

Digital Account Information Consumer Accounts

MyCoVantage utilizes a layered security strategy to protect your accounts and transactions conducted over applicable digital channels. Registration and activation of your access to MyCoVantage is based on verification of your identity against information associated with the eligible account(s) that you request to be accessible. Successful registration is additionally dependent on passing an Out-of-Band authentication procedure, which consists of a code in a phone call, text message or email that is already established on the account.

Fraud Mitigation: You are responsible for keeping your username/ID, password and/or other personally identifiable account information secure and confidential. If you suspect any fraudulent activity on your account, you agree to call CoVantage immediately at 715-627-4336 or 800-398-2667. To the extent not prohibited by law or regulation, you agree to indemnify CoVantage against any damages and/or losses we sustain as it relates to your use of MyCoVantage.

To protect yourself against fraud, you should adhere to the following guidelines:

- Do not give out or share your account information, password, or username
- Do not leave your personal computer (PC), mobile or another device unattended while you are logged into MyCoVantage
- Do not allow your browser to store your MyCoVantage username or password
- Do not send privileged account information (account number, password, username, etc.) via any public or general email, wireless or internet system
- If you believe your password has been lost or stolen, change your password by going to My Profile within MyCoVantage, or to covantagecu.org and use the Change Password feature found on our home page
- Ensure that the device you use to access MyCoVantage has current anti-virus software and that the operating system has current security patches installed

Fees:

MyCoVantage digital banking and bill pay are free, with unlimited access, for consumer account holders; however, certain fees may be incurred when non-routine services are requested or in the event of non-sufficient funds. In some cases, the fee for a request using MyCoVantage may be different than the fee we charge for the service using another channel. See our "Service Fee Schedule" for a list of applicable fees.

Initiating and Scheduling Transfers: Transfers can be done as one-time immediate, one-time future dated, or on a recurring scheduled basis. One-time immediate transfers through MyCoVantage "Transfer" tab to shares and loans within MyCoVantage will normally process on the day they are initiated, including weekends and holidays. One-time future dated or scheduled recurring transfers to shares and loans at MyCoVantage will normally process on the scheduled date for the transfer. One-time future dated or scheduled recurring transactions to or from an external financial account through MyCoVantage normally process in 1-3 business days. Recurring transactions may be scheduled for up to 1 year in advance, (provided they meet the definition of a properly scheduled payment as shown below). You are responsible for appropriate scheduling of transactions to ensure they are made in a timely manner. Scheduled ACH transactions and wire transfers that fall on a weekend, holiday, or after any scheduled cut-off time, will be processed on the next business day.

Minimum Account Balance: We require a minimum \$10 balance in the prime savings account be maintained for membership with CoVantage and utilization of our digital services.

Bill Pay

Funds Availability: It is important that you have sufficient funds in your checking account to cover any scheduled payments on or before the "send on" date. If available, funds from your savings account, Courtesy Pay and/or Kwik Cash overdraft protection loan may automatically transfer to allow scheduled bill payments to be processed.

Scheduling: When scheduling payments, you must allow sufficient time for payees to process and credit your account after they receive a transfer or payment from us. We cannot guarantee the time that any payment will be credited to your account by the payee. CoVantage will not be responsible for any late fees or charges incurred if adequate time is not allowed for payment to be received by, or credited by, any payee, or if a payment is unable to be processed due to it not qualifying as a “Properly Scheduled Payments” (see below for definition).

CoVantage will process “Properly Scheduled Payments” on days when the Federal Reserve System is open for operations (a “business day”). If any payments are scheduled to occur on a day other than a business day, such payments may be processed on the prior business day.

A “Properly Scheduled Payment” is defined as a payment:

- Made from an account that has sufficient funds for the payment and any fees associated with the payment, does not draw against uncollected funds and which will not draw an account below any required balance; and
- Scheduled to be delivered on or before the due date of the applicable bill, excluding any grace period; and
- For which the bill payment service indicates is deliverable on or prior to the applicable due date; and
- For which the information supplied by the member is correct (payee name and address and members’ name and account number is provided as it appears on the payee’s records)

For complete disclosures on CoVantage Credit Union’s Electronic Funds Transfer, Funds Availability, and other applicable regulations, refer to the Consumer Services and Disclosures provided at the time of account opening.

Stop-Payment Orders: To be effective, a stop-payment order must be received in time to allow us a reasonable opportunity to act on it, and for some ACH debits a stop-payment order must be received at least three business days before the scheduled date of transfer. To be effective, a stop-payment order must also identify the payment sufficiently to allow us a reasonable opportunity to act on it.

- Oral stop-payment orders are effective for 14 calendar days only, unless confirmed in writing within the 14-day period. Properly signed written stop-payment orders are effective for 6 months after the related oral stop-payment order is received or the date the written stop-payment order is received if there is no related oral stop-payment order.
- Written stop-payment orders automatically expire after the 6-month period unless renewed in writing.
- Stop Payments requests processed within MyCoVantage do not need a signature and are automatically set to expire 6 months from the requested date.

With respect to ACH debits, you and we agree to abide by the ACH rules and regulations regarding stop-payment orders. You also acknowledge that the fee for a stop payment done through MyCoVantage may differ from the fee for a stop payment completed for you by a CoVantage staff member.

Paperless Statements: Paperless statements are available to view in MyCoVantage. Once enrolled, you will be notified via email that your periodic account statement is ready to be securely viewed in MyCoVantage.

Hardware and Software Requirements: We will promptly provide you with notice, by posting on our website, the hardware and software and/or app requirements needed to participate in MyCoVantage. We can change these requirements and will provide notice of any such change by posting the new requirements on our website. Unless you comply with such changes, you will not be able to participate further in our digital banking service. You are solely responsible for setting up and maintaining your hardware and software and satisfying all hardware and software requirements.

Hours of Availability: You ordinarily can participate in our digital banking service 24 hours a day, 7 days a week; however, we reserve the right to suspend our service from time-to-time, as we deem appropriate, for testing and/or maintenance.

Voluntary Cancellation of MyCoVantage: If you would like to terminate (cancel) MyCoVantage access for your account, you can request this in person, by calling our Contact Center at 715-627-4336 or 800-398-2667, or by sending a written request with your account number, name, date of birth, current date, and signature to: PO Box 107, Antigo, WI 54409-0107. CoVantage is not responsible for any payment made before we have had a reasonable opportunity to act on your notice of termination and you will remain obligated for any payments CoVantage makes on your behalf. The termination of MyCoVantage banking services will remain in effect indefinitely unless an authorized account owner/signer on the account requests to have the MyCoVantage service re-enabled for the account. CoVantage reserves the right to revoke MyCoVantage services for an account at any time at their discretion if there is misuse of MyCoVantage.