



300 S. Plumosa St.
Merritt Island, FL 32952
Telephone: 800.662.5257
Mserv@launchcu.com

Bill Pay Terms and Conditions

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 Disclosure 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 Bill Pay Terms and Conditions disclosure ("Disclosure") covers your and our rights and responsibilities concerning the Transfer service offered to you by Launch Credit Union ("Launch CU"). In this Disclosure, 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. This Disclosure 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 Disclosure, this Disclosure will control with respect to Bill Payment.

Bill Payment Service – Launch CU offers a transfer service (the "Service"), which enables members to pay bills using Digital Banking Services.

Instructions for Setting up Payees & Payments

- **Payees:** If you want to use the Service, the "Payee" must be added before a payment can be sent. To add a Payee select the "Add Payee" button located in the bill pay widget in Digital Banking. Launch CU reserves the right to refuse the designation of a "Payee" for any reason. You may pay any "Payee" within the United States (including U.S. territories and APO's / AEO's). Payees cannot include governmental agencies, including (but not limited to) federal, state, and local taxing agencies, or recipients of court-ordered payments such as alimony or child support, or payments to settle securities transactions.
- **Payments:** You may add a new payment to a "Payee" by accessing the Service and entering the appropriate information. The Financial Institution is not responsible for payments that cannot be made due to incomplete, incorrect, or outdated information.

The Bill Paying Process - For purposes of this process, the following apply:

- Definitions:
 - “Business Day” means Monday through Friday, excluding US Federal Reserve Bank holidays.
 - “Cut-Off Time” means 3pm eastern time of a Business Day.
 - “Non-Business Day” means any day that is not a Business Day.
 - “Service Provider” the third-party service provider we contract with to provide this Service.
 - “Standard Check” -- means paper checks sent by the Service that are sent via the United States Postal Service (USPS).
 - “Standard Electronic” – means electronic transmission of your payment resulting in a debit from your account.
- US. Dollars. Any obligation that you wish to pay through Digital Banking must be payable in U.S. Dollars
- Single Payments: A single payment will generally be processed as follows
 - If submitted prior to the Cut-Off Time, on the Business Day that you designate as the payment’s processing date*
 - If submitted after the Cut-Off Time, on the later of the next Business Day or the date you designate as the processing date*

** If you designate a Non-Business Day as the payment’s processing date, the payment will be processed on the first Business Day after the designated processing date.*
- Recurring Payments: When a recurring payment is processed, it is automatically rescheduled by the system. Based upon your selected frequency settings for the payment, a processing date is calculated for the next occurrence of the payment. If a calculated processing date will fall on a Non-Business Day, such payment will be made the Business Day before the scheduled Non-Business Day. In that case, you should ensure sufficient availability of funds in your account before such Business Day.

Note: If your frequency settings for the recurring payment specify the 29th, 30th, or 31st day of the month for processing and that day does not exist in the month of the calculated processing date, then the last calendar day of that month is used as the calculated processing date. Again, in that case, you should ensure sufficient availability of funds in your account before such Business Day.

Processing Time for Single and Recurring Payments – The system will provide for the delivery method (e.g., Standard Check or Standard Electronic) and will calculate an estimated delivery date using the term “Deliver by.” **This is only an estimate, so please allow sufficient time for your payments to reach your Payees.**

It is important that the payment date is scheduled to be on a date that accounts for sufficient time for (i) us to process the payment request, (ii) the payment to be delivered, and (iii) the payment to be processed by the merchant. Since the time for us to process your payment varies according to the particular merchant, you must become familiar with the payment processing time for each merchant you desire to pay, and allow the appropriate number of business days between the day you input your payment instruction and the payment date. In the event that you do not adhere to the obligations set forth in this Disclosure, or you schedule a payment less than the number of business days before the due date required for a particular merchant, you will bear full responsibility for all penalties and late fees and we will not be liable for any such charges or fees. We assume no liability for the late delivery, late posting, or misapplication of payment by merchants. This absence of liability, however, does not preclude us from assisting with resolving these types of issues when they arise. You agree that we and the Service Provider shall not be liable to you in any way directly or indirectly related to the Service, including but not limited to actual or consequential damages including the merchant mishandling or delaying the handling payments sent by us.

