terminated by any account owner except by written notice to us, which shall not affect transactions made prior to receipt of the notice and the Credit Union's opportunity to act upon and approve such changes.

c. Effect of Notice. Any written notice you give us is effective when we receive it. Any written notice we give to you is effective when it is provided electronically or is deposited in the U.S. mail, postage prepaid and addressed to you at your statement mailing address, and will be effective whether or not received by you. Notice to any account owner is considered notice to all account owners.

d. **Electronic Notices.** If you have agreed to receive notices electronically, we may send you notices electronically and discontinue mailing paper notices to you until you notify us that you wish to reinstate receiving paper notices.

24. TAXPAYER IDENTIFICATION NUMBER AND BACKUP WITHHOLDING - You agree that we may withhold taxes from any dividends or interest earned on your account as required by federal, state or local law or regulations. Your failure to furnish a correct Taxpayer Identification Number (TIN) or meet other requirements may result in backup withholding. If your account is subject to backup withholding, we must withhold and pay to the Internal Revenue Service a percentage of dividends, interest, and certain other payments. If you fail to provide your TIN within a reasonable time, we may suspend opening your account or close your account and return the balance to you, less any applicable service fees.

25. STATEMENTS

a. **Contents.** If we provide a periodic statement for your account, you will receive a periodic statement that shows the transactions and activity on your account during the statement period as required by applicable law. If a periodic statement is provided, you agree that only one statement is necessary for joint accounts. For share draft or checking accounts, you understand and agree that your original check or draft, when paid, becomes property of the Credit Union and may not be returned to you, but copies of the check or draft may be retained by us or by payable-through financial institutions and may be made available upon your request. You understand and agree that statements are made available to you on the date they are mailed to you or, if you have requested, on the date they are made available to you electronically. You also understand and agree that checks, drafts, or copies thereof are made available to you on the date the statement is mailed to you or is provided to you electronically, even if the checks or drafts do not accompany the statement.

b. **Examination.** You are responsible for promptly examining each statement upon receiving it and reporting any irregularities to us. If you fail to report any irregularities such as forged, altered, unauthorized, unsigned, or otherwise fraudulent items drawn on your account, erroneous payments or transactions, or other discrepancies that are reflected on your statement within 30 days of the date we sent or otherwise provided the statement to you, we will not be responsible for your loss. We also will not be liable for any items that are forged or altered in a manner not detectable by a reasonable person, including the unauthorized use of facsimile signature equipment.

Unauthorized electronic fund transfers governed by Regulation E are subject to different reporting periods. Please refer to the Electronic Fund Transfers Agreement and Disclosure for reporting requirements pertaining to electronic fund transfers.

c. **Notice to Credit Union.** You agree that the Credit Union's retention of checks or drafts does not alter or waive your responsibility to examine your statements or the time limit for notifying us of any errors. The statement will be considered correct for all purposes, and we will not be liable for any payment made or charge to your account unless you notify us in writing within the above time limit for notifying us of any errors. If you fail to receive a periodic statement, you agree to notify us within 14 days of the time you regularly receive a statement.

d. **Address.** If we mail you a statement, we will send it to the last known address shown in our records. If you have requested to receive your statement electronically, we will send the statement or notice of statement availability to the last e-mail address shown in our records.

26. INACTIVE ACCOUNTS - As allowed by applicable law, we may classify your account as inactive or dormant and assess a fee if you have not made any transactions in your account over a specified period of time. The period of inactivity, the fee for servicing an inactive or dormant account, and the minimum balance required to avoid the service fee, if any, are set forth in our Schedule of Fees and Charges. You authorize us to transfer funds from another account of yours to cover any service fees, if applicable. To the extent allowed by law, we reserve the right to transfer the account funds to an account payable or reserve account and to suspend any further account statements. If a deposit or withdrawal has not been made on the account and we have had no other sufficient contact with you within the period specified by state law, the account will then be presumed to be abandoned. Funds in abandoned accounts will be reported and remitted in accordance with state law. Once funds have been turned over to the state, we have no further liability to you for such funds. If you choose to reclaim such funds, you must apply to the appropriate state agency.

27. SPECIAL ACCOUNT INSTRUCTIONS - You may request that we facilitate certain trust, will, or court-ordered account arrangements. However, because we do not give legal advice, we cannot counsel you as to which account arrangement most appropriately meets the specific requirements of your trust, will, or court order. If you ask us to follow any instructions that we believe might expose us to claims, lawsuits, expenses, liabilities, or damages, whether directly or indirectly, we may refuse to follow your instructions or may require you to indemnify us or post a bond or provide us with other protection. We may require that account changes requested by you, or any account owner, such as adding or closing an account or service, be evidenced by a signed Account Change Card, Member Services Request, or other document which evidences a change to an account and accepted by us.

28. TERMINATION OF ACCOUNT - We may terminate your account at any time without notice to you or may require you to close your account and apply for a new account if, for example: (1) there is a change in owners or authorized signers; (2) there has been a forgery or fraud reported or committed involving your account; (3) there is a dispute as to the ownership of the account or of the funds in the account; (4) any share checks or drafts are lost or stolen; (5) there are excessive returned unpaid items not covered by an overdraft protection plan; (6) there has been any misrepresentation or any other abuse of any of your accounts; (7) we reasonably deem it necessary to prevent a loss to us; or (8) as otherwise permitted by law. You may terminate an individual or joint account by giving written notice and in a form acceptable to us. Each joint account owner agrees any account owner may revoke or terminate this Agreement and remove from ownership in the account any other account owner. Any removed joint account owner shall have no interest, rights or privileges in and to the account. Any revocation or termination of this Agreement shall not affect any prior statutory or consensual lien. We are not responsible for payment of any check, draft, withdrawal, transaction, or other item after your account is terminated; however, if we pay an item after termination, you agree to reimburse us.

29. TERMINATION OF MEMBERSHIP; LIMITATION OF SERVICES - You may terminate your membership by giving us written notice or by withdrawing your minimum required membership share, if any, and closing all of your accounts. You may be expelled from membership for any reason allowed by applicable law. We may restrict account access and services without notice to you when your account is being misused; you have demonstrated conduct which is abusive in nature; as outlined in any policy we have adopted regarding restricting services; or as otherwise permitted by law.

30. DEATH OR INCOMPETENCE - We may honor all transfer orders, withdrawals, deposits, and other transactions on an account until we know of a member's death or adjudication of incompetence. Even with such knowledge, we may continue to pay checks or drafts drawn on the deceased member's account for a period of ten days after the member's death unless we receive instructions from any person claiming an interest in the account to stop payment on the checks or drafts. To the extent permitted by law, we may require anyone claiming funds from a deceased owner's account to indemnify us for any losses we sustain if we honor that claim. This Agreement will be binding upon any heirs or legal representatives of any account owner.

