

# External Loan Payment Service Agreement

## **I. Introduction**

Welcome to the Department of the Interior Federal Credit Union (“Interior Federal Credit Union”, “we”, “us” or “our”). This Agreement and Disclosure Statement for Services (the “Agreement”) sets forth the terms and conditions for use of the External Loan Payment Service (the “Service”). The member or customer (referred to as “you” or “your”) should read this Agreement carefully and keep an electronic or print a hard copy of it for your records. By using any electronic symbols, or processes we provide in order to establish your acceptance of this Agreement and/or other terms and conditions related to the Agreement, you acknowledge and agree that you are using an electronic signature to signify your intent to be bound, and you agree to do business with us and exchange information electronically, as provided in this Agreement and as we may direct. Each time you use the Service, or allow any other person to use the Service in relation to any of your accounts or financial products or services, you are confirming your acceptance of the terms of this Agreement (including, but not limited to, the terms of that particular Service) that are in effect at that time.

## **II. Description of Services**

With the Service, you may debit a debit card from another financial institution to pay a Interior Federal Credit Union Loan. Once your account with us has terminated for any reason, you will have no further right or access to use the Service. Any customer or member who is authorized to view loan accounts using the Consumer Online Banking system is eligible for this Service.

## **III. Transaction Limits.**

We have the right, at any time, to set dollar limits on daily and monthly transactions. If you attempt to initiate a deposit in excess of these limits, the system will not allow you the ability to continue the transaction.

## **IV. Eligible Items.**

You are able to submit payments to the following Interior Federal Credit Union Loans: **Installment, Mortgage, Line of Credit, Consumer, and Home Equity.**

## **V. Requirements.**

Each transaction must have a valid debit card number, expiration, and CVV when submitting the payment.

We offer the Service as an added convince to you. We have the right to terminate this Agreement with no prior written notice at any time. We may terminate this Agreement based on but not limited to: NSF items, and receiving returned items.

## **VI. Receipt of Deposit**

Any confirmation from us that we have received the file does not mean that the file contains no errors. We are not responsible for any files that we do not receive.

Following receipt, we will process the deposit by processing the file. Interior Federal Credit Union reserves the right, at our sole and absolute discretion, to reject any file for the Service into your loan account. We will notify you of rejected files.

## **VII. Returned Payments.**

Any credit to your loan account is provisional. If the original payment is dishonored, rejected or otherwise returned by the receiving bank for payment or are rejected or returned by any commitment for the collecting bank that is obtaining the draft payment, for any reason, including, but not limited to, issues relating to debiting funds, you agree that the provisional credit to the loan account will be reversed. You will reimburse us for all losses, costs, and expenses caused by or relating to the processing of the returned item.

## **VIII. Your Warranties.**

You make the following warranties and representations with respect to each payment.

- Each payment is a true and accurate account.
- The amount is accurate.
- You are an authorized signer on the account you have provided to us.

With respect to each payment, you make to us all representations and warranties that we make or are deemed to make to any party pursuant to law, regulation or clearinghouse rule.

## **IX. Compliance with Law.**

You will use this system for lawful purposes and in compliance with all applicable laws, rules and regulations. You warrant that you will only transmit acceptable items for payments and in accordance with applicable laws, rules and regulations.

## **X. External Loan Payment Unavailability.**

The Service may be unavailable temporarily due to system maintenance or technical difficulties, including those of the Internet service provider, cellular service provider and Internet software and we make no representations or warranties regarding the availability of the Service. In the event that the Service is unavailable, you may pay an Interior Federal Credit Union Loan at our branches, by check when using Remote Deposit Capture or BillPay.

## **XI. Your Responsibility.**

You are solely responsible for the completeness, accuracy, validity and integrity of payment initiated under the Service. You are solely responsible if you, intentionally or unintentionally, submit fraudulent or incorrect transfer information to us or if the Service is used, by authorized or unauthorized persons, to submit fraudulent, unauthorized, inaccurate, incorrect or otherwise improper usage to us for processing.

## **XII. Accountholder's Indemnification Obligation.**

You understand and agree that you are required to indemnify us and hold us harmless against any and all claims, actions, damages, liabilities, costs, and expenses, including reasonable attorneys' fees and

expenses arising from your use of the Services and/or breach of this Disclosure and Agreement. You understand and agree that this paragraph shall survive the termination of this Agreement.

You understand and agree that you are required to indemnify our technology partners, including but not limited to Digital Insight, Inc. (“Digital Insight”) and hold harmless Digital Insight, its affiliates, officers, employees and agents, officers, employees, and agents, from and against any third party claims, suits, proceedings, actions or demands, including to claims of another financial institution, business entity or governmental authority, and all losses, liabilities, damages, fines, penalties, costs and expenses, including court costs and reasonable attorney fees and expenses, arising from such claims, to the extent such claim is related to Interior Federal Credit Union or End User’s use of the Services, Digital Insight Applications, unless such claim directly results from an action or omission made by Digital Insight in bad faith. You understand and agree that this paragraph shall survive the termination of this Agreement.

DISCLAIMER OF WARRANTIES. YOU AGREE THAT YOUR USE OF THE SERVICE AND ALL INFORMATION AND CONTENT (INCLUDING THAT OF THIRD PARTIES) IS AT YOUR RISK AND IS PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. WE DISCLAIM ALL WARRANTIES OF ANY KIND AS TO THE USE OF ANY OF THE SERVICE, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. WE MAKE NO WARRANTY THAT THE SERVICE WILL MEET YOUR REQUIREMENTS OR WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE.

LIMITATION OF LIABILITY. YOU AGREE THAT WE WILL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA OR OTHER LOSSES INCURRED BY YOU OR ANY THIRD PARTY ARISING FROM OR RELATED TO THE USE OF, INABILITY TO USE, OR THE TERMINATION OF THE USE OF THE SERVICE, REGARDLESS OF THE FORM OF ACTION OR CLAIM (WHETHER CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE), EVEN IF WE HAVE BEEN INFORMED OF THE POSSIBILITY THEREOF, EXCEPT AS OTHERWISE REQUIRED BY LAW.

### **XIII. Financial Information.**

You must inform us immediately of such items including, but not limited to; your online banking credentials potentially being compromised, any unauthorized or fraudulent items have posted to your loan accounts.

To contact Department of the Interior Federal Credit Union for the above inquires, contact customer service at:

Department of the Interior Federal Credit Union  
12201 Sunrise Valley Drive Room  
BA208 MS700  
Reston, VA 20192  
Phone: (800) 914-8619  
Web: <https://www.interiorfcu.org/resources/contact-us/>

You agree to provide us any financial information we reasonably request during the term of this Agreement.  
You authorize us to review your history from time to time.