

**TRAILHEAD CREDIT UNION  
VISA CREDIT CARD ACCOUNT AGREEMENT**

This Credit Card Account Agreement (Agreement) and the Account Disclosures accompanying this Agreement will govern your VISA Credit Card and account issued by Trailhead Credit Union ("Credit Union"). In this Agreement the words "you," "your," "yours," "applicant," and "Borrowers" mean any person who signs the application for this Account, any joint obligor, guarantor, authorized user, or the person whose name is embossed on the Card. The words "we," "us," "our," and "Credit Union" mean Trailhead Credit Union. The word "Card" means any one or more credit cards issued under this Account. **If you sign an application for this Account or sign or use any Card or PIC, or allow others to use the Card or PIC, you and they will have accepted this Agreement just as if you and they signed it, and you and they, jointly and severally, will be bound by the following terms and conditions which govern this Account.**

**1. YOU PROMISE TO PAY.** You promise to pay us all amounts, plus any **Interest Charges**, which arise from use of the Card or Account by you or any other person, and to be jointly and severally liable with such a person, unless such other person does not have actual, implied, or apparent authority for such use, and you received no benefit from the use. You promise to pay us either by direct payment or by automatic transfers from shares or by payroll deduction.

**2. PURCHASES, CASH AND OVERDRAFT ADVANCES.** You must sign the Card to use it. Once you have signed the Card, you can use it to buy or lease goods, services, or insurance wherever the Card is honored, up to the full amount of your Credit Line. You may use your Account to get cash advances from us. You may also use your Card to get a cash advance at ATMs, our branch offices, and at participating financial institutions. The minimum cash advance request is \$25.00. Advance requests in excess of \$500.00 will be payable by check, up to a maximum \$5,000.00 per advance. In addition, you may obtain cash advances by overdrawing your account. Loan overdraft transfers will be made in increments of \$100 or the amount necessary to cover each overdraft. You authorize us to charge your account and deposit such funds to your account. You understand that you will be liable for overdraft advances accessed by any authorized person on your checking account.

If we approve, you may obtain advances under your account by writing pre-printed convenience checks that we supply to you. Your use of loan checks will be shown as credit advances on your monthly statement. We may not honor your loan check if: your check is postdated; payment of loan check would exceed your credit limit; a loan check is signed by a person without authorized access to your account; the amount of the loan check is less than the minimum required amount; your account has been terminated or suspended or any loan checks have been reported lost or stolen. You may stop payment on a loan check if you provide us with the exact information describing the check and providing us with adequate notice to act on the stop payment instruction. If you give us incorrect information, we will not be responsible for failing to stop payment of the loan check and you will be responsible for repayment of the amount of the check. You understand there may be a charge for each stop payment order requested and any loan check returned. Our liability for wrongful dishonor is limited to your actual damages; however, a dishonor for reasons stated above is not a wrongful dishonor.

**3. CREDIT LINE.** If your application is approved by us, this Agreement will constitute a revolving line of credit for an amount which will be the Credit Line under your Account. We will advise you of the amount of your Credit Line. That amount will be the maximum amount you may have outstanding at any one time. Unless you have agreed to overlimit services, you agree not to attempt to obtain more credit than the amount of your credit line. If you have elected overlimit services and you temporarily exceed your credit line, you agree to pay any over limit fees and repay the excess immediately, even if we have not yet billed you. We retain the right to increase or decrease your Credit Line at any time. Any increase or reduction in the amount of your Credit Line will be shown on your monthly statement or by separate notice together with any changes in the applicable Minimum Monthly Payments. Your eligibility for this Credit Line is determined by our loan policy and may be terminated at our sole discretion, without demand or notice. You may close your Credit Line at any time by notifying us in writing and returning all Cards cut in half. If you terminate this Agreement or if we terminate or suspend your credit privileges, the provisions of this Agreement and your liability hereunder shall otherwise remain in full force and effect until you have paid us all sums due us under this Agreement and returned all Cards.

