
Teachers Federal Credit Union VISA® GIFT CARD

TERMS AND CONDITIONS

The following are your Teachers Federal Credit Union Visa Gift Card Terms and Conditions. In these Terms and Conditions "you" or "your" means the person who has received the TFCU Visa Gift Card; "we", "us" or "our" means TFCU and our vendor PSCUFS; "Card" means the TFCU Visa Gift Card. Please read the following carefully and keep them for your records. By accepting and using your Card, you are agreeing to these Terms and Conditions.

Using Your Card

The Teachers Federal Credit Union Non Personalized Gift Card is activated when calling **866-902-6082**. Please sign the back before you can use the Card. For card activation, balances, and transaction history call the number on the back of your card or go to the PSCUFS site: <https://mygiftcardaccount.pscufs.com>.

Your TFCU Visa Gift Card is issued by Teachers Federal Credit Union and may be used for purchases at most merchants where Visa Debit is accepted. The Card may not be used for recurring payments, non-financial money exchange establishments and gambling establishments.

Some merchants, like restaurants, may attempt to submit authorizations against the Card for an amount greater than the actual purchase amount. If a merchant attempts an authorization greater than the balance remaining on your gift Card, it may be declined.

This TFCU Visa Gift Card is not a credit Card and may not be reloaded. You may only use it when there is a balance remaining on the Card and only up to the amount left on the Card. Purchases will be deducted from your TFCU Visa Gift Card until the value reaches zero. If a transaction initiated by you exceeds the remaining balance on the Card, you must tell the merchant before completing the transaction. Any transaction attempted for more than the amount available on the Card will be declined. Therefore, you must know the amount available on your Card and inform the merchant to process the transaction in that amount. You must pay the difference with another form of payment. If you are given value through the use of the Card greater than the balance remaining, you will pay us on demand the amount by which your transactions exceeded the balance remaining on the Card.

Gift Card Account Fees and Charges

- **Card Service/Enrollment Fee: \$4.00 to purchase.**
- **Inactivity Fee:** An inactivity fee of **\$7.50/month** applies after 24 months of non-usage.
- **Card Replacement Fee (L/S):** A **\$5.00** fee is assessed on the account when a card that is marked as lost/stolen is replaced.
- **Gift cards may be used at ATMs.** Fees are determined by the owner of the ATM.

Personal Identification Number (PIN) Registration:

By calling **866-902-6082**, TFCU gift cards allow you to request a Personal Identification Number (PIN). This added feature will provide you with enhanced benefits such as access to cash via ATM transactions¹. The PIN may also be used at participating merchants.

Non U.S. Transactions:

If a Card transaction is made in a currency other than that loaded on the Card, the amount will be converted into the appropriate currency at an exchange rate on the day the transaction is processed. The exchange rate used to determine the transaction amount in US dollars is either a rate selected from Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government mandated rate in effect for the applicable central processing date.

¹ Additional fees as prescribed by the owner of the ATM may apply.

Your Liability For A Lost or Stolen Card or Unauthorized Transactions:

Contact PSCUFS immediately at **866-902-6082** if you believe the Card has been lost or stolen, or that someone has accessed or may access money from the Card without your permission. You will not be liable for lost value on the Card if you satisfy the following conditions:

- You have immediately called PSCU and reported the Card lost or stolen, which alerts us to the status of the Card.
- You have signed the Card on its reverse side in permanent ink.
- You request a Personal Identification Number (PIN) for your gift card.
- You inform us of the Card number and the approximate date of your last authorized use.
- You have not reported two or more incidents of unauthorized use to us in the preceding 12-month period.
- You report all facts of the loss or theft to us and you cooperate in our investigation.

Our Liability for Failure to Make Transactions:

We may restrict access to the Card, temporarily or permanently, if we notice suspicious activity in connection with the Card, and we will notify you if we do so. We have no liability for restricting access to the Card because of suspected suspicious activity. Access will be reinstated if we determine that there has been no unauthorized use of the Card. If we do not complete a transfer from the Card on time or in the correct amount according to our Agreement with you (other than for restrictions because of suspicious activity) we will be liable for the correct amount of the transfer. However, there are some exceptions. We will not be liable, for instance:

- If through no fault of ours, a merchant refuses to honor the Card;
- If through no fault of ours, you do not have enough money available on the Card to make a purchase;
- If the terminal or system was not working properly;
- If the Card is expired, damaged, or revoked;
- If the Card has been reported lost or stolen;
- If the Credit Union has reason to believe there is something wrong, for example, that the Card has been stolen;
- If the transaction information supplied to the Credit Union by you or a third party is incorrect or untimely;
- If circumstances beyond our control (such as flood or fire) prevent a transaction, despite reasonable precautions that we have taken;
- The merchant authorizes an amount greater than the purchase amount.