31. UNLAWFUL INTERNET GAMBLING AND OTHER ILLEGAL ACTIVITIES - You agree that you are not engaged in unlawful internet gambling or any other illegal activity. You agree that you will not use any of your accounts, access devices or services for unlawful internet gambling or other illegal activities. We may terminate your account relationship if you engage in unlawful internet gambling or other illegal activities.

32. SEVERABILITY - If a court holds any portion of this Agreement to be invalid or unenforceable, the remainder of this Agreement shall not be invalid or unenforceable and will continue in full force and effect. All headings are intended for reference only and are not to be construed as part of the Agreement.

33. ATTORNEY FEES AND COLLECTION COSTS - You agree to pay all costs of collecting the overdraft amount or any other amount owed under the Agreement, including if the amount owed is greater than \$300 at the time of the collection, reasonable attorney's fees if the debt is referred for collection to an attorney who is not our employee, and if suit is filed, court costs.

34. ARBITRATION - Any claim related to your checking account or debit card or other deposit relationship with the credit union shall be resolved by binding arbitration administered by the American Arbitration Association under its Arbitration Rules. Any arbitration decision may be entered in any court having jurisdiction. The Credit Union retains all rights before, during, or after any arbitration including all court remedies, self-help remedies, set-off, cross-collateralization, consensual lien, statutory lien, any rights under this Agreement and all other legal methods. You waive your right to litigate a claim in a court or before a jury. You waive the right to participate in a class action lawsuit, class action arbitration or other representative action. In no event will the Credit Union be liable for special, consequential, punitive, indirect, lost profits or consequential damages or attorney's fees incurred by you.

35. GOVERNING LAW - This Agreement is governed by the following, as amended from time to time: the Credit Union's bylaws; local clearinghouse and other payment system rules; federal laws and regulations, including applicable principles of contract law; and the laws and regulations of the state of Alabama.

36. NEGATIVE INFORMATION NOTICE - We may report information about your loan, share, or deposit accounts to credit bureaus. Late payments, missed payments, or other defaults on your accounts may be reflected in your credit report.

37. MONITORING AND RECORDING COMMUNICATIONS - We may monitor and record communications between you and us, including telephone conversations, electronic messages, electronic records, or other data transmissions that affect your accounts or other products and services. Except as otherwise prohibited by applicable law, you agree we may monitor and record such communications without your approval or further notice to you.

38. CONSENT TO CONTACT - By signing or otherwise authenticating an Account Card, you agree we and/or our third-party providers, including debt collectors, may contact you by telephone, text message, or voicemail transmission at any telephone number associated with your account, including wireless telephone numbers (i.e. cell phone numbers) which could result in charges to you, in order to service your account or collect any amounts owed to us, excluding any contacts for advertising and telemarketing purposes as prescribed by law. You further agree methods of contact may include use of pre-recorded or artificial voice messages, and/or use of an automatic dialing device. You may withdraw the consent to be contacted on your wireless telephone number(s) at any time by any reasonable means. If you have provided a wireless telephone number(s) on or in connection with any account, you represent and agree you are the wireless subscriber or customary user with respect to the wireless telephone number(s) provided and have the authority to give this consent. Furthermore, you agree to notify us of any change to the wireless telephone number(s) which you have provided to us.

In order to help mitigate harm to you and your account, we may contact you on any telephone number associated with your account, including a wireless telephone number (i.e. cell phone number), to deliver to you any messages related to suspected or actual fraudulent activity on your account, data security breaches or identity theft following a data breach, money transfers or any other exigent messages permitted by applicable law. These contacts will not contain any telemarketing, cross-marketing, solicitation, advertising, or debt collection message of any kind. The contacts will be concise and limited in frequency as required by law. You will have an opportunity to opt-out of such communications at the time of delivery.



750 17th St. North
Birmingham, AL 35203
Southernenergycu.org

Overdraft Services Consent

ATM and One-Time Debit Card Transactions

WHAT YOU NEED TO KNOW ABOUT OVERDRAFTS AND OVERDRAFT FEES

An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway. Please refer to the Membership and Account Agreement (Agreement) for a more thorough explanation of factors that determine when an overdraft occurs and when you may incur a fee for overdrawing your account. The terms of the Agreement are incorporated herein, and both this document and the Agreement are meant to be interpreted together. We can cover your overdrafts in two different ways:

1. We have standard overdraft practices that come with your account.
2. We also offer overdraft protection plans, such as a link to another account of yours, which may be less expensive than our standard overdraft practices. To learn more, ask us about these plans.

This notice explains our standard overdraft practices.

What are the standard overdraft practices that come with my account?

We do authorize and pay overdrafts for the following types of transactions:

- Share drafts/checks, and other transactions made using your checking account
- Automatic bill payments
- ACH transactions

We do not authorize and pay overdrafts for the following types of transactions unless you ask us to (see below):

- ATM transactions
- One-time debit card transactions

We pay overdrafts at our discretion, which means we do not guarantee that we will always authorize and pay any type of transaction.

If we do not authorize and pay an overdraft, your transaction will be declined.

What fees will I be charged if the Credit Union pays my overdraft?

Under our standard overdraft practices:

- We will charge you a fee of see fee schedule each time we pay an ATM or debit card transaction overdraft.
- There is no limit on the total fees we can charge you for overdrawing your account.

What if I want the Credit Union to authorize and pay overdrafts on my ATM and one-time debit card transactions?

If you want us to authorize and pay overdrafts on ATM and one-time debit card transactions, complete the section below and present it at a branch or mail it to _____

Southern Energy Credit Union

CREDIT UNION NAME

750 17th Street North, Birmingham, AL 35203

CREDIT UNION ADDRESS

, call

205-226-6800

TELEPHONE NUMBER

or visit

www.southernenergycu.org

WEB ADDRESS

If there are multiple owners on your account, any account owner can act on behalf of all account owners. Only one (1) account owner signature is needed to add or decline/remove the overdraft coverage.

ADD COVERAGE

- ☐ I want the Credit Union to authorize and pay overdrafts on my ATM and one-time debit card transactions. I understand I will be charged fees as listed above.

I have the right to revoke this coverage at any time by contacting the Credit Union in writing or by phone.

DECLINE/REMOVE COVERAGE

- ☐ I do not want the Credit Union to authorize and pay overdrafts on my ATM and one-time debit card transactions.