**4. MINIMUM MONTHLY PAYMENT.** We will mail you a statement every month if your Account has a balance. You agree that you will pay each month not less than the minimum monthly payment within 28 days of the statement closing date. The minimum monthly payment will be 3.0% of your outstanding balance ("New Balance") or \$20.00, whichever is greater. If your outstanding balance is \$20.00 or less, you agree to pay the balance in full. You may pay in full for all your purchases and cash advances each month, or you may repay in monthly installments. We can accept late payments or partial payments, or checks, drafts or money orders marked "payment in full" without prejudice to our rights under this Agreement, which are hereby explicitly reserved. A credit posting from a merchant or reversal of fees do not constitute a minimum payment. The minimum monthly payment may be allocated at the Credit Union's discretion to pay off lower rate balances, such as promotional offers, before higher rate balances, such as cash advances or purchases. Payments in excess of the minimum monthly payment will be allocated first to higher rate balances, as applicable. From time to time, we may allow you to skip your minimum monthly payment due. If you choose to skip that payment, **Interest Charges** will continue to accrue in accordance with this Agreement. Payments received at: Trailhead Credit Union, PO Box 2788, Portland, OR 97208-2788 at or before 5:30 PM Pacific Time on any business day will be credited to your Account as of that date; payments received by mail at that address after 5:30 PM Pacific Time, on a weekend or federal holiday will be posted to your Account as of the next business day. Payment crediting to your Account may be delayed up to five days if your payment is received by mail at any other address or not accompanied by the remittance portion of your Account statement.

**5. SECURITY INTEREST/PLEDGE OF SHARES.** To secure your Account, you grant us a purchase money security interest under the Oregon Uniform Commercial Code in any goods you purchase through your Account. If you default, we will have the right to recover any of these goods which have not been paid for through application of your payments in the manner described in Section 4. You agree Collateral securing other consumer loans with the Credit Union (except loans secured by real property) will also secure this Account. You also pledge all of your present and future shares and any earnings thereon as security for obligations under your account. You understand that if you default on your VISA Account we may apply all that is pledged to your VISA Account (IRA and Keogh accounts are excluded from the Pledge of Shares).

**6. PERIODIC STATEMENTS.** Each month, we will send you a statement showing new purchases, cash advances, balance transfers, payments, and credits made to your Account during the billing cycle, your Previous Balance, your "Total New Balance," any **Interest Charges**, and any other charges. Your statement also will identify the remaining credit limit available and the Minimum Monthly Payment you must make for that billing period and the date it is due. You agree to retain for statement verification copies of transaction slips resulting from each purchase, each advance, and other transactions on your Account. Unless you notify us of a billing error as described below, you accept your monthly statement as an accurate statement of your Account with us.

**7. CIRCUMSTANCES UNDER WHICH AN INTEREST CHARGE WILL BE IMPOSED.** The total outstanding balance of purchases, balance transfers, and cash advances in the Account on the closing date of a billing cycle, including any **Interest Charges** will be shown on the Periodic Statement for that billing cycle as the "New Balance."

**(a) Cash/Overdraft Advances.** An **Interest Charge** will be imposed on cash and overdraft advances from the advance posted to your account to the date paid. There is no time period within which to pay to avoid a periodic **Interest Charge** on cash and overdraft advances. In addition, for cash advances made at ATM's there is a cash advance (**Interest Charge**) of \$1.50.

**(b) Balance Transfers.** An **Interest Charge** will be imposed on balance transfers from the date the balance transfer amount is posted to your account to the date paid. There is no time period within which to pay to avoid a periodic **Interest Charge** on balance transfers.

**(c) Purchases.** An **Interest Charge** will be imposed on the portion of purchases included in the New Balance that remains unpaid within 28 days after the closing date. This "grace period" allows you to avoid an **Interest Charge** on purchases for a billing cycle. However, if you do not pay the New Balance for purchases within the grace period, your **Interest Charge** will accrue on any unpaid purchase transactions from the date of purchase.

