



# PAL Service Agreement

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You understand that you can access your savings, checking, T-account and all loans for balance transfers, transaction histories, and withdrawals for \$5 or more (check mailed to your home or work) using any touch-tone phone. You can access your Vacation Club and Christmas Club for balance inquiries and deposits only.

## **Use of PIN**

You acknowledge that the Personal Identification Number (PIN) which you use to access PAL is your signature. This identifies the bearer to PAL and validates the directions given--the same as your signature or other proof of identification identifies you to a human. You acknowledge that your PIN is an identification code that is personal and confidential and that the use of the PIN with PAL is a security method by which PALCO Federal Credit Union is helping you maintain the security of your account(s). Therefore, you agree to take all reasonable precautions that no one else learns your PIN. You agree that if you give your PIN to someone else to use, you are authorizing them to act on your behalf and you will be responsible for any use of PAL by them.

## **Liability for unauthorized use/transfer**

You will be liable for all electronic fund transfers to which you have agreed. You agree to contact PALCO immediately if you believe your PIN has been lost or stolen or that you believe an unauthorized transfer or purchase from any of your PALCO accounts has, or may, occur. Contact PALCO immediately in person, by calling, or by writing us at:

**PALCO Federal Credit Union  
191 Chad Rd, PO Box 330  
Muncy, PA 17756-0330  
(570) 546-2333, (800) 822-2154**

You could lose all your money in the account(s) if you take no action to notify us of an unauthorized use/transfer. If you notify us of the loss, your liability will be as follows:

- \$50 liability if you contact us within 2 business days\* of discovery of the loss.
- Up to \$500 liability if you do not contact us within 2 business days\* of discovery of loss and we can prove that such contact could have prevented loss.
- You agree that if your monthly statement shows transactions which you did not make and you do not contact PALCO within 60 days after the statement was mailed to you, you may not get back any money lost after that time if we can prove that you contacting us would have prevented those losses. If extenuating circumstances prevented you from notifying us within this time frame, PALCO may extend the time specified above to a reasonable period.
- Business days are Monday-Friday (holidays not included).