



**FIRST FINANCIAL FEDERAL CREDIT UNION VISA® GIFT CARD
TERMS AND CONDITIONS**

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

To activate and register your First Financial Visa Gift Card, visit www.firstffcu.com. You may also activate your card by calling 866-902-6082. A PIN will automatically be assigned after the card is activated. Please sign the back before you can use the Card.

Your First Financial FCU Visa Gift Card is issued by First Financial FCU 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 and gambling establishments.

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.

The VISA Gift Card is a non-reloadable stored value card. It is neither a credit card, nor an NCUA insured deposit account. This card is issued by First Financial Federal Credit Union; pursuant to a license from Visa U.S.A, Inc. Your Card may be used at merchants who accept VISA debit cards worldwide. You will be required for validation purposes, to provide personal information. To activate your Card and obtain the PIN, visit firstffcu.com or call 866-902-6082. You may use your Card after activation. The Card is non-transferable. You are responsible for all authorized transactions made with this additional Card. You may only use the Card when there is a balance available on the Card, and only up to the amount left on the Card and any transaction fee due. Any transaction made that exceeds the available balance will be declined.

Purchases will be deducted from your First Financial FCU 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. 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

- You must be a resident of the U.S. to purchase the Card. The minimum value that can be loaded on the card is \$20.
- The maximum value credited to the Gift Card on issue is limited to \$500.00
- Gift Card Service Fee is \$3.95 per Card.
- Inactivity fee is \$2.50 per month, after 360 days of inactivity – starting from the date of activation.
- Lost/Stolen Card Replacement Fee is \$15.00

When you use your Card at an automated gas station pump you will require a minimum of \$125 available credit on the Card to enable gas to be dispensed (It may take up to 24 hours before any unused amount is available to spend due to the way in which the transactions are processed). If your available balance is less than this, please pay the attendant in the gas station.

If you use your Card to purchase meals or drinks many restaurants and bars factor a tip into the price of up to 20% when pre-authorizing Card purchases but you will only be debited with the actual amount you spend.

Should you use your Card to pre-authorize a hotel reservation, add 15% to the reservation. Any amount requested in a pre-authorization will not be available to you to spend using the Card, although you will only be finally debited with the actual amount you spend. If 30 days elapse without you authorizing an amount any pre-authorization will be cancelled and this will be available to you.

Automobile rental and/or cruise ship businesses, likewise add 15% to the rental/reservation to allow for any additional expenses. If 30 days elapse without you authorizing an amount any pre-authorization will be cancelled and this will be available to you. Mail order companies often add a similar amount for potential shipping costs although the amount finally debited will be as the final bill.

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.

Your Liability For A Lost or Stolen Card or Unauthorized Transactions

Contact us immediately at **866-902-6082** if you believe the Card has been lost or stolen, or that someone has accessed or may access money from the Card without your permission. You will not be liable for lost value on the Card if you satisfy the following conditions:

- You have immediately called us and reported the Card lost or stolen, which allows us

to the status the Card.

- You have signed the Card on its reverse side in permanent ink.
- You inform us of the Card number and the approximate date of your last authorized use.
- You have not reported two or more incidents of unauthorized use to us in the preceding 12-month period.
- You report all facts of the loss or theft to us and you cooperate in our investigation.

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:

- 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.

Closure, Expiration, or Revocation of Card

Your Card expires on the last day of the monthly 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 First Financial FCU 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.