

SECURE ONLINE TRANSACTIONS ONE-TIME PASSCODE TERMS AND CONDITIONS

Terms and Conditions for Using Your Debit and Credit Card for Online Transactions with One-Time Passcode Authentication

The One-Time Passcode (OTP) service is part of O.A.S. Staff Federal Credit Union's (OAS FCU) ongoing efforts to enhance fraud prevention for card-not-present (CNP) transactions. No registration is required to use the OTP service. The service is not optional and will be triggered only for certain e-commerce transactions based on risk indicators such as transaction type, merchant category, amount, or location. As a result, **some online transactions may not require OTP verification.**

Please review these Terms and Conditions carefully and in their entirety before using the service. These Terms supplement but do not replace the terms of your existing account and cardholder agreements. Nothing in these Terms limits any rights or protections afforded to you under applicable federal regulations, including Regulation E (for debit card transactions) and Regulation Z (for credit card transactions).

By using this service, you are agreeing to the Terms and Conditions listed below:

1. Acknowledgment and Agreement

- a. You agree to provide the data required for the transaction authorization process in the use of this OTP service.
- b. You agree to maintain the confidentiality of your card number and personal information used in connection with this service. To the extent permitted by law, you may be held responsible for any unauthorized transactions that result from sharing your OTP or failing to safeguard it.
- c. You understand that the OTP service is available only for transactions with online merchants that participate in the EMV® 3-D Secure (3DS) program.
- d. You understand that standard messaging and data rates may apply when using this service.
- e. You understand that each OTP is valid for a limited time and may be used only once. OAS FCU is not responsible for delays or failures in OTP delivery caused by third-party service providers, including, but not limited to, mobile carriers or email providers. If an OTP delivery issue that prevents completion of a transaction is

caused by a failure within OAS FCU's control, we will investigate and take appropriate action in accordance with applicable consumer protection laws.

- f. You agree never to disclose your OTP to anyone, including individuals claiming to represent OAS FCU. **We will never request your OTP via phone, text, or email.** If you receive such a request, do not respond and contact OAS FCU immediately.

2. OTP Delivery and Use

When conducting an online transaction that requires OTP authentication, a unique, time-sensitive One-Time Passcode (OTP) will be sent to the mobile phone number or email address associated with your account on record with OAS FCU. You must enter the OTP on your device's screen to complete your transaction.

You are responsible for ensuring your contact information in OAS FCU's records is accurate and up to date. If you fail to enter the correct OTP, or if authentication is otherwise unsuccessful, the transaction will be declined by the online merchant.

OAS FCU is not responsible for merchant rejection resulting from OTP verification failure, unless such failure is due to an error on our part or a service disruption for which we are responsible.

3. Account Monitoring

The OTP service provides an added layer of security; however, it does not relieve you of your responsibility to monitor your accounts for unauthorized activity. You remain responsible for promptly reporting any unauthorized transactions in accordance with the terms of your account agreement and applicable law.

4. Term Amendments

OAS FCU reserves the right to modify or amend these Terms and Conditions at any time. Notice of changes will be provided via email, our website, or other methods permitted by law. Continued use of the OTP service after notification constitutes your acceptance of the updated Terms and Conditions.

5. Member Accountability

You agree that OAS FCU is not responsible for any losses resulting from your failure to comply with these Terms and Conditions.