Member/Owner Signature	Date
X	

Printed Name: _____

Account Number: _____

CREDIT UNION CONSENT CONFIRMATION

Credit Union Employee: _____
Date: _____

Effective Date: _____

- ☐ Coverage added
☐ Coverage declined/removed



750 17th Street North
Birmingham, Alabama 35203
205-226-6800
southernenergycu.org

TRUTH-IN-SAVINGS DISCLOSURE

LAST DIVIDEND DECLARATION DATE Monthly: 08/01/2025 Quarterly: 06/30/2025									
The rates, fees and terms applicable to your account at the Credit Union are provided with this Truth-in-Savings Disclosure. The Credit Union may offer other rates for these accounts from time to time.									
RATE SCHEDULE									
ACCOUNT TYPE	DIVIDENDS				BALANCE REQUIREMENTS				ACCOUNT LIMITATIONS
	Dividend Rate/ Annual Percentage Yield (APY)	Dividends Compounded	Dividends Credited	Dividend Period	Minimum Opening Deposit	Minimum Balance to Avoid a Service Fee	Minimum Average Daily Balance to Earn the Stated APY	Balance Method to Calculate Dividends	
<input type="checkbox"/> Main Share <input type="checkbox"/> Secondary Share	0.75% / 0.75%	Quarterly	Quarterly	Quarterly (Calendar)	\$5.00	\$5.00	\$0.01	Average Daily Balance	Account transfer and withdrawal limitations apply.
Club	0.75% / 0.75%	Quarterly	Quarterly	Quarterly (Calendar)	—	—	\$0.01	Average Daily Balance	Account transfer and withdrawal limitations apply.
IRA	2.00% / 2.02%	Quarterly	Quarterly	Quarterly (Calendar)	—	—	\$0.01	Average Daily Balance	Account transfer and withdrawal limitations apply.
Escrow	—	—	—	—	—	—	—	—	—
Share Draft	\$0.00 to \$1,999.99 0.15% / 0.15% \$2,000.00 or greater 0.50% / 0.50%	Monthly	Monthly	Monthly (Calendar)	\$25.00	—	\$0.01	Average Daily Balance	—
Non-Dividend Share Draft	—	—	—	—	\$25.00	—	—	—	—
Money Market	\$10,000.00 to \$99,999.99 1.05% / 1.06% \$100,000.00 to \$249,999.99 1.25% / 1.26% \$250,000.00 to \$499,999.99 1.50% / 1.51% \$500,000.00 to \$999,999.99 1.75% / 1.76% \$1,000,000.00 or greater 2.00% / 2.02%	Monthly	Monthly	Monthly (Calendar)	\$10,000.00	\$10,000.00	\$10,000.00	Average Daily Balance	Account transfer and withdrawal limitations apply.

ACCOUNT DISCLOSURES

Except as specifically described, the following disclosures apply to all of the accounts. All accounts described in this Truth-in-Savings Disclosure are share accounts.

1. RATE INFORMATION — The annual percentage yield is a percentage rate that reflects the total amount of dividends to be paid on an account based on the dividend rate and frequency of compounding for an annual period. For Main Share, Secondary Share, Club, and IRA accounts, the dividend rate and annual percentage yield may change quarterly as determined by the Credit Union's Board of Directors. For Share Draft and Money Market accounts, the dividend rate and annual percentage yield may change monthly as determined by the Credit Union's Board of Directors. The dividend rates and annual percentage yields are the rates and yields as of the last dividend declaration date that is set forth in the Rate Schedule. Share Draft and Money Market accounts are tiered rate accounts. The balance ranges and corresponding dividend rates and annual percentage yields applicable to each tier are disclosed in the Rate Schedule. For tiered accounts, once a particular range is met, the dividend rate and annual percentage yield for that balance range will apply to the full balance of your account.

2. NATURE OF DIVIDENDS — Dividends are paid from current income and available earnings after required transfers to reserves at the end of the dividend period.

3. DIVIDEND COMPOUNDING AND CREDITING — The compounding and crediting frequency of dividends and the dividend period applicable to each account are stated in the Rate Schedule. The dividend period is the period of time at the end of which an account earns dividend credit. The dividend period begins on the first calendar day of the period and ends on the last calendar day of the period.

4. ACCRUAL OF DIVIDENDS — For all earning accounts, dividends will begin to accrue on noncash deposits (e.g. checks) on the business day you make the deposit to your account. For Main Share, Secondary Share, Club, IRA, Share Draft and Money Market accounts, if you close your account before accrued dividends are credited, you will not receive the accrued dividends.

5. BALANCE INFORMATION — To open any account, you must deposit or already have on deposit the minimum required share(s) in any account. Some accounts may

have additional minimum opening deposit requirements. The minimum balance requirements applicable to each account are set forth in the Rate Schedule. For Main Share, Secondary Share, and Money Market accounts there is a minimum daily balance required to avoid a service fee for the dividend period. If the minimum daily balance requirement is not met during each day of the dividend period, you will be charged a service fee as stated in the Schedule of Fees and Charges. For Main Share, Secondary Share, Club, IRA, Share Draft and Money market accounts, there is a minimum average daily balance required to earn the annual percentage yield disclosed for the dividend period. If the minimum average daily balance requirement is not met, you will not earn the annual percentage yield stated in the Rate Schedule. For accounts using the average daily balance method as stated in the Rate Schedule, dividends are calculated by applying a periodic rate to the average daily balance in the account for the dividend period. The average daily balance is calculated by adding the principal in the account for each day of the period and dividing that figure by the number of days in the period.

6. ACCOUNT LIMITATIONS — For Club, and IRA accounts, you may make no more than six (6) transfers and withdrawals from your account to another account of yours or to a third party in any month by means of a preauthorized, automatic, or Internet transfer, by telephonic order or instruction, or by check, draft, debit card or similar order. If you exceed these limitations, your account may be subject to a fee or be closed. For Main Share, Secondary Share, and Money Market accounts, you may make three (3) withdrawal(s) or transfer(s) from your account each month. If you exceed this limitation, you will be charged a fee as disclosed in the Schedule of Fees and Charges. For Escrow, Share Draft, and Non-Dividend Share Draft accounts, no account limitations apply.

