Visa® Reloadable Card Terms and Conditions

ACTIVATE your Visa® Reloadable Card online at laketrust.org or by calling 866-760-3156 before use. A PIN will be assigned after your Card is activated.

General - These are your Visa® Reloadable Card Terms and Conditions. “Agreement” means these Visa® Reloadable Card Terms and Conditions. “We” “us” and “our” refer to Lake Trust Credit Union; “You” “your” and “yours” refer to the person to whom the Card is issued. “Card” means the primary Visa® Reloadable Card and any secondary Visa® Reloadable Cards obtained from us. Our “Business Days” are Monday through Friday; credit union holidays are not included.

Agreement; Amendments - We agree to maintain the Card for you and to perform according to this Agreement. We may, at any time, change provisions of this Agreement. If so changed, we will notify you in writing. You will have 30 days to return the Card to us if you do not accept the changes. If you do not return the Card within this time period, you will be deemed to have accepted the provisions of the Agreement, which is set out the Agreement between you and us. You will be deemed to have accepted the Card and the terms and conditions of this Agreement; which will not be less than 24 months after you purchased the Card. If your account is not used for 24 months or more, we have the right to deactivate your card.

Ownership and Use of the Card - The Card is and will remain your property. However, you will be solely responsible for the possession, use, and control of the Card. You must surrender the Card to us immediately upon request. The Card may not be used for Internet lottery, betting, or gambling transactions or for any illegal transactions.

Pledge of Shares - You grant and pledge a consensual lien to us on all shares to secure the payment of any of your obligations to us or associated with the Account. You agree that we can apply the shares pledged at the time of any default on this account without further notice. “Shares” for the purpose of your pledge to secure your obligations to the credit union is defined in your Membership Agreement with the credit union.

Before using the Card - (i) Validate the personalized Card by calling the number indicated on the sticker on the front of your Card, or signing on to our secure website. (ii) Sign the reverse of the Card. It is recommended that you register your Card by signing on to our secure website. Write down your Card number and the Customer Service Number on a separate piece of paper in case of lost or stolen cards or if you are asked for the above information. NCUA insurance applies only to deposit accounts. Your Card allows you to access your prepaid funds up to the amount available on the Card. You may use your Card for transactions that are authorized by the Agreement; and restricted transactions set out the Agreement between you and us. You will be deemed to have accepted the Card and the terms and conditions of this Agreement, which will not be less than 24 months after you purchased the Card. If your account is not used for 24 months or more, we have the right to deactivate your card.

Using Your Card - The Visa® Reloadable Card is a prepaid stored-value card. It is neither a credit card, nor a NCUA insured deposit account. This card is issued by Lake Trust Credit Union; pursuant to a license from Visa® U.S.A, Inc. Your Card allows you to access your prepaid funds up to the amount available on the Card. You may use your Card for transactions that are authorized by the Agreement; and restricted transactions set out the Agreement between you and us. You will be deemed to have accepted the Card and the terms and conditions of this Agreement, which will not be less than 24 months after you purchased the Card. If your account is not used for 24 months or more, we have the right to deactivate your card.

Visa Reloadable Card Account Fees and Charges

• Card Replacement Fee — $5.00
• Lost/Stolen Processing — $10.00
• Rush Fee (overnight or rush deliver a Visa® Reloadable Card) — $20.00
• Cash Advance Fee — $2.00 per withdrawal
• ATM Withdrawal Fee — $2.00 per withdrawal
• Customer Service (live agent for representative services) — $3.00
• Inactivity Fee — you will be charged a fee of $5.00 each month, beginning on the 13th month of inactivity on the Card, as long as there is a balance remaining on the Card.

Foreign Exchange: If a card transaction is made in a currency other than that loaded on the Card, a foreign exchange conversion rate applies and is determined at the time the transaction is processed. The exchange rate used is the wholesale money market or the government-managed rate increased by 1% (including the Visa® handling charge of 1%).

Our Liability - If we do not complete a transfer from the Card on time or in the correct amount and you have relied on the transfer to meet a financial obligation, and you notify us within 60 days after you discover the error, we will be responsible for any loss until we correct the error. Other exceptions stated in these Terms and Conditions.

Errors or Questions - If you think there is an error involving a transaction made with your Card such as a purchase you didn’t make or an incorrect amount charged to your Card, please call us at 866.760.3156, or write us at: Cardholder Services, P.O. Box 550578, Ft. Lauderdale, FL 33355. If you tell us orally, we may require that you send your claim or question in writing within 10 business days. We must investigate your complaint and correct any error. If we can’t do this within 10 days, we may, at your request, provide you with temporary credit to cover the amount of the error or unauthorized transaction while we complete our investigation. We will provide temporary credit within 10 days. If we need more time to finish your investigation, we will provide you with a written explanation within 3 business days after we finish our investigation and any credit made under the preceding paragraph must be repaid to you. You may ask for copies of documents that were used in our investigation.
A: Any authorization request that is greater than the card’s available balance will be declined. However, there can be times when a Visa® merchant puts an item through without prior authorization. If an overdraft occurs, the cardholder will be required to make a payment to Cardholder Services to cover the negative amount.

Q: How do I find an ATM when I travel — especially overseas?
A: Visit laketrust.org or use the ATM locator found at visa.com for participating Visa® ATMs, both domestic and abroad.

Q: What is the exchange rate when I get to another country?
A: The exchange rate is determined by the rate of exchange on the date of purchase. Using your Visa® Reloadable Card at an ATM can be less expensive than using a currency exchange to get foreign currency.

Q: When I travel, are my receipts in U.S. dollars or the local currency?
A: Your receipt will reflect the local currency. It’s always good to plan ahead and have a general idea of what the local exchange rates are before you travel. This helps you to understand what goods and services are actually costing you.

Q: What happens if my Visa® Reloadable Card is lost or stolen?
A: We provide 24-hour toll-free support. Immediately report any problems or a lost or stolen card by calling 866.760.3156. Any available balance, less applicable fees that will be deducted from the card’s available balance, will be deposited to your Membership Savings. See the Terms and Conditions for fees that apply to lost or stolen cards. As long as the lost or stolen card is reported immediately, you won’t be responsible for any unauthorized merchant charges.

Lake Trust Credit Union – 888.267.7200 - laketrust.org