

## Protections under Regulation E

Regulation E, known as the Electronic Fund Transfer Act (EFTA), outlines the rights, liabilities, and responsibilities of consumers that use electronic services covered under the EFTA and financial institutions that offer services covered under the EFTA.

### Examples of EFTA covered electronic services covered by MVCU

- ATM (Automated Teller Machine)
- ACH (Automated Clearing House)
- Debit Card Transactions (point-of-sale)

### Examples of services not covered by EFTA

- Share Drafts (checks)
- Wire Transfers
- Internal transfers between members' accounts initiated through a member's online banking account
- Internal transfer requests made via telephone conversation or in person with a MVCU employee
- Internal transfers to a loan done through online banking, telephone, or in person. Also includes internal recurring transfers that members have requested.

The above are just examples and are not an exhausted list of EFTA covered and uncovered services. For more information on your rights, responsibilities, and liabilities under EFTA please review MVCU's terms and conditions disclosure that is provided at account opening.

### Additional Resources

[www.ftc.gov](http://www.ftc.gov)  
[www.staysafeonline.com](http://www.staysafeonline.com)  
[www.idtheft.gov](http://www.idtheft.gov)

## Rights and Responsibilities

With respect to online banking and electronic funds transfers, the Federal government has put in place rights and responsibilities for both you and the credit union. These rights and responsibilities are described in the Member Account Information Disclosures you received when you opened your account with Merrimack Valley Federal Credit Union. Ultimately, if you notice suspicious account activity or experience security-related events, please contact the credit union at the following:

Merrimack Valley  
Credit Union  
Monday to Thursday 8:30am to 5:00pm  
Friday 8:30am to 6:00pm  
Saturday 8:30am to 1:00pm  
Excluding Holidays  
Phone: 800-356-0067

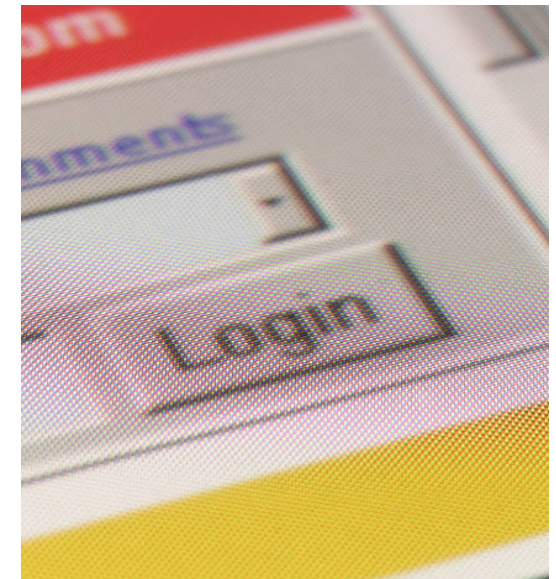
You can also go to one of MVCU's branch locations to report suspicious account activity or discuss any security-related events within MVCU's online banking.

### **MVCU Branch Locations**

Bridgewater, MA  
Fairhaven, MA  
Haverhill, MA  
Lawrence, MA  
Methuen, MA  
North Andover, MA  
Plaistow, NH  
Plymouth, MA  
Quincy, MA  
Seabrook, NH



# Authentication in an Internet Banking Environment



At Merrimack Valley Credit Union, the security of member information is a priority. We are strongly committed to the safety and confidentiality of your records.

### Safeguarding Your Information

In today's high tech world, we are able to do things more quickly and conveniently through electronic means. With more and more members using internet banking, unscrupulous individuals are busy developing new scams targeting the unsuspecting public. One of the best defenses against fraud is to become an educated consumer and we would like to help you in this endeavor. An important part of online safety is knowledge. The more you know, the safer you'll be. Here are some great tips on how to stay safe.

### Tips on keeping yourself safe in the internet environment

- **Set good passwords** – A good password is a combination of letters and numbers and one that is not easily guessed. Change your password frequently and do not give anyone your password or allow anyone else to use your password.
- **Always logoff** – When you are ready to leave a site you have logged into, logoff rather than just closing the page.
- **Links aren't always what they seem**– Never log in from a link that is embedded in an email message. Criminals can use fake email addresses and make fake web pages that mimic the page you would expect. To avoid falling into their trap, type in the URL address directly and then log in.

- **Keep personal information private** – Emails and text messages can be masked to look like they are coming from a trusted sender when they are actually from someone else. Play it safe, do not send your personal information such as account numbers, social security numbers, passwords, etc. via email or text.
- **Websites aren't always what they seem** – Be aware that if you navigate to a Website from a link you don't type, you may end up at a site that looks like the correct one, when in fact it's not. Take time to verify that the Web page you're visiting matches exactly with the URL that you'd expect.
- **Monitor account activity** – Monitor your account activity regularly either online or by reviewing your monthly statements and report any unauthorized transactions right away.
- **Assess your risk** – We recommend periodically assessing your online banking risk and put into place increased security controls where weaknesses are found; particularly for members with business accounts. Some items to consider when assessing your online banking risk are:
  - Who has access to your online business accounts?
  - How and where are user names and passwords stored?
  - How strong are your passwords and how often are they changed? Are they changed before or immediately after terminating an employee who had access to them?
  - Do you have dual controls or other checks and balances with respect to access to online banking transactions?

### What to Expect From MVCU

- Merrimack Valley Credit Union will **NEVER** call, email or otherwise contact you and ask for your user name, password or other online banking credentials.
- Merrimack Valley Credit Union will **NEVER** contact you and ask for your credit or debit card number, PIN or 3-digit security code. Please see below for more information about how our card providers, Elan and Synergent, approach customer service calls.

### Credit Cards

Our card provider, Elan, will identify themselves as Card Member Services. They will never ask for your card number, expiration date or CVC (security) code.

They will:

- Verify your street address.
- Verify the last four digits of your Social Security Number.

### Check Card

Our card provider, Synergent, will ask you to verify your street address. They will never ask for your card number, expiration date or CVC code.