7. FEES FOR OVERDRAWING ACCOUNTS — Fees for overdrawing your account may be imposed on each check, draft, item, ATM transaction and one-time debit card transaction (if member has consented to overdraft protection plan for ATM and one-time debit card transactions), preauthorized automatic debit, telephone initiated withdrawal or any other electronic withdrawal or transfer transaction that is drawn on an insufficient available account balance. The entire balance in your account may not be available for withdrawal, transfer or paying a check, draft or item. You may consult the Membership and Account Agreement and Funds

Availability Policy Disclosure for information regarding the availability of funds in your account. Fees for overdrawing your account may be imposed for each overdraft, regardless of whether we pay or return the draft, item or transaction. We may charge a fee each time an item is submitted or resubmitted for payment; therefore, you may be assessed more than one fee as a result of a returned item and resubmission of a returned item. If we have approved an overdraft protection limit for your account, such fees may reduce your approved limit. Please refer to the Schedule of Fees and Charges for current fee information.

For ATM and one-time debit card transactions, you must consent to the Credit Union's overdraft protection plan in order for the transaction amount to be covered under the plan. Without your consent, the Credit Union may not authorize and pay an overdraft resulting from these types of transactions. Services and fees for overdrafts are shown in the document the credit union uses to capture the member's opt-in choice for overdraft protection and the Schedule of Fees and Charges.

8. MEMBERSHIP — As a condition of membership, you must purchase and maintain the minimum required share(s) as set forth below.

Par Value of One Share \$5.00

Number of Shares Required 1

9. RATES — The rates provided in or with the Rate Schedule are accurate as of the last dividend declaration date indicated on this Truth-in-Savings Disclosure. If you have any questions or require current rate information on your accounts, please call the Credit Union.

SCHEDULE OF FEES AND CHARGES	
GENERAL FEES	
Account Research	\$15.00/Hour (1 hour minimum)
Cashier's Check	\$1.00/Check (Credit Union checks cleared by the Credit Union)
Certified Check	\$1.00/Check (one free per day)
Deposit Item Return	\$5.00/Item
Foreign Item Collection Fee	\$25.00/Item
Abandoned Account Fee	\$5.00/Month
Invalid Address Fee	\$5.00/Month
Garnishment, Levy, Lien, or Judgement	\$25.00/Request
Escheat Processing Fee	\$25.00
Money Order	\$2.00/Money Order
Statement Copy	\$3.00/Copy
Wire Transfer (Outgoing)	\$15.00/Transfer: Domestic \$50.00/Transfer: International
Overdraft Transfer Fee	\$1.50/transfer
Check Copy Fee	\$2.00/check
Coin Deposit	5% if greater than \$150.00
Shared Branch Transaction Fee	\$1.00/Transaction in excess of eight transactions per calendar month
Non-Member Check Cashing Fee	\$5.00/check
Counter Checks	\$2.00/10 checks
Gift Card	\$3.00/card
Travel Card	\$7.95 initial card fee \$2.00 reload fee
SHARE DRAFT ACCOUNT FEES	
Insufficient Funds (NSF)	\$20.00/Item (each submission/resubmission)
Uncollected Funds	\$20.00/Item (each submission/resubmission)
Check Overdraft	\$20.00/Item
Stop Payment	\$20.00/Request
EFT FEES	
ACH Returned/Uncollected Fee	\$20.00/Item (each submission/resubmission)
ACH Overdraft	\$20.00/Item
ATM Transaction	\$1.00 per transaction after the 6 th non-network ATM transaction per month
Debit Card Overdraft	\$20.00/Item
Debit Card Replacement	\$5.00/Card; 1 free per year
Debit Card Rush Order	\$25.00/order

SPECIFIC ACCOUNT FEES	
Main Share and Money Market- Excessive Withdrawal Fee	\$1.50/Withdrawal (after 3 rd monthly withdrawal)
Main Share - Minimum Balance Fee	\$2.50/Month if below the minimum balance
Money Market- Minimum Balance Fee	\$10.00/month if below the minimum balance

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government

NCUA

National Credit Union Administration, a U.S. Government Agency



750 17th Street North
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205-226-6800
southernenergycu.org

FUNDS AVAILABILITY POLICY DISCLOSURE

This disclosure describes your ability to withdraw funds at Southern Energy Credit Union. It only applies to the availability of funds in your transaction accounts (e.g., checking accounts). We reserve the right to delay the availability of funds deposited to accounts that are not transaction accounts for periods longer than those outlined in this disclosure. Please ask us if you have a question about which accounts are affected by our availability policy.

For purposes of this disclosure, the terms "you" or "your" mean the member, and the terms "our," "we," or "us" mean Southern Energy Credit Union. The term "check" means check or share draft, as applicable.

1. YOUR ABILITY TO WITHDRAW FUNDS – Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once they are available, you can withdraw the funds in cash, and we will use the funds to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays.

If you make a deposit before close of business 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 the close of business or on a day we are not open, we will consider that the deposit was made on the next business day we are open. Our business hours are available at the Credit Union.

2. LONGER DELAYS MAY APPLY – In some cases, we will not make all of the funds that you deposit by check available to you on the first business day after we receive your deposit. Depending on the type of check you deposit, funds may not be available until the second business day after the day of your deposit. The first \$275.00 of your deposits, however, may be available on the first business day after the day of your deposit. If we are not going to make all of the funds from your deposit available on the first business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will send you the notice by the day after we receive your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.

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

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$6,725.00 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.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

3. SPECIAL RULES FOR NEW ACCOUNTS – If you are a new member, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$6,725.00 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state, and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$6,725.00 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$6,725.00 will not be available until the second business day after the day of your deposit. Funds from all other check deposits will be available on the ninth business day after the day of your deposit.

4. HOLDS ON OTHER FUNDS FOR CHECK CASHING – If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it.

5. HOLDS ON OTHER FUNDS IN ANOTHER ACCOUNT – If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

6. FOREIGN CHECKS – Checks drawn on financial institutions located outside the U.S. (foreign checks) cannot be processed the same as checks drawn on U.S. financial institutions. Foreign checks are exempt from the policies outlined in this disclosure. Generally, the availability of funds for deposits of foreign checks will be delayed for the time it takes us to collect the funds from the financial institution upon which it is drawn.

7. SPECIAL RULES FOR CREDIT UNION SERVICE CENTER DEPOSITS – Our policy is to delay the availability of funds from your check deposits over \$1000 to Credit Union Service Centers. Funds from these deposits are available on the second day after the day of your deposit. During the delay, you may not withdraw the funds in cash and we will not use the funds to pay checks (or items, such as debit card purchases) that you have written.



