



# Bill Payment Terms and Conditions

## BILL PAYMENT SERVICE AGREEMENT & DISCLOSURE

This agreement explains the terms and conditions for using our bill payment Service (Service) and provides important disclosures and information to you concerning the Service. Please read the document carefully. You may print a copy for your records or access it online.

Use of the bill payment Service is governed by the terms of this agreement. The terms of the Membership and Account Agreement are incorporated herein, and both this document and the Membership and Account Agreement are meant to be interpreted together.

Terms used: “we”, “our”, “us” and “Credit Union” refer to Rivermark Community Credit Union. “You” and “Your” refer to you, your joint owner and anyone you authorized to use your accounts by providing them with your online banking credentials.

**Eligibility.** You must be a member in good standing, enrolled in Online Banking, and be at least 18 years of age to use our bill payment Service.

**Checking Account Required.** You may only authorize bill payments from a Rivermark Community Credit Union checking account.

**Fraudulent or Erroneous Transactions.** The Credit Union reserves the right to refuse to process any payment that appears to be fraudulent or erroneous.

### Bill Payment Service

**Payees.** You may set up bill payments for merchants, institutions or individuals located within the United States. You may not use bill payment to pay a government agency or court. You may not set up a bill payment for any payee located outside the United States.

**Payee Information.** You will be asked to provide the name of the payee. You may need to provide a mailing address and your account number with the payee, if any. Once a payee’s information has been set up, it will remain in the system.

**Payment Method.** If your business payee does not accept electronic payments or if your payee is a natural person, your payment will be made by paper check. All other payments will be sent electronically.

**Bill Payment Fees:** At this time, standard bill payment services are free. There is a fee for expedited bill payment services. See “Expedited Payments” below for details.

### Setting Payment Dates

- You may set up recurring payments and non-recurring payments.
- You must designate a “Due By” date for each payment. The “Due By” date is the date that your payment should be received by your Payee. If a “Due By” date falls on a weekend or Federal Reserve holiday, the payment will be delivered the next business day.

**Setting up a Bill Payment.** To ensure your payments arrive in a timely manner, set up bill payments before the daily cut-off time at least six (6) business days before your bill is due. This will ensure there is sufficient time to deliver the bill payment by the due date, regardless of whether it is sent electronically or by check. Based on the payment method, the bill payment system will estimate the earliest “Due By” date available using standard bill payment delivery. If your payment needs to get there sooner, you can send an expedited payment. There is a fee to send an expedited payment. See “Expedited Payments” below.

**Expedited Payments.** For a fee, you can send an expedited electronic or paper check payment. All expedited payments must be authorized before the daily cut-off timely delivery. Currently there is a fee for sending an expedited electronic payment and a fee for sending an expedited check payment. These fees are subject to change. Once an expedited payment is authorized, you will not be able to cancel or stop it. See current Fee Schedule for fees.

**Cut Off Time and Processing Days.** We process bill payments Monday through Friday, excluding all Federal holidays. Cut off time is 1:00 p.m. Pacific Time. Any payment authorizations entered into Bill Payment after the cut off time will be considered received the following business day.

**Debiting of Your Account.** Payments and fees will generally be debited from your account on the “deliver by” date. It is your responsibility to ensure that sufficient funds are in your account on the date we debit it. We may not process any payment that will cause your account to be overdrawn and you will be responsible for any fees for insufficient funds.

**Edit and Deleting Payments.** You will be able to edit or delete any payment still showing as “pending” within bill pay. You cannot edit or delete an expedited bill payment once it has been authorized.

**Stop Payments.** You may be able to stop payment on a standard bill payment. Contact the credit union at 503-626-6600 or send us a secure email with a complete description of the payment including the “deliver by” date, the payee and amount. If we are able to stop the payment our normal stop payment fee published in our fee schedule will apply.

**Transaction Limitations.** There is no limit to the number of bill payment transactions you may make in one day; however, no single transaction may exceed \$10,000 and the total amount of your bill payment transactions may not exceed \$20,000 per day.

**You Will Be Responsible for the Following:**

- **Missing or Incorrect Information.** It is your responsibility to ensure that payee Information you enter into Bill Payment is accurate and complete. We will not be responsible for delays or errors due to missing or incorrect payee information.
- **Scheduling Payments on Time.** It is your responsibility to schedule your bill payments so that your obligations will be paid on time. We will not be responsible for any late fees or finance charges that may be imposed due to your failure to timely schedule a payment.
- **Settling issues and Disputes with your Payee.** You must contact your payees directly concerning any disputes or questions you have regarding their bill, including questions related to when your payment was credited or your payee’s refusal to accept a payment. Rivermark Community Credit Union cannot guarantee that a payee will accept your payment or when a payee will credit your account, nor can we investigate claims related to your accounts with third parties.
- **Having sufficient funds to cover your scheduled payments.** It is your responsibility to ensure that there are sufficient funds in your account when any payment you set up is processed. You will be responsible for any overdraft fees and other costs incurred as a result of your failure to have sufficient available funds in your account to cover a bill payment.

**Maintenance Times.** The Bill Payment system may be down from time to time for normal maintenance and upgrades. We will notify you when bill payment is unavailable in any manner.

**Inactive Bill Payment Accounts.** We reserve the right to deactivate any bill payment account that has been inactive for 6 or more months.

**Limitations, Modification or Termination of Service**

The credit union reserves the right to modify, limit, or discontinue Bill Payment services at any time without notice. We may also terminate your ability to initiate Bill Payment transactions if you fail to comply with the terms of this agreement, the Membership & Account Agreement or any other applicable law.

The credit union reserves the right to terminate the Service or reject, reverse, or cancel any transactions you initiate, and/or restrict or condition your ability to transact at any time and for any reason, including but not limited to (a) insufficient funds in your account; (b) sharing or disclosing your password with anyone; (c) suspicious activity; (d) order of any law enforcement agency; (e) inability to verify information you provided; (f) providing us with false or inaccurate information; (g) hacking, tampering or impacting the Service functionality, availability or security; (h) using Service for unlawful purpose; (i) failing to cooperate with any information request or remit Service fees that are due and owed to us. You may terminate this Service by providing us with written notice in time for us to act upon your

request. Notwithstanding any such notice of termination, this Service shall remain effective in respect of any transaction occurring prior to such termination. Upon any termination of this Service, you will immediately cease using the Service.

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