



ELECTRONIC FUNDS TRANSFERS

1. Consumer Liability. Tell us AT ONCE if you believe your user name and password (jointly, the “Password”) have been lost or stolen. Telephoning is the best way of notifying us and keeping your possible losses down. You could lose all the money in your account. If you tell us within two business days, you can lose no more than \$50 if someone used your Password without your permission. If you do NOT tell us within two business days after you learn of the loss or theft of your Password and we can prove we could have stopped someone from using your Password without your permission if you had told us, you could lose as much as \$500. Also, if your periodic statement shows transfers that you did not make, tell us at once. If you do not tell us within 60 days after the statement was made available to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

2. Contact in Event of Unauthorized Transfer. If you believe your Password has been lost or stolen or that someone has transferred or may transfer money from your account(s) without your permission, e-mail us at direct@bankmutual.com, call us toll free at 1-877-999-2242, or write: Bank Mutual, 4949 W. Brown Deer Road, P.O. Box 245034, Milwaukee, Wisconsin 53224-9534, Attention: Customer Service.

3. Business Days. For purposes of this disclosure, our business days are Monday through Friday. Saturdays, Sundays and federal holidays are not business days, even if the Bank or any bank office is open for business.

4. Transfer Types and Limitations.

4.1 Account Access. Transfers to and from your account may be made by an electronic transfer through an automated clearing house (ACH).

4.2 Limitations on Frequency of Transfers. Withdrawals are limited to six (6) per statement period. Activity in excess of this restriction may result in a service charge as set forth in our Schedule of Fees and will be grounds for closing an account.

5. Confidentiality. We may disclose information to third parties about your account or transfers you make (i) where it is necessary for completing transfers; (ii) in order to verify or disclose the existence and condition of your account for a third party, such as a credit bureau or merchant; (iii) in order to comply with government agency or court orders; or (iv) if you give us your written permission. Our policy regarding the disclosure of your non-public personal information to third parties is more fully described in our Privacy Notice

6. Documentation.

6.1 Preauthorized Credits. If you have arranged to have direct deposits made to your account(s) at least once every sixty (60) days from the same person or company, you can call us toll free at 1-877-999-2242 to find out whether or not the deposit has been made.

6.2 Periodic Statements. You will get a monthly account statement.

7. Preauthorized Withdrawals.

7.1. Right to Stop Payment and Procedure For Doing So. If you have authorized a third-party to make regular payments out of your account(s), you can stop any of these payments. Here’s how: E-mail us at direct@bankmutual.com, call us toll free at 1-877-999-2242, or write us at: Bank Mutual, 4949 W. Brown Deer Road, P.O. Box 245034, Milwaukee, Wisconsin 53224-9534, Attention: Customer Service, in time for us to receive your request three business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. We will charge you for each stop-payment order you give us. The charge for a stop-payment order is set forth in the Schedule of Fees provided to you at the time of account opening, as amended from time to time.

7.2 Notice of Varying Amounts. If these regular payments may vary in amount, the person you are going to pay will tell you ten days before each payment when it will be made and how much it will be. You may choose instead to get this notice when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.

7.3 Liability for Failure to Stop Payment of Preauthorized Withdrawal. If you order us to stop one of these payments three business days or more before the transfer is scheduled and we do not do so, we will be liable for your losses or damages.

8. Liability for Failure to Make Transfers. If we do not complete a transfer to or from your account(s) on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will not be liable to you, for instance (i) if, through no fault of ours, you do not have enough money in your account(s) to make the transfer, (ii) if circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken; or (iii) there are any other exceptions stated in our agreement with you.

9. Error Resolution Notice.

in case of errors or questions
about your electronic transfers
E-mail us at: direct@bankmutual.com
Telephone us: toll free 1-877-999-2242
or write us:
Attention: Customer Service Department
Bank Mutual
4949 West Brown Deer Road, P.O. Box 245034
Milwaukee, Wisconsin 53224-9534

as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error appeared.

1. Tell us your name and account number (if any).
2. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. For foreign initiated Electronic Fund Transactions (EFT), the investigation time period is 90 rather than 45 calendar days. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. For EFT transactions conducted during the first 30 calendar days after the deposit to the account is made, the re-credit time period will be 20 business days rather than 10. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.