

Family First Credit Union Lending Policy Platinum Visa Credit Card Policy

Family First Credit Union is offering a Platinum Visa Credit Card to the membership base. This program is sponsored by Card Services for Credit Unions (CSCU) and is processed through Fidelity National Information Services (FIS). A credit protection program named "Chargegard" will be offered by Fidelity National Information Services (FIS). FIS will generate a letter to inform the member when there is a late fee.

The remittance address:

P.O. Box 31279 Tampa, FL 33631-3279

For written inquiries:

P.O. Box 30495 Tampa, FL 33630-3495

Customer Service: 1-800-299-9842

Disputes: 1-800-215-6280 ext. 73945

Lost/Stolen: 1-800-808-7230

Assistance with Online Account: 1-866-604-0380

Principle member and family members as joint applicants may apply. All Platinum Visa credit card applications will be considered. The Visa Credit Card Program will be offered with an interest rate ranging from 8.9% to 17.9%.

A Family First Credit Union "Platinum Visa Credit Card" is superior to credit cards being offered by other financial institutions. Simply put, we offer low rates and low fees. There are no hidden expenses or tricks to entice the member to move balances. Family First Credit Union will not charge an annual fee and offer easy repayment terms. There are no penalty rates. The rate is fixed. The minimum monthly payment is 3% of the outstanding card balance or \$10.00, whichever is greater.

Equal Opportunity Lender

The Board of Directors, management and staff are committed to both the letter and the spirit of the Equal Credit Opportunity Act. The Act prohibits discrimination against an applicant based on the applicant's age, race, sex, nationality of origin, marital status, or religion. Family First Credit Union is committed to ensuring all employees base lending decisions strictly on the creditworthiness of the individual applicant.

Rewards

Family First Credit Union Platinum Visa Credit Card has a feature called "Score Card Rewards". You earn points for purchases using your credit card. These points may be redeemed for valuable merchandise and travel awards. Members will earn one point

for every dollar spent on purchases. There are no points earned for Balance Transfers or Cash Advances. In addition, points will be deducted when returns are made on the card. The points earned are done through our processor, FIS. We do not manage the points or the redemptions at the credit union. (Exception: We could have a promotion whereby we offered bonus points. In that case, we would add those points at the credit union.) Members can redeem their points at www.scorecardrewards.com. When an account is closed, the points are lost. Members must redeem their points before closing an account. Points can be transferred from one card to another if someone wants to close an existing account and open a new one. You may also transfer from one spouse to another if they want to combine points. Only Loan Officers of the Credit Union will have access to the scorecard point program. They will make the point transfers when necessary.

Balance Transfers

When you open a Family First Credit Union Visa Platinum Credit Card account, the member can transfer balances from higher rate cards with no transfer fee. To transfer balances, the member will simply complete a balance transfer form. Transferred balances cannot exceed the cardholder credit limit. Transferring the entire balance does not automatically close an account. It will be the cardholder's responsibility to close the account.

Security

FIS utilizes a sophisticated 24/7 card fraud monitoring service called **Real Time Falcon** which helps prevent fraudulent attacks against the member's credit card. When fraud is suspected, cardholders are contacted to determine whether or not the activity is valid.

Real Time Falcon will block transactions at the point of purchase that are potential high-risk transactions, reducing the impact to the customer preventing the monetary loss associated with fraudulent transactions. With the ability to validate the declined transaction with the cardholder on the phone, customer service and fraud operations are equipped to immediately allow the cardholder to continue spending.

To protect our members, we receive prompt notification from our credit card provider of credit cards that may have been "compromised," whereby private information may have been obtained by non-authorized parties, so that we may block and reissue these cards. The potential "high-risk" and "suspicious" transactions are blocked so that the merchants will be declined from our members' cards.

Our members are also secured by "**Verified by Visa**", an online secure shopping system. Members can register for "Verified by Visa" at: verifiedbyvisa.com or the first-time purchase with a "Verified by Visa" merchant. This will protect the members when shopping online with a "Verified by Visa" merchant.

EZCard Info

Cardholders can access their account information anytime online at www.mycardstatement.com. Members will log on and set up their account with a secured password. They can also make payments to their account at this website.

Rates and Credit Limits

The interest rates and credit limits set for the credit card are based on the member's beacon score, credit worthiness, debt/income ratio and the percentage of unsecured debt to annual income. These are considerations for approval or denial. If an applicant has been with their current employer less than three years, the maximum credit limit allowed is \$3,000. Branch Managers have the authority to change the credit limit based on credit worthiness and approve a maximum \$1,000 credit limit for members in good standing that otherwise do not qualify based on their debt to income ratio. Interest rates and credit limits will be reviewed at least annually.

Shared Secured Visa Credit Card

Family First Credit Union will offer a share secured credit card for members who do not qualify for an unsecured credit card. The credit limit will be secured by funds on deposit with Family First Credit Union. The credit limit will be set at 90% of the securing deposit.

Holds for the secured deposit will be placed as a Miscellaneous Hold. Comments must be written in on the Warning/Comment section of the account. Verbiage listed below should be documented on the account in CUnify.

