



Security Plus Checking Frequently Asked Questions

Q: WHAT IS THE NEW CHECKING ACCOUNT FEE?

A: Effective 04/01/2015 checking accounts will be converted to Security Plus checking accounts and a new monthly service fee of \$2.95 will be assessed. This small monthly fee provides you with access to all of the valuable benefits and services of the account and our new identity fraud recovery services.

Q: WHY IS THE FEE NECESSARY?

A: Identity theft is growing at an alarming rate – each year, statistics show that it's not a question of whether or not identity theft will happen. . . it's a matter of when. As your credit union, it's our goal to *Make it Right* by protecting you from financial and other losses. Identity fraud poses a threat to your financial health and at CBC we want to do all we can to ensure our members are financially fit. Just as we maintain strict internal practices to protect your information, these new identity fraud recovery services will only add to the safeguards we provide our members.

Q: WHAT ARE THE FEATURES OF THE SECURITY PLUS CHECKING ACCOUNT?

A:

- Full Managed Identity Fraud Research, Remediation and Recovery Services for all types of Identity Fraud
- Fee-Free Paper Statements or E-statements.
- VISA debit cards with VISA's Zero Liability Fraud Protection.
- Mobile Banking, access your account from your smart phone.
- Mobile Deposit, making deposits is as easy as taking a picture.
- Online Banking, view your statements and account activity anywhere.
- Online Bill Pay, managing and paying your bills has never been easier.
- Direct Deposit

Q: WHAT ARE THE PROGRAM BENEFITS?

A: Because you are a Security Plus checking accountholder you have access to a team of fraud specialists called Recovery Advocates. A Recovery Advocate will research your credit reports and other databases to discover and document any fraudulent activity. If identity fraud is found, your personal Recovery Advocate will assume the responsibility of disputing the fraudulent activity on your behalf, to return your identity to its rightful status, doing the legwork for you, with no time limit and no cost to you. Plus, if debit/credit cards or other identifying documents are lost, stolen or destroyed, our professional Recovery Advocates will work to obtain replacements. Examples include birth certificates, professional licenses, etc.

Q: WHAT IF I'M EXTREMELY CAREFUL WITH MY INFORMATION OR ALREADY HAVE IDENTITY THEFT COVERAGE?

A: It's great that you are proactive in protecting your identity. Unfortunately, your information may be compromised through no fault of your own — as we've seen with the recent data breaches in the news. Your checking account now provides you with services for ANY type of identity fraud, regardless of where or how it happened, even if it wasn't on your CBC debit card.

If you'd still like to opt-out of this account, you may certainly do so. Just call CBC or come in to your nearest branch and ask to have your account changed from a Security Plus Checking account to a Personal Checking account. This account has many of the same great benefits of our Security Plus Checking account, but does not offer any of the Identity Fraud services or Free Paper Statements. If you have the Easy Checking account and would like paper statements, you may request them for a \$1.95 monthly fee.



Q: HAVE I BEEN ENROLLED IN A THIRD PARTY PRODUCT/HAS ANY OF MY INFORMATION BEEN SHARED WITH A THIRD PARTY?

A: You have not been enrolled in any product or program and none of your personal information has been provided to any third party. These are services that are provided as an account benefit and are available to you at any time because identity fraud is so rampant. If you are, or you think you might become a victim, we will authorize a Recovery Advocate to be assigned to you.

Q: HOW MUCH DOES THIS SERVICE COST?

A: There is no cost to you to use this service, no matter how difficult your identity fraud case may be or how long it takes to return your identity to pre-event status. This is a benefit of being Security Plus checking account holder. There is a \$2.95 fee for ownership of this account and all of the associated benefits and services.

Q: WHO RECEIVES THE IDENTITY FRAUD RECOVERY SERVICES?

A: All Security Plus checking account holders named on the account and their eligible family members are entitled to receive the identity fraud recovery services when a question or need arises.

Q: WHICH FAMILY MEMBERS ARE ELIGIBLE FOR THE IDENTITY FRAUD RECOVERY SERVICES?

A: Benefits extend to cover three generations (3G) of the account holder's family. Included are the account holder's spouse or domestic partner, children up to age 25 with the same permanent address, any IRS-qualified dependents, and parents of the account holder with the same permanent address or in an elder care facility (nursing home, assisted living, or hospice). The 3G benefits continue to provide coverage for up to 12 months after death.

Q: WHAT TYPES OF IDENTITY FRAUD ARE COVERED BY THIS SERVICE?

A: All types of identity fraud are covered by this service, both financial and non-financial identity theft. In addition to providing services for identity fraud that might impact your account here at CBC Federal Credit Union, this service also covers all other types of identity fraud like cell phone fraud, utilities fraud, medical fraud, government benefits fraud, and also fraud that involves someone impersonating you. Our professionals are experienced at handling all of these situations.

For a full program description and program Terms and Conditions go to www.cbfcu.org/home/products/checking/securitypluschecking.