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ELECTRONIC FUND TRANSFERS AGREEMENT AND DISCLOSURE

This Electronic Fund Transfers Agreement and Disclosure is the contract which covers your and our rights and responsibilities concerning the electronic fund transfers (EFT) services offered to you by Southern Energy Credit Union ("Credit Union"). In this Agreement, the words "you," "your," and "yours" mean those who sign the application or account card as applicants, joint owners, or any authorized users. The words "we," "us," and "our" mean the Credit Union. The word "account" means any one (1) or more share and share draft accounts you have with the Credit Union. Electronic fund transfers are electronically initiated transfers of money from your account through the EFT services described below. By signing an application or account card for EFT services, signing your card, or using any service, each of you, jointly and severally, agree to the terms and conditions in this Agreement and any amendments for the EFT services offered. Furthermore, electronic fund transfers that meet the definition of remittance transfers are governed by 12 C.F.R. part 1005, subpart B—Requirements for remittance transfers, and consequently, terms of this agreement may vary for those types of transactions. A "remittance transfer" is an electronic transfer of funds of more than \$15.00 which is requested by a sender and sent to a designated recipient in a foreign country by a remittance transfer provider. Terms applicable to such transactions may vary from those disclosed herein and will be disclosed to you at the time such services are requested and rendered in accordance with applicable law.

1. EFT SERVICES — If approved, you may conduct any one (1) or more of the EFT services offered by the Credit Union.

a. Visa Debit Card. If approved, you may use your Visa® card to purchase goods and services from participating merchants. However, you may not use your card to initiate any type of electronic gambling transactions through the Internet. If you wish to pay for goods or services over the Internet, you may be required to provide card number security information before you will be permitted to complete the transaction. You agree that you will not use your card for any transaction that is illegal under applicable federal, state, or local law. Funds to cover your card purchases will be deducted from your share draft account. For ATM and one-time debit card transactions, you must consent to the Credit Union's overdraft protection plan in order for the transaction amount to be covered under the plan. Without your consent, the Credit Union may not authorize and pay an overdraft resulting from these types of transactions. Services and fees for overdrafts are shown in the document the Credit Union uses to capture the member's opt-in choice for overdraft protection and the Schedule of Fees and Charges.

For other types of transactions, if the balance in your account is not sufficient to pay the transaction amount, the Credit Union may pay the amount and treat the transaction as a request to transfer funds from other deposit accounts, approved overdraft protection accounts, or loan accounts that you have established with the Credit Union. If you initiate a transaction that overdraws your account, you agree to make immediate payment of any overdrafts together with any service charges to the Credit Union. In the event of repeated overdrafts, the Credit Union may terminate all services under this Agreement. You may use your card and personal identification number (PIN) in ATMs of the Credit Union, Cirrus, Accel, Co-Op networks, and such other machines or facilities as the Credit Union may designate.

At the present time, you may also use your card to:

- Withdraw funds from your account
- Obtain balance information for your share and share draft accounts.
- Make point-of-sale (POS) transactions with your card and personal identification number (PIN) to purchase goods or services at merchants that accept Visa.
- Order goods or services online or by mail or telephone from places that accept Visa.

The following limitations on Visa Debit Card transactions may apply:

Limitation of frequency or transfers: For security reasons, there are limits on the number of transfers you can make.

- Limitation on dollar amounts of transfers: For security reasons, there are limits on the dollar amounts of withdrawals or transfer you can make.
- Activity: You agree that if the Credit Union notices that your card is being used more frequently than usual, or to withdraw larger amounts than usually withdrawn, it may try to contact you to verify that the card has not fallen into the hands of an unauthorized user. If the Credit Union does not reach you, it may, in an attempt to avoid possible losses, choose to invalidate the card. The card may be revalidated by bringing it to one of the Credit Union's branch offices. However, you understand that the Credit Union has no obligation to keep up with how the card is usually used or notify you if it notices unusual activity.
- See Section 2 for transfer limitations that may apply to these transactions.

Card Information Updates and Authorizations. If you have authorized a merchant to bill charges to your card on a recurring basis, it is your responsibility to notify the merchant in the event your card is replaced, your card information (such as card number and expiration date) changes, or the account associated with your card is closed. However, if your card is replaced or card information changes, you authorize us, without obligation on our part, to provide the updated card information to the merchant in order to permit the merchant to bill recurring charges to the card. You authorize us to apply such recurring charges to the card until you notify us that you have revoked authorization for the charges to your card.

Your card is automatically enrolled in an information updating service. Through this service, your updated card information (such as card number and expiration date) may be shared with participating merchants to facilitate continued recurring charges. Updates are not guaranteed before your next payment to a merchant is due. You are responsible for making direct payment until recurring charges resume. To revoke your authorization allowing us to provide updated card information to a merchant, please contact us.

b. Automated Teller Response. If we approve Automated Teller Response for your accounts, a separate personal identification number (PIN) will be assigned to you. You must use your personal identification number (PIN) along with your account number to access your accounts. At the present time, you may use Automated Teller Response to:

- Withdraw funds from your share, share draft, money market, and loan accounts.
- Transfer funds from your share, share draft, money market, and loan accounts.
- Obtain balance information for your share, share draft, loan, club, money market, and certificate accounts.
- Make loan payments from your share, share draft, and money market accounts.
- Access your Open End Loan account.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on share, share draft, and money market accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under Automated Teller Response via a touch-tone telephone only. Automated Teller Response service will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing.

The following limitations on Automated Teller Response transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- See Section 2 for transfer limitations that may apply to these transactions.

The Credit Union reserves the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. All checks are payable to you as a primary member and will be mailed to your address of record. The Credit Union may set other limits on the amount of any transaction, and you will be notified of those limits. The Credit Union may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each telephone call.

c. Preauthorized EFTs.

- **Direct Deposit.** Upon instruction of (i) your employer, (ii) the Treasury Department or (iii) other financial institutions, the Credit Union will accept direct deposits of your paycheck or federal recurring payments, such as Social Security, to your share and/or share draft account.
- **Preauthorized Debits.** Upon instruction, we will pay certain recurring transactions from your share and/or share draft account.
- See Section 2 for transfer limitations that may apply to these transactions.
- **Stop Payment Rights.** If you have arranged in advance to make electronic fund transfers out of your account(s) for money you owe others, you may stop payment on preauthorized transfers from your account. You must notify us orally or in writing at any time up to three (3) business days before the scheduled date of the transfer. We may require written confirmation of the stop payment order to be made within 14 days of any oral notification. If we do not receive the written confirmation, the oral stop payment order shall cease to be binding 14 days after it has been made. A stop payment request may apply to a single transfer, multiple transfers, or all future transfers as directed by you, and will remain in effect unless you withdraw your request or all transfers subject to the request have been returned.
- **Notice of Varying Amounts.** If these regular payments may vary in amount, the person you are going to pay is required to tell you, ten (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 Transfers.** If you order us to stop payment of a preauthorized transfer three (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.

d. Electronic Check Conversion/Electronic Returned Check Fees. If you pay for purchases or bills with a check or draft, you may authorize your check or draft to be converted to an electronic fund transfer. You may also authorize merchants or other payees to electronically debit your account for returned check fees. You are considered to have authorized these electronic fund transfers if you complete the transaction after being told (orally or by a notice posted or sent to you) that the transfer may be processed electronically or if you sign a written authorization.

e. Online Banking. If Online Banking is activated for your account(s), you will be required to use secure login information to access the account(s). At the present time, you may use Online Banking to:

- Transfer funds from your share, share draft, money market, and loan accounts.
- Obtain balance information for your share, share draft, loan, IRA, club, money market, and certificate accounts.
- Make loan payments from your share, share draft, and money market accounts.
- Access your Open End Loan accounts.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on share, share draft, and money market accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.

