



**The West Tennessee Credit Union**  
**2521 Fite Road**  
**Memphis, TN 38127**  
**(901) 358-3796**

#### IPAY TERMS/CONDITIONS

You may use The West Tennessee Credit Unions' bill paying service, Bill-Payee Plus, to direct WTNCU to make payments from your designated share draft account to the "Payees" you choose in accordance with this agreement. The terms and conditions of this agreement are in addition to the account agreements, disclosures and other documents in effect from time to time governing your account.

The term "You or Your" means each person who is authorized to use this service.

The term "PAYEE" means anyone, including the Financial Institution, you designate and the Financial Institution accepts as a "PAYEE".

If at the end of WTNCU's contract with iPay Bill Payment Service, it is deemed that the system is not being used by a sufficient number of members to continue the service, the credit union may cancel this service.

#### SERVICE FEES

This is a free service provided by WTNCU as long as you are actively using this service. If you have been inactive for 60 days your account will be charged an inactivity fee of \$5.00. This represents the cost to the credit union per member to provide this service.

#### HOW TO SET UP PAYEE/PAYMENTS

If you want to add a new "PAYEE", select the "PAYEE: tab located in the service or speak to a service representative.

You may add a new fixed payment to a "PAYEE" by accessing the service and entering the appropriate information. Most other additions, deletions, or changes can be made in writing or by using the service.

WTNCU 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).

WTNCU is not responsible for payments that cannot be made to incomplete, incorrect, or outdated information.

#### THE BILL PAYING PROCESS

Single payments: A single payment will be processed on the business day (general Monday through Friday, except certain holidays) that you designate as a payment's processing date, provided the payment is submitted prior to the daily cut-off time on that date. The daily cut-off time, which is controlled by WTNCU, is currently 1:00 pm CST.

A single payment submitted after the cut-off time on the designated process date will be processed on the next business day. If you designate a non-business date (generally weekends

and certain holidays) as the payment's processing date, the payment will be processed on the first business day following 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 the calculated processing date is a non-business date (generally weekends and certain holidays), it is adjusted based upon the following rules:

If the recurring payment's "PAY BEFORE" option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date prior to the calculated processing date.

If the recurring payment's "PAY AFTER" option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date after the calculated processing date.

NOTE: If your frequency settings for the recurring payment specify the 29th, 30th or 31st as a particular day of the month for processing and that day does not exist in the month of the calculated processing date, and then the last calendar day of that month is used as the calculated processing date.

#### SINGLE AND RECURRING PAYMENTS

The system will calculate the ESTIMATED ARRIVAL DATE of your payment. This is only an estimate, so please allow ample time for your payments to reach your "PAYEES".

#### CANCELLING A PAYMENT

A bill payment can be changed or cancelled any time prior to the cutoff time on the scheduled processing date.

#### AVAILABLE FUNDS

If the funds are not available in your account on the processing date for a scheduled payment or transfer, WTNCU will deny the payment. If it is determined that a member is abusing this service by making repeated attempts to make payments when there are INSUFFICIENT FUNDS, your access to this system will be CANCELLED, not to be reactivated. This service is a privilege and must be treated as such.

#### LIABILITY

If you want to terminate another person's authority to use the BILL PAY SERVICE, you must notify WTNCU.

You will be responsible for any bill payment request you make that contains an error or is a duplicate of another bill payment.

WTNCU is not responsible for a bill payment that is not made if you did not properly follow the instructions for making a bill payment.

WTNCU is not liable for any failure to make a bill payment if you fail to promptly notify WTNCU after you learn that you have not received credit from a "PAYEE" for a bill payment.

WTNCU 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 WTNCU's agent.

#### AMENDMENT

WTNCU has the right to change this agreement at any time by notice mailed to you at the last address shown for the account on the Credit Union's records, by posting notice in branches of WTNCU, or as otherwise permitted by law.

#### TERMINATION

WTNCU has the right to terminate this agreement at any time.

You may terminate this agreement by written notice to the Credit Union. Five (5) days.

WTNCU is not responsible for any fixed payment made before the WTNCU has a reasonable opportunity to act on your termination notice.

You remain obligated for any payments made by WTNCU on your behalf.