

**IMPORTANT INFORMATION – KEEP THIS NOTICE FOR FUTURE USE**

**PLEASE FIND ATTACHED THE ANNUAL DISCLOSURES RELATED TO PRIVACY, THE ELECTRONIC FUNDS TRANSFER ACT, AND THE FAIR CREDIT BILLING ACT.**

**I. WHAT DOES BECU DO WITH YOUR PERSONAL INFORMATION?**

BECU (“We”) believe that you are our most important asset. We work very hard to earn and maintain your trust. To do that, we believe that it is absolutely vital that we protect your privacy by keeping the information we have about you secure and confidential. While some companies may sell account holder information to others as a part of their business strategy, BECU has not and will not follow that same practice.

We have policies and procedures in place to protect the safety of your personal and financial information. We also have in place other physical, electronic, operational, and procedural safeguards that meet or exceed all regulations to protect your personal and account information, which are applied equally to current and former members and customers.

We restrict access to non-public personal information about you only to those employees and affiliated and non-affiliated service providers: (1) to the extent necessary for the business purpose or, (2) to the extent permitted by law. This enables us to provide or offer products and services to you, process and service your accounts, and conduct our business.

We collect the following kinds of nonpublic personal information about you:

- Information we receive from you;
- Information about your transactions with us or our affiliates;
- Information about your transactions with non-affiliated third parties; and
- Information we receive from a consumer reporting agency.

We may disclose the following kinds of nonpublic personal information about you:

- Information about your transactions with us, our affiliates, or others, such as your account balance, payment history, parties to transactions, and credit card usage;
- Information we receive from a consumer reporting agency, such as your credit worthiness and your credit history
- Information about you such as your name, address, social security number, assets, and income.

We may disclose nonpublic personal information about you to the following types of third parties (non-affiliated third parties):

- Financial institutions with whom we have a joint marketing agreement;
- Financial service providers such as those that provide you with insurance services and investment securities or investment advice;
- Non financial companies who may help us process transactions or provide customer service for your accounts, such as preparing or mailing statements or processing transactions;
- Credit reporting agencies;
- Service providers that provide marketing services on our behalf;
- Other companies, entities or persons, as necessary to comply with legal requirements, or as permitted by law.

We may disclose all of the information we collect as described above to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreement

We don't collect or disclose information about our former members to any party other than to consumer reporting agencies or as necessary to comply with other legal requirements, or as permitted by law.

You may choose not to receive BECU or its affiliates' marketing offers about new products and services, special promotions and other activities we think would add value to your relationship with us. Call 1-800- 233-2328 and let us know if you do not wish to receive such marketing offers. If you have previously chosen to opt out, and you have not since revoked that authority, you do not need to provide another opt out at this time.

Please note that for joint account holders, we will treat an opt out direction by either account holder as applying to the entire account.

If, at any time in the future we should decide to change any substantive part of this Privacy Statement, we will provide you with notice of such changes.

## **II. BILLING RIGHTS SUMMARY – IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS**

In Case of Errors or Questions About Your Electronic Transfers Telephone us at 206.439.5700 or 1.800.233.2328 or write us at P.O. Box 97050, Seattle, WA 98124-9750 as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- Tell us your name and account number (if any).
- Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days from receipt of your verbal complaint.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

## **III. FAIR CREDIT BILLING ACTS SUMMARY**

This notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

## **Notify Us In Case of Errors or Questions About Your Bill**

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us on a separate sheet at P.O. Box 97050, Seattle, WA 98124-9750 as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to pay your credit card bill automatically from your savings or checking account, you can stop the payment on any amount you think is wrong. To stop the payment your letter must reach us three business days before the automatic payment is scheduled to occur.

## **Your Rights and Our Responsibilities After We Receive Your Written Notice**

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you question, or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit.

You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question.

If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount.

If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your bill was correct.

## **Special Rule for Credit Card Purchases**

If you have a problem with the quality of property or services that you purchased with a credit card and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right:

- You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and
- The purchase price must have been more than \$50. These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.