Your accounts can be accessed under Online Banking via personal computer. Online Banking will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each access.

The following limitations on Online Banking transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- See Section 2 for transfer limitations that may apply to these transactions.

f. Mobile Banking. If Mobile Banking is activated for your account(s), you will be required to use secure login information to access the account(s). At the present time, you may use Mobile Banking to:

- Transfer funds from your share, share draft, money market, and loan accounts.
- Obtain balance information for your share, share draft, loan, IRA, club, money market, and certificate accounts.
- Make loan payments from your share, share draft, and money market accounts.
- Access your Open End Loan accounts.
- Determine if a particular item has cleared.
- Obtain tax information on amounts earned on share, share draft, and money market accounts or interest paid on loan accounts.
- Verify the last date and amount of your payroll deposit.
- Make bill payments to preauthorized creditors.

Your accounts can be accessed under Mobile Banking via mobile device or other approved access device(s). Mobile Banking will be available for your convenience 24 hours per day. This service may be interrupted for a short time each day for data processing. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account. We may set other limits on the amount of any transaction, and you will be notified of those limits. We may refuse to honor any transaction for which you do not have sufficient available verified funds. The service will discontinue if no transaction is entered after numerous unsuccessful attempts to enter a transaction and there may be limits on the duration of each access.

The following limitations on Mobile Banking transactions may apply:

- There is no limit to the number of inquiries, transfers, or withdrawal requests you may make in any one (1) day.
- See Section 2 for transfer limitations that may apply to these transactions.

g. Bill Pay. We will process bill payment transfer requests only to those creditors the Credit Union has designated in the User Instructions and such creditors as you authorize and for whom the Credit Union has the proper vendor code number. We will not process any bill payment transfer if the required transaction information is incomplete.

We will withdraw the designated funds from your share draft account for bill payment transfer by the designated cutoff time on the date you schedule for payment. We will process your bill payment transfer within a designated number of days before the date you schedule for payment. You must allow sufficient time for vendors to process your payment after they receive a transfer from us. Please leave as much time as though you were sending your payment by mail. We cannot guarantee the time that any payment will be credited to your account by the vendor.

The following limitations on Bill Pay transactions may apply:

- There is no limit on the number of bill payments per day.

2. TRANSFER LIMITATIONS — For all share accounts, you may make no more than six (6) transfers and withdrawals from your account to another account of yours or to a third party in any month by means of a preauthorized, automatic, or Internet transfer, by telephonic order or instruction, or by check, draft, debit card or similar order. If you exceed these limitations, your account may be subject to a fee or be closed.

3. CONDITIONS OF EFT SERVICES —

a. Ownership of Cards. Any card or other device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the card, immediately according to instructions. The card may be repossessed at any time at our sole discretion without demand or notice. You cannot transfer your card or account to another person.

b. Honoring the Card. Neither we nor merchants authorized to honor the card will be responsible for the failure or refusal to honor the card or any other device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your account in lieu of a cash refund.

c. Foreign Transactions.

Visa. Purchases and cash withdrawals made in foreign currencies will be debited from your account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable transaction date, which rate may vary from the rate Visa itself receives, or the rate mandated by the government or governing body in effect for the applicable transaction date. The exchange rate used on the transaction date may differ from the rate that would have been used on the processing date or cardholder statement posting date.

A fee of 1.00% of the amount of the transaction, calculated in U.S. dollars, will be imposed on all foreign transactions, including purchases, cash withdrawals and credits to your account. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the United States, with the exception of U.S. military bases, U.S. territories, U.S. embassies or U.S. consulates. Transactions completed by merchants outside of the United States are considered foreign transactions, regardless of whether you are located inside or outside the United States at the time of the transaction.

d. Security of Access Code. You may use one (1) or more access codes with your electronic fund transfers. The access codes issued to you are for your security purposes.

Any access codes issued to you are confidential and should not be disclosed to third parties or recorded on or with the card. You are responsible for safekeeping your access codes. You agree not to disclose or otherwise make your access codes available to anyone not authorized to sign on your accounts. If you authorize anyone to use your access codes, that authority shall continue until you specifically revoke such authority by notifying the Credit Union. You understand that any joint owner you authorize to use an access code may withdraw or transfer funds from any of your accounts. If you fail to maintain the security of these access codes and the Credit Union suffers a loss, we may terminate your EFT services immediately.

e. Joint Accounts. If any of your accounts accessed under this Agreement are joint accounts, all joint owners, including any authorized users, shall be bound by this Agreement and, alone and together, shall be responsible for all EFT transactions to or from any share and share draft or loan accounts as provided in this Agreement. Each joint account owner, without the consent of any other account owner, may, and is hereby authorized by every other joint account owner, make any transaction permitted under this Agreement. Each joint account owner is authorized to act for the other account owners, and the Credit Union may accept orders and instructions regarding any EFT transaction on any account from any joint account owner.

4. FEES AND CHARGES — We assess certain fees and charges for EFT services. From time to time, the fees and charges may be changed, and we will notify you as required by applicable law.

Additionally, if you use an ATM not operated by us, you may be charged a fee(s) by the ATM operator and by any international, national, regional, or local network used in processing the transaction (and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer). The ATM fee(s), or surcharge(s), will be debited from your account if you elect to complete the transaction and/or continue with the balance inquiry.

You understand and agree that we and/or the ATM operator may charge you multiple fees for multiple transactions during the same ATM session (for example, fees for both a balance inquiry and a cash withdrawal).

a. Visa Debit Card Fees.

- \$1.00 charge for ATM withdrawals at machines we do not own (nonproprietary) after six (6) per month.
- We do not charge for any POS transactions at the present time.
- Nonsufficient funds fee of \$20.00 per submission/resubmission of an item.
- \$20.00 charge for each one-time debit overdraft.

b. Preauthorized EFT Fees.