**8. METHOD USED TO DETERMINE THE BALANCE ON WHICH THE INTEREST CHARGES MAY BE COMPUTED AND AMOUNT OF INTEREST CHARGE.**

**(a) Average Daily Balance.** The **Interest Charge** imposed on purchases, balance transfers, and cash advances with respect to a Billing Cycle will be determined by multiplying the Average Daily Balance of purchases, balance transfers, and cash advances by a Periodic Rate. The Average Daily Balance for purchases, balance transfers, and cash advances is calculated separately. We take the beginning balance of cash advances, balance transfers, or purchases in your account each day, add any new cash advances, balance transfers, and purchases (whichever are applicable) and subtract any payments or credits (and unpaid **Interest Charges**). This gives us the Daily Balance. Then we add up all the Daily Balances of cash advances and purchases for the billing cycle and divide the totals by the number of days in the billing cycle. This gives us the "Average Daily Balances" for purchases, balance transfers, and cash advances. **Interest Charges** start to accrue on cash advances, balance transfers, and purchases from the date the cash advance, balance transfer, or purchase is posted to your Account, and your Account balance is reduced when the Credit Union receives your payment or enters a credit. However, a portion of your balance that is the result of purchases has a different treatment if you pay all of that portion by at least twenty-eight (28) days after we send your billing statement. An **Interest Charge** will be imposed on the portion of purchases included in the New Balance that remains unpaid within 28 days after the closing date.

**(b) ANNUAL PERCENTAGE RATE.** Your Account has a variable rate feature and the **Interest Rate** (corresponding to the Periodic Rate) and the number of payments may change as a result. The total of the index plus the margin amount that we add is the **Interest Rate**. The **Interest Rate** includes only interest and no other costs. Any increase or decrease in the **Interest Rate** will affect the number of the monthly payments you will make.

The **Interest Rate** is based on the value of an index. The index is The Wall Street Journal Prime rate on the first day of each month (rounded to the nearest ¼%) as published in The Wall Street Journal. The Credit Union adds a margin to the index. The amount of the margin ranges from 2% to 15% and may be based on your employment and residential status, current debt, past credit experience and other factors we deem appropriate. The maximum **Interest Rate** over the life of the loan is

18%. The amount of the margin and the current daily Periodic Rate and Interest Rate that will apply to your Account will be shown on the Advance Voucher.

**9. CONDITIONS UNDER WHICH OTHER CHARGES MAY BE IMPOSED.** We may impose fees and charges on your Account as set forth below. The Credit Union reserves the right to assess other fees in the future, including a late payment fee. You will be notified of any new fees as required by law.

(a) **ATM Advance Fee.** If you use an ATM to obtain a cash advance and the ATM is not operated by us, you may be charged an ATM surcharge by the ATM operator or an ATM network utilized for such a transaction. The ATM surcharge may be charged to your account if you complete the transaction.

(b) **Late Fee.** You agree to pay a late fee of \$15.00 for each minimum payment not paid within ten (10) days of the due date.

(c) **Over limit Charge.** If you elect over limit services, an over limit fee of \$25 will be assessed per statement cycle against your Account if your balance exceeds your approved credit limit.

(d) **Returned Check Charge.** A \$30.00 charge will be assessed against your Account when a check submitted for payment on the Account is returned, regardless of the reason.

(e) **Research and Copying Fees.** We may charge you \$25.00 per hour of research required if you request copies of any items or documents related to your Account. If the request relates to a billing error and we determine that a billing error was made, any photocopying charges will be refunded. *Written notices and inquiries from you to us must be sent to: Trailhead Federal Credit Union - 221 NW Second Ave, Suite 100 - Portland, Oregon 97209 – 503-220-2592 Oregon & Washington Toll Free 1-800-942-9408.*

(f) **Card Replacement Fee.** A \$6.00 charge will be assessed against your Account for each replacement card you request.

(g) **Rush Card Request.** You agree to pay a fee at current rates for expedited card issuance. WE will tell you the amount of the fee before we order the card.

(h) **Additional Personal Identification Code (PIC) Request.** You agree to pay a \$ 6.00 fee for each additional PIC you request.

(i) **Attorney's Fees and Costs.** If you default on any part of this Agreement, you agree to pay us all costs to collect your Account, including court costs and reasonable attorney fees whether or not there is a lawsuit, and fees on any appeal and fees for bankruptcy proceedings, appeals, and any post judgment collection services, if applicable. These fee and costs may be added to your Account balance and will bear interest at the Interest Rate in effect at that time.

