

## **eSign Member Consent to Use Electronic Signatures and Documents**

This disclosure contains important information that you are entitled to receive before you consent to receive electronic disclosures and to transact business with us electronically via mobile or online banking. Please read this disclosure carefully and print, email or save a copy for your records.

In this consent:

- ▶ “We,” “us,” “our,” and “Mountain America” means Mountain America Credit Union.
- ▶ “You” and “your” means the person giving this consent, and also each additional account owner, authorized signer, authorized representative, delegate, product owner and/or service user identified on any Mountain America Product that you apply for, use or access.
- ▶ “Communications” means each disclosure, notice, agreement, fee schedule, statement, record, document, and other information we provide to you, or that you sign or submit or agree to at our request.
- ▶ “Electronic Service” means each and every product and service we offer that you apply for, use, administer or access using the internet, a website, email, messaging services (including text messaging) and/or software applications (including applications for mobile or hand-held devices), either now or in the future.
- ▶ “Mountain America Product” means each and every account, product or service we offer that you apply for, own, use, administer or access, either now or in the future. Mountain America Products include Electronic Services.
- ▶ The words “include” and “including,” when used at the beginning of a list of one or more items, indicates that the list contains examples—the list is not exclusive or exhaustive, and the items in the list are only illustrations. They are not the only possible items that could appear in the list.

Certain laws require us to provide application disclosures, periodic account statements, and account notices to you, and you have the right to receive these on paper. According to the Electronic Signatures in Global and National Commerce Act (E-Sign Act), Mountain America may provide this information to you electronically if we first present this eSign Member Consent to Use Electronic Signatures and Documents disclosure and obtain your consent to receive electronic disclosures and conduct transactions electronically.

## **Your Consent to Use Electronic Records and Signatures**

In our sole discretion, the Communications we provide to you, or that you sign or agree to at our request, may be in electronic form (“Electronic Records”). We may also use electronic signatures and obtain them from you as part of our transactions with you. Electronic Records may be delivered to you in a variety of ways

Sometimes the law, or our agreement with you, requires you to give us a written notice. You must still provide these notices to us on paper, unless we specifically tell you in another Communication how you may deliver that notice to us electronically.

There are certain Communications that by law we are not permitted to deliver to you electronically, even with your consent. So long as required by law, we will continue to deliver those Communications to you in writing. However, if the law changes in the future and permits any of those Communications to be delivered as Electronic Records, this consent will automatically cover those Communications as well.

## Right to Receive Paper Copies

If we provide Electronic Records to you, and you want a paper copy, you may contact the appropriate customer service unit and request a paper version. You will find the appropriate contact information in the account statement or agreement for the Mountain America Product related to the Electronic Record. You may have to pay a fee for the paper copy unless charging a fee is prohibited by applicable law. Please refer to the applicable agreement for any fee that may apply for paper copies.

## Consent Coverage/Privacy Policy

Your consent covers all Communications relating to any Mountain America Product. Your consent remains in effect until you give us notice that you are withdrawing it.

From time to time, you may seek to obtain a new Mountain America Product from us. When you do, we may remind you that you have already given us your consent to use Electronic Records and signatures. If you decide not to use Electronic Records and signatures in connection with the new product or service, your decision does not mean you have withdrawn this consent for any other Mountain America Product.

You agree that we may satisfy our obligation to provide you with an annual copy of our Privacy Policy by keeping it available for review on [www.macu.com](http://www.macu.com) or, with prior notice to you, on another website where we offer Electronic Services.

## You May Withdraw Your Consent

You have the right to withdraw your consent at any time. Please be aware, however, that withdrawal of consent may result in the termination of:

- ▶ Your access to our Electronic Services, including online and mobile banking.
- ▶ Your ability to use certain Mountain America Products.

Your withdrawal of consent will become effective after we have had a reasonable opportunity to act upon it.

If you are receiving online account statements, the termination will cause paper statements to be mailed to you via the U.S. Postal Service or other courier. Depending on the specific Mountain America Product, if you withdraw consent we may charge higher or additional fees for that product or for services related to it. Please refer to the applicable agreement for any fee that may apply.

To withdraw your consent, contact us toll-free at 1-800-748-4302 or contact us by mail:

Mountain America Credit Union  
P.O. Box 2331  
Sandy, UT 84091

## Updating Your Records

You agree to provide us with a true, accurate, and complete email address and other contact information related to the online services and your Mountain America Credit Union accounts. You must promptly notify us of any change in your email or other electronic address. You may change your email address on record by going online or contacting us at 1-800-748-4302. There may be other Mountain America Products for which we provide separate instructions to update your email or other electronic address.

## Hardware and Software Requirements

To receive Electronic Records, you must have access to the following:

- ▶ An up-to-date version of an internet browser we support, or if accessing your account through our mobile applications, one of the following operating systems: Apple current and previous two versions of iOS, or Android OS current and previous two versions of Oreo and Pie.
- ▶ A connection to the internet or a mobile service provider.
- ▶ An up-to-date device or devices suitable for connecting to the internet or for downloading our mobile applications or accessing our mobile websites.
- ▶ A current version of a program that accurately reads and displays PDF files (such as Adobe Acrobat Reader).
- ▶ A computer and an operating system capable of supporting all of the above. You will also need a printer if you wish to print out and retain records on paper, and electronic storage if you wish to retain records in electronic form.

You must also have an active email address.

In some cases, you may also need a specific brand or type of device that can support a particular software application, including an application intended for particular mobile or handheld devices.

We reserve the right to discontinue support of a current version of software if, in our sole opinion, it suffers from a security flaw or other flaw that makes it unsuitable for use with online banking.

## Changes to Hardware and Software Requirements

If our hardware or software requirements change, and that change would create a material risk that you would not be able to access or retain your Electronic Records, we will give you notice of the revised hardware or software requirements. Continuing to use Electronic Services after receiving notice of the change is reaffirmation of your consent. By providing your consent, you are also confirming that you have the hardware and software described above, that you are able to receive and review electronic records, and that you have an active email account. You are also confirming that you are authorized to, and do, consent on behalf of all the other account owners, authorized signers, authorized representatives, delegates, product owners and/or service users identified with your Mountain America Products.

## Your Enrollment in Electronic Services Using Our Equipment

If you enroll for an Electronic Service through one of our customer service representatives or using our equipment, your enrollment may not be complete until you take additional action. We will advise you, at the time of your enrollment, of any additional action you must take. If you take the required action, it is an affirmation of your consent to use electronic records and signatures under the terms of this eSign Consent.

**By providing your consent, you are confirming that you have the hardware and software described herein, that you are able to receive and review electronic documents, and that you have an active email account. You are also confirming that you are authorized to, and do, consent on behalf of all the other account owners, authorized signers, authorized representatives, and delegates identified in respect of your Mountain America products and services.**