- ACH Stop Payment Fee of \$20.00.
- Nonsufficient funds fee of \$20.00 per submission/resubmission of an item.

5. MEMBER LIABILITY — You are responsible for all transactions you authorize using your EFT services under this Agreement. If you permit someone else to use an EFT service, your card or your access code, you are responsible for any transactions they authorize or conduct on any of your accounts.

TELL US AT ONCE if you believe your card or access code has been lost or stolen, if you believe someone has used your card or access code or otherwise accessed your accounts without your authority, 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 a transaction was made with your card or card number without your permission and was a Visa transaction, you will have no liability for the transaction, unless you were fraudulent or negligent in the handling of your account or card.

For all other EFT transactions involving your card or access code, including if you were negligent in the handling of your account or card, your liability for an unauthorized transaction is determined as follows. If you tell us within two (2) business days after you learn of the loss or theft of your card or access code, you can lose no more than \$50.00 if someone used your card or access code without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your card or access code and we can prove we could have stopped someone from using your card or access code without your permission if you had told us, you could lose as much as \$500.00.

Also, if your statement shows transfers that you did not make including those made by card, access 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 lost after the 60 days if we can prove that we could have stopped someone from making the transfers if you had told us in time. If a good reason (such as a hospital stay) kept you from telling us, we will extend the time periods.

If you believe your card or access code has been lost or stolen or that someone has transferred or may transfer money from your accounts without your permission, call:

205.226.6800
800.249.2726

or write to:

Southern Energy Credit Union
750 17th Street North
Birmingham, AL 35203
customerservice@southernenergycu.org

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.

6. RIGHT TO RECEIVE DOCUMENTATION —

a. Periodic Statements. Transfers and withdrawals made through any debit card transactions, audio response transactions, preauthorized EFTs, online/PC transactions, mobile access device transactions or bill payments you make will be recorded on your periodic statement. You will receive a statement monthly unless there is no transaction in a particular month. In any case, you will receive a statement at least quarterly.

b. Terminal Receipt. You can get a receipt at the time you make any transaction (except inquiries) involving your account using an ATM and/or point-of-sale (POS) terminal.

c. Direct Deposit. If you have arranged to have a direct deposit made to your account at least once every 60 days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling 205.226.6800 or 800.249.2726. This does not apply to transactions occurring outside the United States.

7. ACCOUNT INFORMATION DISCLOSURE — We will disclose information to third parties about your account or the transfers you make:

- As necessary to complete transfers;
- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant;
- If your account is eligible for emergency cash and/or emergency card replacement services and you request such services, you agree that we may provide personal information about you and your account that is necessary to provide you with the requested service(s);
- To comply with government agency or court orders; or
- If you give us your written permission.

8. BUSINESS DAYS — Our business days are Monday through Friday, excluding holidays.

9. CREDIT UNION 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 may be liable for your losses or damages. However, we will not be liable for direct or consequential damages in the following events:

- If, through no fault of ours, there is an insufficient available balance in your account to complete the transaction, if any funds in your accounts necessary to complete the transaction are held as uncollected funds pursuant to our Funds Availability Policy Disclosure, or if the transaction involves a loan request exceeding your credit limit.
- If you used your card or access code in an incorrect manner.
- If the ATM where you are making the transfer does not have enough cash.
- If the ATM was not working properly and you knew about the problem when you started the transaction.
- If circumstances beyond our control (such as fire, flood, or power failure) prevent the transaction.
- If the money in your account is subject to legal process or other claim.
- If funds in your account are pledged as collateral or frozen because of a delinquent loan.
- If the error was caused by a system of any participating ATM network.
- If the electronic transfer is not completed as a result of your willful or negligent use of your card, access code, or any EFT facility for making such transfers.
- If the telephone or computer equipment you use to conduct audio response, online/PC, or mobile banking transactions is not working properly and you know or should have known about the breakdown when you started the transaction.
- If you have bill payment services, we can only confirm the amount, the participating merchant, and date of the bill payment transfer made by the Credit Union. For any other error or question you have involving the billing statement of the participating merchant, you must contact the merchant directly. We are not responsible for investigating such errors.
- Any other exceptions as established by the Credit Union.

10. NOTICES — All notices from us will be effective when we have mailed them or delivered them to the appropriate address in the Credit Union's records. Written notice you provide in accordance with your responsibility to report unauthorized transactions to us will be considered given at the time you mail the notice or deliver it for transmission to us by any other usual means. All other notices from you will be effective when received by the Credit Union at the address specified in this Agreement. We reserve the right to change the terms and conditions upon which EFT services are offered and will provide notice to you in accordance with applicable law. Use of EFT services is subject to existing regulations governing your Credit Union account and any future changes to those regulations.

The following information is a list of safety precautions regarding the use of ATMs and night deposit facilities:

- Be aware of your surroundings, particularly at night.
- Consider having someone accompany you when the ATM or night deposit facility is used after dark.
- Close the entry door of any ATM facility equipped with a door.
- If another person is uncomfortably close to you at the time of your transaction, ask the person to step back before you complete your transaction. If it is after the regular hours of the financial institution and you are using an ATM, do not permit entrance to any person you do not know.
- Refrain from displaying your cash at the ATM or night deposit facility. As soon as your transaction is completed, place your money in your purse or wallet. Count the cash later in the safety of your car or home.
- If you notice anything suspicious at the ATM or night deposit facility, consider using another ATM or night deposit facility or coming back later. If you are in the middle of a transaction and you notice something suspicious, cancel the transaction, take your card or deposit envelope, and leave.
- If you are followed after making a transaction, go to the nearest public area where people are located.
- Do not write your personal identification number (PIN) or access code on your ATM card.

- Report all crimes to law enforcement officials immediately. If emergency assistance is needed, call the police from the nearest available public telephone.

11. BILLING ERRORS — In case of errors or questions about electronic fund transfers from your share and share draft accounts or if you need more information about a transfer on the statement or receipt, telephone us at the following number or send us a written notice to the following address as soon as you can. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem appears. Call us at:

205.226.6800
800.249.2726

or write to:

Southern Energy Credit Union
750 17th Street North
Birmingham, AL 35203

- Tell us your name and account number.
- Describe the electronic 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.
- 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 ten (10) business days.

We will determine whether an error has occurred within ten (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 ten (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 or question in writing and we do not receive it within ten (10) business days, we may not credit your account.

We will tell you the results within three (3) 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 you give notice of an error occurring within 30 days after you make the first deposit to your account, we may take up to 20 business days instead of ten (10) business days to investigate the error.