**10. CONDITIONS OF CARD USE.** The use of your Card and Account are subject to the following conditions:

(a) **Ownership of Cards.** Any Card or other credit instrument or device which we supply to you is our property and must be returned to us, or to any person whom we authorize to act as our agent, or to any person who is authorized to honor the Card, immediately according to instructions. The Card may be repossessed at any time in our sole discretion without demand or notice. You cannot transfer your Card or Account to another person.

(b) **Honoring the Card.** Neither we nor merchants authorized to honor the Card will be responsible for the failure or refusal to honor the Card or any other credit instrument or device we supply to you. If a merchant agrees to give you a refund or adjustment, you agree to accept a credit to your Account in lieu of a cash refund. You may not use the card for any illegal or unlawful transactions and we may decline to authorize any transaction that we believe poses an undue risk of illegality or unlawfulness.

(c) **Foreign Transactions.** Purchases and cash advances made in foreign countries will be billed to you in U.S. dollars. The currency conversion rate for international transactions as established by VISA International, Inc., is a rate selected by 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. In addition, you will be charged an International Transaction Fee of 1% of the transaction amount for any card transaction made in a foreign country.

(d) **Notices and Payments.** All notices will be sent to your address as shown in the application. You agree to advise us promptly if you change your mailing address. All payments should be mailed to us at the remittance address shown on your monthly statements. Payments received at that address will be credited to your Account as of the date received.

(e) **Personal Identification Code (PIC).** If we issue you a Personal Identification Code ("PIC") for use with your Card in accessing your line of credit at automatic teller machines ("ATM's), these numbers are issued to you for your security purposes. These numbers are confidential and should not be disclosed to third parties. You are responsible for safekeeping your PIC. You agree not to disclose or otherwise make available your PIC to anyone not authorized to sign on your Accounts. To keep your Account secure, please do not write your PIC on your Card or keep it in the same place as your Card. If you authorize anyone to use your PIC in any manner that authority will be considered unlimited in amount and manner until you specifically revoke such authority by notifying the Credit Union and changing your PIC immediately. You are responsible for any transactions made by such person until you notify us that transaction and access by that person are no longer authorized and your PIC is changed. If you fail to maintain or change the security of your PIC and the Credit Union suffers a loss, we may terminate your card and account services immediately.

**11. DEFAULT.** You will be in default under this Agreement if any of the following occur: (a) Any Minimum Monthly Payment is not made when due; (b) You become insolvent, bankrupt, or you die; (c) You violate any part of this Agreement, or any other agreement with us; or (d) if we reasonably deem ourselves insecure with respect to your Account. Upon default, we may declare the entire unpaid balance immediately due and payable, and you agree to pay that amount plus any attorney's fees and costs incurred by us. We can delay enforcing any right under this Agreement without losing that right or any other right. We will notify you in writing of any such action as soon as practical if it occurs.

**12. GOVERNING LAW.** This Agreement will not take effect until it is approved by us. This Agreement shall be governed by the laws of the State of Oregon.

**13. SEVERABILITY.** If any provision of this Agreement is held invalid, the remaining provisions that are severable shall remain in effect.

**14. LOSS OR THEFT OF CARD.** You agree to notify us immediately, orally or in writing, at Trailhead Credit Union, PO Box 2788, Portland, Oregon 97208-2788, or telephone (503) 220-2592 (or 1-800-942-9408) of the loss, theft or unauthorized use of your Credit Card. If you notify us of your lost or stolen credit card after discovery, you may not be liable for any losses related to credit transactions. The zero liability will apply provided you promptly notify us and you are not grossly negligent or fraudulent in handling your card; otherwise your liability for unauthorized VISA credit card transactions shall not exceed \$50.

**15. CREDIT INFORMATION/FINANCIAL STATEMENTS.** You authorize us to release information to others (e.g., credit bureaus, merchants, and other financial institutions) regarding the status and history of your Credit Line. You agree to provide us, at any time we deem necessary, with a current financial statement and/or a new credit application upon request. We may investigate your credit directly or through a credit reporting agency.