\$\$\$ held for Secured Credit Card # _ _ _ _ _

The comments should be removed if the following occurs:

- Credit union closes the account
- Member qualifies and accepts unsecured credit card offer
- Member closes the account
- Member pays off secured credit card and closes credit card

Account Management

The Credit Union will have risk management techniques that identify higher risk accounts and adverse changes in account risk profiles, in order to enable management to implement timely preventive action (i.e., freezing or reducing lines). The Credit Union will utilize monthly reports that display payment history, over the credit limit cards, and more. In the review process, we will evaluate each cardholder's financial history (bankruptcy, late payments, outstanding debt, etc.). Family First Credit Union will employ a judgmental (subjective) decision process to predict future losses.

A credit line review will be required if a Visa cardholder charges in excess of his credit limit, becomes delinquent, has a change in employment status, or defaults on another loan with Family First Credit Union.

In the event of review, one of the following courses of action will be taken:

- No action.
- Revoke the credit card and send an Adverse Action notice.
- Request an updated application and re-evaluate the credit limit.

Credit Review

Unsecured signature loan limitations will not apply to the Platinum Visa Credit Card Program. Visa credit line requests will be evaluated separately with regard to other unsecured and secured lending limitations.

For multiple borrowers and multiple credit reports, The Board of Directors has directed that Beacon scores are to be used in the following manner:

- When determining the interest rate for a credit card, if two or more scores are offered, the Credit Union will observe the following criteria:
 - If the credit card will have joint signers, the Beacon score (A, B, C, D, E) will be based on the primary wage earner.
 - If the credit card will have a maker and co-maker (guarantor), the Beacon (A, B, C, D, E) will be based on the maker's score only.
- If no credit report or score is available, the Credit Union will assign a score of C.

If two credit bureaus report two different scores, the Credit Union will use the score from the more detailed credit report which best indicates how the member pays.

Platinum Visa Credit Limits:	Maximum - \$15,000
	Minimum - \$300

Finance Charge Calculation (as disclosed to member)

The finance charges for a billing cycle are computed by applying the monthly periodic rate to the average daily balance of purchases and cash advances, which is determined by dividing the sum of the daily balances during the billing cycle by the number of days in the cycle. (Balance transfers are always considered as cash advances). Each daily balance is determined by adding to the previous balance of purchases and cash advances any new purchases or cash advances posted to your account and subtracting any payments as received and credits as posted to your account, but excluding any unpaid finance charges. To avoid incurring an additional finance charge on the balance of purchases reflected on your monthly statement, and

on any new purchases appearing on your next monthly statement, you must pay the new balance shown on or before the payment due date. The grace period for the new balance of purchases extends to the payment due date. The finance charge on cash advances begins to accrue on the date you obtain the cash advance or the first day of the billing cycle in which it is posted to your account, whichever is later. There is no grace period on cash advances.

Interest Rate and Credit Limit Guide

Family First Credit Union offers credit cards in a tiered rate environment, based on credit scores obtained from Experian. Using the member's credit score, Family First Credit Union approves credit card accounts based on the creditworthiness of each member.

There are 5 credit categories that a credit score may fall within (A, B, C, D, or E). Below is a list of each group credit category and applicable fees, rates, and information that applies.

- **A Grade Paper**
 - Beacon Score of 740 or higher
 - Rates range from 8.9% - 10.90% Fixed Interest Rate
 - Credit Limit range from \$6,000 – \$15,000
 - Credit card application will be denied if total unsecured debt exceeds 30 percent of salary, including the new FFCU credit card.
- **B Grade Paper**
 - Beacon Score of 680 – 739
 - Rates range from 11.90% - 13.90% Fixed Interest Rate
 - Credit Limit range from \$3,000 – \$8,000
 - Credit card application will be denied if total unsecured debt exceeds 25 percent of salary, including the new FFCU credit card.
- **C Grade Paper**
 - Beacon Score of 640 – 679
 - Beacon Score of 0 or NO Score
 - Rates range from 14.90% - 16.90% Fixed Interest Rate
 - Credit Limit range from \$2,000 – \$4,000
 - Credit card application will be denied if total unsecured debt exceeds 20 percent of salary, including the new FFCU credit card.
- **D Grade Paper**
 - Beacon Score of 600 – 639
 - Rate is 17.90% Fixed Interest Rate
 - Credit Limit range from \$1,000 – \$2,000
 - Credit card application will be denied if total unsecured debt exceeds 20 percent of salary, including the new FFCU credit card.
- **E Grade Paper**
 - Beacon Score of 559 or lower
 - Rate is 17.90% Fixed Interest Rate

- Credit Limit is \$300 – \$1,000
 - Credit card application will be denied if total unsecured debt exceeds 20 percent of salary, including the new FFCU credit card.
- Previous bankruptcies are considered D grade if within the last 6 years. If over 6 years ago, use the current beacon score.
- The Branch Manager can adjust credit limits based on disposable income and debt ratio for higher income members (\$75,000 + annually) with A, B, and C grade paper.
- If balance transfers apply, the new FFCU credit card monthly payment would replace the existing credit card monthly payment(s) for purposes of calculating a debt/income ratio.

Other Credit Card Fees and Features

- No annual fee
- Late fee: \$25.00
- Returned check fee: \$27.00
- Pay by phone fee: \$5.00
- No cash advance fee
- No cash advance fee on foreign transactions
- No balance transfer fee
- PIN (Personal Identification Number) are system generated and mailed to the cardholder.
- Credit cards will be mailed directly to the cardholder from FIS
- ATM Limits: \$510.00 per transaction, \$510.00 per day
- Cards have a two year expiration
- Accounts will be reported to Experian