



Visa® Gift Card Terms and Conditions

The following are your Lake Trust Credit Union Visa® Gift Card Terms and Conditions. In these Terms and Conditions, "you" or "your" means the person who has received the Lake Trust Credit Union Visa® Gift Card; "we", "us" or "our" means Lake Trust Credit Union; "Card" means the Lake Trust Credit Union 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

Before using your Lake Trust Credit Union Visa® Gift Card, you may register the Card on the Gift Card website, which can be accessed at: laketrust.org. You must sign the back before you can use the Card. Your Lake Trust Credit Union Visa® Gift Card is issued by Lake Trust 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, gambling establishments and cash advances (including ATM withdrawals). 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 Lake Trust Credit Union 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 Lake Trust Credit Union 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.

Fees and Charges

There are no fees associated with the use of the Card when purchasing goods and services.

- Inactivity Fee: A Monthly Inactivity Fee of \$5.00 will be charged. The fee will be waived for the first twelve calendar months after the activation date. The fee will not be charged once the balance of the Card reaches \$0.
- Card Replacement Fee: \$10.00 will be imposed for the replacement of the Card and will be deducted from the remaining balance.

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.

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 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:

- The merchant authorizes an amount greater than the purchase amount. Your name, address, 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 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.

Expiration or Revocation of Card

Your Card expires on the last day of the month 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 Lake Trust Credit Union 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

Q: How do I activate my card?

A: Activate your card by calling toll-free 866.902.6082. You'll need to enter the full 16 digit account number on the front of the card and the CVV on the back of the card when prompted.

Q: How does a Gift Card work?

A: They can be used at most places Visa® debit cards are accepted. Because it's a prepaid card, spending is limited to the amount of money on the card. When the recipient makes a purchase with the Gift Card, the purchase amount is deducted from the card balance. The Lake Trust Credit Union Gift Card is not redeemable for cash.

Q: Can I use my Gift Card for an online purchase?

A: Yes, but the card must be registered on the Gift Card website, which can be accessed at laketrust.org.

Q: Can I check the balance on my Gift Card?

A: You can quickly check your balance and transaction history 24/7 by visiting laketrust.org or by calling 866.902.6082 and using the automated phone system. You'll need to furnish the account number found on the front of your Card. A merchant cannot tell you how much money remains on the Card. Knowing your balance before use will help ensure your Card is accepted.

Q: Is the Gift Card a credit card?

A: No, it's a prepaid card. While a prepaid card looks similar to a credit card, Gift Card recipients don't have a line of credit. They can only spend up to the balance on the Card.

Q: What should I do if my Gift Card is lost or stolen?

A: We recommend you write your Gift Card account number on a separate piece of paper as soon as you receive it and keep it in a safe place. If your Card is lost or stolen, call 888.267.7200 or stop in to any of our branches. You'll need to provide the account number to cancel the Gift Card. We can then refund the Gift Card remaining balance, minus a \$10.00 replacement fee.

Q: What if the item I want to purchase costs more than the value on my Gift Card?

A: If the purchase amount exceeds the available balance of the Gift Card, the transaction won't be approved. When you present your Gift Card as payment, inform the cashier of the value of your Card and that you'll pay the difference in cash, check, credit or debit card.

Q: Can I add additional value to the Gift Card?

A: No, the Card isn't reloadable. Once the balance is spent, the Card should be cut up and thrown away.

Q: What should I do when the terminal asks me 'debit' or 'credit'?

A: You should always press the 'credit' button. Although the Gift Card is not a credit card, the transaction is processed the same way. You'll always sign a sales receipt.

Q: When I swipe my Card, the terminal asks for my PIN.

A: A Personal Identification Number (PIN) is issued with the Gift Card. If a PIN is requested, simply enter the PIN you were given or the PIN you selected when the card was activated.

Q: What if I didn't receive a PIN?

A: If you didn't receive a PIN or you lost/forgot your PIN, then call toll-free 866.902.6082 to get your PIN again.

Q: What if I need to return an item?

A: If you return an item you purchased with your Gift Card, the merchant will handle the item in accordance with Visa® guidelines. The merchant may credit the amount of the purchase back onto your Gift Card.

Q: Can I use a Gift Card at an ATM?

A: No, a Gift Card cannot be used at an ATM.

Q: Can I use a Gift Card to pay for gas at the pump?

A: Yes, the cardholder would have to have an available balance of \$100.00 on their Card for the gas purchase to be authorized.

Q: What if there has been a transaction error on my Gift Card?

A: If you believe there's an error, such as a purchase that you don't recognize, call 866.902.6082 any time.

Q: Can I use my Card for recurring transactions?

A: No, the Gift Card can't be used for automatic recurring transactions or cash advances (including ATM withdrawals) and at nonfinancial money exchange establishments or gambling establishments.

Q: Can I stop payment on a purchase I made with the Card?

A: It isn't possible to stop payment on a purchase that is made after the Card has been presented for payment.

Q: What happens when the funds are spent?

A: When you've used all the funds on the Gift Card and no returns are necessary, simply cut up and throw away the Card.