** If you give notice of an error occurring within 30 days after you make the first deposit to your account, notice of an error involving a point-of-sale (POS) transaction, or notice of an error involving a transaction initiated outside the U.S., its possessions and territories, we may take up to 90 days instead of 45 days to investigate the error. Additionally, for errors occurring within 30 days after you make the first deposit to your account, we may take up to 20 business days instead of ten (10) business days to credit your account.

NOTE: If the error you assert is an unauthorized Visa transaction, other than a cash disbursement at an ATM, we will credit your account within five (5) business days unless we determine that the circumstances or your account history warrant a delay, in which case you will receive credit as described above.

12. TERMINATION OF EFT SERVICES — You may terminate this Agreement or any EFT service under this Agreement at any time by notifying us in writing and stopping your use of your card and any access code. You must return all cards to the Credit Union. You also agree to notify any participating merchants that authority to make bill payment transfers has been revoked. We may also terminate this Agreement at any time by notifying you orally or in writing. If we terminate this Agreement, we may notify any participating merchants making preauthorized debits or credits to any of your accounts that this Agreement has been terminated and that we will not accept any further preauthorized transaction instructions. We may also program our computer not to accept your card or access code for any EFT service. Whether you or the Credit Union terminates this Agreement, the termination shall not affect your obligations under this Agreement for any electronic transactions made prior to termination.

13. GOVERNING LAW — This Agreement is governed by the bylaws of the Credit Union, federal laws and regulations, the laws and regulations of the state of Alabama, and local clearinghouse rules, as amended from time to time.

14. ENFORCEMENT — You are liable to us for any losses, costs or expenses we incur resulting from your failure to follow this Agreement. You authorize us to deduct any such losses, costs or expenses from your account without prior notice to you. If we bring a legal action to collect any amount due under or to enforce this Agreement, we shall be entitled, subject to applicable law, to payment of reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any postjudgment collection actions.

FACTS	WHAT DOES SOUTHERN ENERGY CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
What?	The types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> • Information we receive from you on applications or other forms; • Information about your transactions with us or others; and • Information we receive from a consumer reporting agency.
How?	All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Southern Energy Credit Union chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Southern Energy Credit Union share?	Can you limit this sharing?
For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	YES	NO
For our marketing purposes— to offer our products and services to you	YES	NO
For joint marketing with other financial companies	YES	NO
For our affiliates' everyday business purposes— information about your transactions and experiences	NO	We do not share this information.
For our affiliates' everyday business purposes— information about your creditworthiness	NO	We do not share this information.
For our affiliates to market to you	NO	We do not share this information.
For nonaffiliates to market to you	YES	YES

To limit our sharing	<ul style="list-style-type: none"> • Call 205-226-6800 or 1-800-249-2726—our menu will prompt you through your choice(s) • Visit us online: www.southernenergycu.org • Mail the form below
Questions?	<p>Please note: If you are a new member, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer a member, we continue to share your information as described in this notice.</p> <p>However, you can contact us at any time to limit our sharing.</p> <ul style="list-style-type: none"> • Call 205-226-6800 or 1-800-249-2726—our menu will prompt you through your choice(s) • Visit us online: www.southernenergycu.org



Mail-in Form			
If you have a joint account, your choice(s) will apply to everyone on your account unless you mark below. <input type="checkbox"/> Apply my choices only to me.	<input type="checkbox"/> Do not share my personal information with nonaffiliates to market their products and services to me.		
	Name		Mail to: Southern Energy Credit Union 750 17th Street North Birmingham, Alabama 35203
	Address, City, State, Zip		
Account Number			

Who we are	
Who is providing this notice?	Southern Energy Credit Union
What we do	
How does Southern Energy Credit Union protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Southern Energy Credit Union collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> • Provide us personal information on applications or other forms • Conduct transactions with us or others • Or when Southern Energy Credit Union obtains information on you from a consumer reporting agency <p>We also collect your personal information from other companies.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> • sharing for affiliates' everyday business purposes—information about your creditworthiness • affiliates from using your information to market to you • sharing for nonaffiliates to market to you <p>State laws and individual companies may give you additional rights to limit sharing.</p>
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account—unless you tell us otherwise.
Definitions	
Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies.
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies.
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you.
Other important information	
<p>Southern Energy Credit Union 750 17th Street North Birmingham, Alabama 35203 205-226-6800 1-800-249-2726 www.southernenergycu.org</p>	



Notes

[illegible]

Notes

[illegible]

Tips to Help Keep Your Account Secure

If you receive a call, text or an email saying it's from Southern Energy Credit Union, listen or read it carefully, and call us at 1-800-249-2726 directly if you are uncertain about what's being asked. We will never call, text or email asking you for personal or account information, online banking credentials, or ask you to provide a code to confirm a transaction.

Review these tips to help keep your account secure:



I'M CALLING FOR... If you receive a call or a text message about your account or card from an individual who says they represent Southern Energy Credit Union, and you are unsure about responding to it, hang up and call us at 1-800-249-2726 for assistance.



DON'T CLICK THE LINK! A text alert warning of suspicious activity on your Visa card will NEVER include a link to be clicked. A valid notification will provide information about the suspect transaction and ask you to reply to the text message with answers such as 'yes', 'no', 'help', or 'stop'.



CHECK THE NUMBER! A text alert will always be from a 5-digit number and NOT a 10-digit number resembling a phone number.



IS YOUR ZIP...? A phone call from our automated dialer will only include a request for your Zip code, and no other personal information, unless you confirm that a transaction is fraudulent. Only then will you be transferred to an agent who will ask questions to confirm your identity before going through your transactions. If at any point you are uncertain about questions being asked or the call itself, hang up and call us at 1-800-249-2726 directly.



PROTECT YOUR PIN! We will NEVER ask for the PIN or the 3-digit security code on the back of your card.



IMPOSTOR! Posing as call center agents, fraudsters will often ask you to verify fake transactions. When you say no, you did not perform those transactions, the fraudster then says that your card will be blocked, a new card will be issued, and that they need the card's PIN to put on the new card. Many people believe this and provide their PIN.



CHECK YOUR ACCOUNT! Regularly check your account(s) online for suspicious transactions, but especially if you are unsure about a call or text message you've received. If anything looks amiss, call us directly for assistance at 1-800-249-2726.

Mission Statement

At Southern Energy Credit Union, we power our members' financial success with personalized service, trusted solutions, and a commitment to their long-term growth.

Vision Statement

We power our members' financial success at every stage of life.



Southern Energy
CREDIT UNION

southernenergycu.org



Federally Insured by NCUA
Equal Housing Opportunity Lender