**16. ACKNOWLEDGMENT AND AMENDMENTS.** You understand and agree to the terms and conditions in this Agreement and the Fair Credit Billing Notice. You acknowledge that you have received a copy of this Agreement and Account Disclosures including the Fair Credit Billing Notice. We reserve the right to amend the terms of this Agreement at any time as permitted by and subject to any limitations and notice requirements of applicable law.

## **17. BILLING ERRORS NOTICE. YOUR BILLING CREDIT CARD BILLING RIGHTS. Keep This Notice for Future Use.**

**What To Do If You Find A Mistake On Your Statement.** If you think there is an error on your statement, write to us at: Trailhead Credit Union, PO Box 2788, Portland, Oregon 97208-2788.

In your letter, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us:

- Within 60 days after the error appeared on your statement.
- At least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

You must notify us of any potential errors in writing. You may call us, but if you do, we are not required to investigate any potential errors and you may have to pay the amount in question.

**What Will Happen After We Receive Your Letter?** When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.

While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

- *If we made a mistake:* You will not have to pay the amount in question or any interest or other fees related to that amount.
- *If we do not believe there was a mistake:* You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within 10 days telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us. If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

*Your Rights If You Are Dissatisfied With Your Credit Card Purchases.* If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase. To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (*Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.*)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at the above address. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.

**Trailhead Federal Credit Union  
VISA Platinum Credit Card  
Account Disclosures**

**INTEREST RATES AND INTEREST CHARGES**

|                                                                           |                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Annual Percentage Rate (APR) for Purchases &amp; Cash Advances</b>     | <b>9.00% - 18.00%</b><br>When you open your account, the applicable APR is based on creditworthiness. After that, your APR will vary with the market based on the Prime Rate.                                                                      |
| <b>APR for Balance Transfers</b>                                          | <b>6.00% - 16.00%</b><br>When you open your account, the applicable APR is based on creditworthiness. After that, your APR will vary with the market based on the Prime Rate.                                                                      |
| <b>Paying Interest</b>                                                    | Your due date is approximately 28 days after the close of each billing cycle. We will not charge any interest on the portion of the purchases balance that you pay by the due date each month.                                                     |
| <b>For Credit Card Tips from the Consumer Financial Protection Bureau</b> | To learn more about factors to consider when applying for or using a credit card, visit the website of the Consumer Financial Protection Bureau at <a href="http://www.consumerfinance.gov/learnmore">http://www.consumerfinance.gov/learnmore</a> |

**FEES**

|                                  |                                                             |
|----------------------------------|-------------------------------------------------------------|
| <b>Annual Fee</b>                | None                                                        |
| <b>Transaction Fees</b>          |                                                             |
| • <b>Foreign Transaction Fee</b> | Up to 1% of the US dollar amount of the foreign transaction |
| <b>Penalty Fees</b>              |                                                             |
| • <b>Late Payment Fee</b>        | \$15                                                        |
| • <b>Return Item Fee</b>         | \$30                                                        |
| • <b>Overlimit Fee</b>           | \$25                                                        |

**OTHER FEATURES**

|                                 |                                                                                                                                                                                                   |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Loan Protection Coverage</b> | If you elect to obtain the optional loan protection coverage and pay the monthly premiums, we will cancel your payments and coverage if you file Bankruptcy or become more than 90 days past due. |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**How We Will Calculate Your Balance:** We use a method called "average daily balance" (including new purchases).

**Billing Rights:** Information on your rights to dispute transactions and how to exercise those rights is provided in your VISA Credit Card.

**The rates to which you qualify:**

|                                      |                                |                       |
|--------------------------------------|--------------------------------|-----------------------|
| <b>Purchases &amp; Cash Advances</b> | <b>Annual Percentage Rate:</b> | <b>Periodic Rate:</b> |
|                                      | %                              | %                     |
| <b>Balance Transfers</b>             | <b>Annual Percentage Rate:</b> | <b>Periodic Rate:</b> |
|                                      | %                              | %                     |

*These Account Disclosures for the VISA Credit Card are part of and integrated with your VISA Credit Card Agreement with Trailhead Credit Union. We reserve the right to amend the VISA Credit Card Agreement as permitted by law. The above rates and fees are effective as of May 1, 2017.*