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## ACH Transfer Agreement

Your account relationships will determine which agreements and disclosures you should consult for additional questions or details. The documents below are referred to collectively as your "Account Relationship Documents" and your Account Relationship Documents are incorporated into this Agreement by their reference.

- Consumer & Living Trust Accounts: [Membership and Account Agreement](#), [Schedule of Fees and Charges](#), [E-Sign & Digital Banking Agreement and Disclosure](#), [Electronic Fund Transfers Agreement and Disclosure](#)
- Sole Proprietor & Similar Accounts without EINs: [Business Membership and Account Agreement](#), [Business Fee Schedule](#), [E-Sign and Digital Banking Agreement and Disclosure](#), [Business Fund Transfers Agreement and Disclosure](#)
- All Other Business Accounts with EINs: [Business Membership and Account Agreement](#), [Business Fee Schedule](#), [E-Sign and Digital Banking Agreement and Disclosure for Businesses](#), [Business Fund Transfers Agreement and Disclosure](#)

This ACH Transfer Agreement ("Agreement") is the contract which covers your and our rights and responsibilities concerning the ACH Transfer service offered to you by Launch Credit Union ("Launch CU"). In this Agreement, the words "you," "your," and "yours," mean those who sign the account card as members, joint owners, or any authorized users. The words "we," "us," and "our," mean Launch CU. The word "account" means any one or more savings and checking accounts you have with Launch CU. Your acceptance of this Agreement is hereby incorporated into and made a part of your Account Relationship Documents. If any other agreement between you and us is inconsistent with this Agreement, this Agreement will control with respect to ACH transfers.

**External Transfer Service** – Within Digital Banking you may enroll to transfer funds between your Launch CU savings & checking accounts and your accounts at other eligible U.S. financial institutions. You must be an owner, or other authorized signer, on the Launch CU account and the account at the other financial institution. Before a transfer can be made, we must verify your ownership of the other account; this may take several days. For additional information regarding external transfers, cut off times, and funds availability please see [Transfer Policy](#) and the applicable fund transfer agreement according to your Account Relationship Documents. External transfers requiring you to "Link to External Accounts" are subject to additional terms and conditions available at [Aggregation Services Agreement](#).

**Rejection of an External Transfer** – Launch CU reserves the right to reject any funds transfer request. Transfer requests may be rejected if the dollar value of one or more transfer requests exceed the daily or monthly transfer limit, if the transfer account has insufficient available funds for the amount of the external transfer plus any applicable fee, if the request is incomplete or unclear, if Launch CU believes a requested transfer poses a security risk or if it violates law, or if Launch CU is unable to fulfill the request for any other reason. Transfers are subject to the rules of the National Automated Clearing House Association and the applicable automated clearing house, as well as any EFT Network used for the transfer.

**Availability of Funds** – Subject to the Account Relationship Documents and funds availability,

- Transfers from your Launch CU Account to Other Financial Institutions – if your transfer request is submitted using Launch CU Digital Banking and is made to Launch CU prior to the 3:00 pm cut-off time, funds will be debited from your Launch CU account the day after you submit the request and credited to your account at the other bank within 3-5 business days. If your request is submitted via the other financial institution, their availability policy will control the terms. Some transfers may be subject to a hold - please refer to the Account Relationship Documents appropriate for account relationship for further details.
- Transfers from Another Financial Institution to your Launch CU Account – if your transfer request is submitted using Launch CU Digital Banking and is made to Launch CU prior to the 3:00 pm cut-off time, funds will be credited to your Launch CU account within 3 business days after you submit the request. If your request is submitted via the other financial institution, their availability policy will control the terms. Some transfers may be subject to a hold; please refer to the Account Relationship Documents appropriate for account relationship for further details.

### **Transfer Limits**

- Consumer, Living Trust, Sole Proprietor, and similar accounts without an EIN, may transfer up to \$5,000.00 per day, \$5,000.00 a week and a maximum of \$10,000 monthly, between your accounts, subject to the other financial institution's transfer limits.
- Business accounts using an EIN may transfer \$10,000.00 per day, \$20,000.00 a week and a maximum of \$35,000 monthly between your accounts, subject to both the other financial institution's transfer limits and any additional agreements you may have with us.

The number of daily transfers is not currently limited; Launch CU may, to the extent allowable by law, change these limits at any time without prior notice, Please refer to your Account Relationship Documents.

**Transfer Fees** – Transfer fees may be charged for certain services as disclosed on our fee schedule applicable to the account type used for payment (as described in the Account Relationship Documents section). You authorize us to deduct all such fees from any of your accounts without further notice. Any fees will be deducted from your account that the transfer originated from, or if that account has an insufficient balance, any of your other accounts at Launch CU.

**Transfers and Transaction History** – You may view your transaction history by logging into Digital Banking and looking at your transaction history. You agree to review your transactions by this method instead of receiving individual receipts by mail.

**Subscriber Information** – You authorize your wireless carrier to disclose information about your account, such as subscriber status, payment method and device details, if available, to support identity verification, fraud avoidance, and other uses in support of transactions for the duration of your business relationship with us. This information may also be shared with other companies to support your transactions with us and for identity verification and fraud avoidance purposes.

**Member Responsibility** – You acknowledge and agree that Launch CU will rely on the information you provide in originating each transfer. Any errors in the information, including incorrect or inconsistent account names and numbers, the ABA number, or name of the financial institution, could result in a loss of your money and are your

responsibility. Launch CU may make transfers to accounts based solely on the account number you provide even if the account number is inconsistent with the name of the transferee. If notified promptly, Launch CU may assist you by trying to recall the transfer, but Launch CU will not be liable for the erroneous transfer based on the information you provided and will not reimburse you for your loss. If you need to notify us, contact us using the information above. See also, [Stop Payment Policy](#) section related to Orders Made Through Other Channels.

**Unavailability of Transfer Service** – The ACH transfer service may at times be temporarily unavailable due to our system maintenance or technical difficulties including, but not limited to, those of the Internet and cellular service providers.

**Changes to This Agreement** – We may change the charges for the ACH transfer services indicated in this Agreement by modifying the schedule providing for fees as described in your Account Relationship Documents and we may amend, modify, add to, or delete from this Agreement from time to time by updating this Agreement which is available when you use the External Transfers section of the Digital Banking Services. Your use of the ACH transfer service after such an update shall constitute notification and acceptance of such change by Launch CU.

**Address or Banking Changes** – It is your sole responsibility, and you agree to ensure that the contact information in your user profile is current and accurate. Contact information updates should include your email address and mobile phone number, as both are important points of contact for Digital Banking and the ACH transfer service.

**In Case of Errors, Questions, or Complaints** – In the event that you believe there has been an error with respect to the ACH transfer service, or if you have questions or complaints, you will immediately contact us regarding such error using one of the methods set forth below.

(321) 455-9400 (inside Brevard)  
(800) 622-5257 (outside Brevard)  
[mserv@launchcu.com](mailto:mserv@launchcu.com)

Launch Credit Union  
Attention: Deposit Operations  
300 South Plumosa Street  
Merritt Island, FL 32952

**Termination of the ACH Transfer Service** —We may terminate your use of the ACH transfer service at any time without notice, in our sole discretion. In the event of termination, you will remain liable for all transactions performed on your account. In the event of termination, you remain obligated for any such transfers made by Launch CU on your behalf.

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