There may be other applicable exceptions as otherwise provided by state or federal laws.

Error Resolution Procedures:

Records detailing the use of your Card are available by calling PSCU at **866-902-6082**. In case of errors or questions about transactions arising from the use of your Card, or if any records you see show transactions that you did not make, call **866-902-6082** immediately. We must hear from you no later than 60 days after the transaction appeared on the transaction activity report. If a good reason such as a hospital stay or long trip prevented you from telling us, we may, at our discretion, extend the period for a reasonable time. In order to help you with your questions, we will need the following information:

- Your name, addresses, phone number, and Card number.
- A description of the error or transaction you are unsure about and why you believe there is an error or why you need more information.
- The dollar amount of the suspect error.

Once the type of dispute is identified, we will mail you the appropriate paperwork to complete. No other action will be taken until the completed paperwork is received at the address specified in the documentation. Upon receipt of the completed paperwork, we will send you a confirmation letter and begin the investigation. We will determine whether an error occurred within 60 days. If we need more time, however, we may take up to 30



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additional days to investigate your complaint or question. If we decide to do this, we will send you a letter. Credit will be given only after it has been determined that it is warranted.

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

Closure, Expiration, or Revocation of Card:

You may close your Card and receive the remaining balance by contacting 866-902-6082 or by visiting your local TFCU branch. A fee will apply (see Fees and Charges).

Your Card expires on the last day of the monthly displayed on the Card. At expiration, the Card will be closed and any unused balance will be returned to the appropriate governing body under applicable escheatment laws. The Card is the property of TFCU and we may revoke the Card at any time without cause or notice. You agree to surrender a revoked Card promptly upon demand. Upon revocation, any stored value remaining on the Card will be refunded to you less any applicable fees.

Frequently Asked Questions about the Visa Gift Card

What is the Visa Gift Card? Your Teachers Federal Credit Union Visa Gift Card is a prepaid Visa Debit Card with a specific dollar value. Your Visa Gift Card and its value are accepted at most places Visa Debit is accepted.

How can I check the balance on my Gift Card? Call the number on the back of your card for balances and transaction history or go to: <https://mygiftcardaccount.pscufs.com>.

How can I use my Gift Card? You can use your Teachers Federal Credit Union Visa Gift Card at most places Visa Debit is accepted. See Terms and Conditions for further information.

What should I do when the merchant's sales terminal asks me to press "Debit" or "Credit"? You should always press the "Credit" button. Although the Visa Gift Card is not a credit card, the transaction is processed like one. You should always sign a sales receipt.

When I swipe my card, the terminal asks me input my PIN. What is my PIN? A Personal Identification Number (PIN) can be issued with the Teachers Federal Credit Union Visa Gift Card. This must be done in advance of the purchase by calling 866-902-6082. If a PIN is requested, and not set up in advance, simply press "Cancel" on the terminal and then select "Credit" to complete your transaction.

What if the item I want to purchase exceeds the value of my Gift Card? If the purchase amount exceeds the available card balance, then you must inform the merchant of the amount you want to pay with the Visa Gift Card and that you will pay the difference in cash, check, credit or debit card. If the purchase amount exceeds the available balance of the Visa Gift Card, the transaction will not be approved.

What do I do if I need to return an item? In the event you need to return an item you purchased with your Visa Gift Card, the merchant will handle the item in accordance with Visa guidelines. The merchant may credit your card (put the funds back on the card) thereby increasing your available funds.

What happens when the funds are spent? When you have depleted all the funds on the card and no returns are necessary, simply destroy and discard the card.

What should I do if my Visa Gift Card is lost or stolen? Contact the Teachers Federal Credit Union Visa Gift Card Center immediately at 1-866-902-6082. Additionally, read the Teachers Federal Credit Union Visa Gift Card Center Terms and Conditions contained in this cardholder for important Visa Gift Card information.