Cancelling a Payment – A bill payment can be changed or cancelled from within Digital Banking by the user that created the payment any time prior to the Cut-Off Time on the scheduled processing date.

Limits on Frequency and Dollar Amount – There are limits on the amount of money you can send through our Service. Such limits may be adjusted from time to time in our sole discretion. For additional information concerning limits, please contact us using the contact information provided above. **The payee determines the method in which to remit funds on your behalf through the Service.** These payment methods may include, but are not limited to, Standard Electronic or Standard Check drawn against your selected funding account. In the event a Standard Electronic transaction is attempted, but the payee does not accept such payment (i.e., a refused payment), the funds associated with the refused payment may be redeposited into your account while we issue a Standard Check instead. If you see a redeposited amount, reach out to Launch CU customer service via the contact information at the top of this Disclosure to ensure a paper check has been initiated. If you request another payment while a Standard Check is being processed, both the Standard Check and the additional payment could be processed. Please see the section entitled *Member Responsibility* below for more information regarding refused payments.

Fees – Service 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 fees from any of your accounts without further notice.

Payments and Transaction History – You may view your transaction history by logging into the Service 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 will be responsible for any bill payment request you make that contains an error or is a duplicate of another bill payment. Launch CU is not responsible for a bill payment that is not made if you did not properly follow the instructions for making a bill payment.

Launch CU is not responsible for your acts or omissions or those of any other person, including, without limitation, any transmission or communications facility, and no such party shall be deemed to be Launch CU's agent.

In the event we are unable to process a transaction (if, for example, incorrect payee information), the transaction will result in a failed payment. In the event of repetitive failed transactions, Launch CU reserves the right to suspend your access to the Services. This suspension may be without prior notice to you. If your Digital Banking access or the Service is suspended, transactions which were previously initiated may (but will not necessarily) still continue to be processed. You should reach out to Launch CU customer service via the contact information at the top of this Disclosure to address such transactions and any questions or concerns you may have.

With respect to any returned payment or failed transfer, you agree to reimburse us within fourteen (14) days after notice is sent to you, for any funds we have already paid to one or more of your designated merchants which we were unable to recover by debit to the merchant or charge to you. We may report such information about your account to credit bureaus; such reporting may reflect in your credit report.

If any provision of this Disclosure is found to be invalid or unenforceable, that provision will be enforced to the maximum extent permissible, and the remaining provisions will remain in full force.

You will not attempt to make a transfer when the Service tells you or other circumstances give you reason to believe that the Service is closed, unavailable, or is not operating properly due to a technical malfunction or is otherwise unable to initiate the transaction you desire. We assume no liability due to your inability to access the Services for any reason, including, but not limited to, communication problems or interruption or equipment failure.

Unavailability of Bill Pay – The Service is offered as a courtesy. You understand and agree that the Service may at times be temporarily unavailable due to system maintenance or technical difficulties including, but not limited to, those of the internet and cellular service providers. You acknowledge and agree that you can pay Payees by other means, in the event that the Service is unavailable.

Change in Terms – We may change the charges for the Service indicated in this Disclosure by modifying the schedule providing for fees as described in your Account Relationship Documents and we may amend, modify, add to, or delete from the Disclosure from time to time by updating this Disclosure which is available when you use the Service. Your use of the 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 Service.

In Case of Errors, Questions, or Complaints – In the event that you believe there has been an error with respect to the Service, or if you have questions or complaints, you will immediately contact us regarding such error or breach as set forth below.

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

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

Termination of Bill Payment —We may terminate your use of the 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. You may terminate use of the Service at any time and you may cancel payment(s) as provided above; however, Launch CU is not responsible for any payment made as authorized by you before Launch CU has had a reasonable opportunity to act on your request to cancel such payment. You remain obligated for any payments made by Launch CU on your behalf. If you wish to issue a stop payment on a Standard Check-based Service, contact us at 800.662.5257. For full disclosure on stop payment requests see [Stop Payment Disclosure](#).

LCU15E136

* * *