

- Your payment is returned for any reason.
- You violate any of the terms of this Agreement, the Visa Agreement, or any other agreement or Agreement related to this Agreement or the Visa Agreement, or if you fail to comply with the terms of any other obligation to or agreement you have with Greylock.
- Upon the occurrence of any event of default under this Agreement, Greylock may (a) terminate or suspend your credit privileges, (b) change the terms of this Agreement, (c) demand that you pay the entire unpaid balance. Default on any other loan, obligation, or agreement that you have with Greylock will also constitute a default under this Agreement.

#### Late payment fee

Greylock may assess a late payment fee if the minimum payment due is not received by the due date.

#### Collection costs and attorney fees

If you are in default of your payments or break a promise under this Agreement, you agree to pay all collection costs incurred by us, including collection agency costs, court fees and reasonable attorney's fees (either hourly or contingency fees, which shall be deemed reasonable). These provisions apply to bankruptcy appeals and post-judgment proceedings.

#### Waiver/ Severability

The failure of Greylock to exercise any of its rights under this Agreement shall not be deemed a waiver of such right or any other right available hereunder. Should any provision of this Agreement be determined to be invalid or unenforceable under any law, rule or regulation, that determination shall not affect the validity or enforceability of any other provision of this Agreement.

#### Choice of law

This Agreement and your account shall be governed by the laws of Commonwealth of Massachusetts without regard to its choice of law principles. In the event of a dispute, venue shall be in Pittsfield, Massachusetts.

#### OPTIONAL CREDIT LIFE AND CREDIT DISABILITY INSURANCE

Your account may be charged monthly for this coverage in accordance with the rate schedule disclosed to you on the Optional Credit Insurance Application. This insurance is freely cancelable by giving us written notice 15 days prior to the date of cancellation. Premiums for Credit Life and Credit Disability Insurance will be computed on the cycle ending balance and shown as a purchase on your Periodic Statement each month. If you fail to pay your minimum payment when due, we will not advance funds on your behalf to pay premiums and the insurance is subject to immediate cancellation. In the event of cancellation, the insurance will not be automatically reinstated.

#### YOUR BILLING RIGHTS (KEEP THIS NOTICE FOR FUTURE USE)

This Notice contains important information about your rights and our responsibilities under the Fair Credit Billing Act.

##### Notify Us In Case of Errors or Questions About Your Bill.

If you think your bill is wrong, or if you need more information about a transaction on your bill, write us, on a separate sheet, at **Greylock Federal Credit Union, 150 West St, Pittsfield, MA 01201 Attention: Credit Card Operations.**

Write to us as soon as possible. We must hear from you no later than 60 days after we sent you the first bill on which the error or problem appeared. You can telephone us, but doing so will not preserve your rights.

In your letter, give us the following information:

- Your name and account number.
- The dollar amount of the suspected error.
- Describe the error and explain, if you can, why you believe there is an error. If you need more information, describe the item you are not sure about.

If you have authorized us to pay your credit card bill automatically from your savings or checking account, you can stop the payment on any amount you think is wrong. To stop the payment your letter must reach us three business days before the automatic payment is scheduled to occur.

#### Your Rights and Our Responsibilities After We Receive Your Written Notice

We must acknowledge your letter within 30 days, unless we have corrected the error by then. Within 90 days, we must either correct the error or explain why we believe the bill was correct.

After we receive your letter, we cannot try to collect any amount you question or report you as delinquent. We can continue to bill you for the amount you question, including finance charges, and we can apply any unpaid amount against your credit limit. You do not have to pay any questioned amount while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. If we find that we made a mistake on your bill, you will not have to pay any finance charges related to any questioned amount. If we didn't make a mistake, you may have to pay finance charges, and you will have to make up any missed payments on the questioned amount. In either case, we will send you a statement of the amount you owe and the date that it is due.

If you fail to pay the amount that we think you owe, we may report you as delinquent. However, if our explanation does not satisfy you and you write to us within ten days telling us that you still refuse to pay, we must tell anyone we report you to that you have a question about your bill. And, we must tell you the name of anyone we reported you to. We must tell anyone we report you to that the matter has been settled between us when it finally is.

If we don't follow these rules, we can't collect the first \$50 of the questioned amount, even if your bill was correct.

#### Special Rules for Credit Card Purchases

If you have a problem with the quality of property or services that you purchased with a credit card and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the property or services. There are two limitations on this right: (a) You must have made the purchase in your home state or, if not within your home state, within 100 miles of your current mailing address; and (b) The purchase price must have been more than \$50.

These limitations do not apply if we own or operate the merchant, or if we mailed you the advertisement for the property or services.

#### Greylock Federal Credit Union Credit Cardholder Agreement

By using your Greylock Federal Credit Union Visa credit card ("Card"), you agree to the following terms and conditions, the terms and conditions disclosed on the Visa Credit Card Application ("Visa Application") and any future amendments to this Credit Cardholder Agreement (this "Agreement").

This Agreement describes the terms and conditions of the Card offered by Greylock Federal Credit Union ("Greylock"). In this Agreement, "you," "your" and "Borrower" mean each person who signs the Application (the "Application") or otherwise agrees to its terms in writing (member and non-member co-applicants). "Greylock," "we," "our" and "us" mean Greylock or anyone to whom Greylock transfers its rights under this Agreement.

#### Change in terms

We can change the terms of your account as permissible by law. We will provide you with such notice as is required by law by mailing a notice to you at the latest address shown in our records. You have the right to reject certain changes but must notify us at 1-800-207-5555 or write to us at Greylock Federal Credit Union, 150 West Street, Pittsfield, MA 01201. The letter should include your name, address, phone number and account number. If you reject any changes, we will close your Visa account. Use of your card after receiving notice of a change will indicate your agreement to the change.

#### Change of name, address, telephone

You agree to notify us in writing if you change your name, your home address, or telephone number.

#### Other agreements

Use of the Card is subject to the terms of existing Visa USA regulations governing your Greylock Visa and any future changes to those regulations.

#### Agreement to Pay

Each person who signed the Visa Application is individually or jointly and severally liable for any credit extended pursuant to this Agreement. You agree to pay any charges, interest and fees made on this account.



«RETURN1»  
«RETURN2»

**See reverse side for important disclosures**

**Terms governing the use of this account are set forth in a separate cardholder agreement.**

«ADDRESS2»«ADDRESS1»  
«ADDRESS3»  
«ADDRESS4»  
«ADDRESS5»  
«ADDRESS6»

«POSTNET»



«BARCODE»

CREDIT LIMIT: «CREDIT»«CREDIT2»«CREDIT3»«CREDIT4»  
ISSUED BY: «ISSUEDBY»

Cards  
«ACCT»

Account number

### Interest Rate and Interest Charges

	Platinum	Gold	Classic
Annual Percentage Rate (APR) for Purchases	<b>10.96%</b>	<b>13.48%</b>	<b>13.48%</b>
APR for Balance Transfers	<b>10.96%</b>	<b>13.48%</b>	<b>13.48%</b>
APR for Cash Advances	<b>10.96%</b>	<b>13.48%</b>	<b>13.48%</b>
Paying Interest	Your due date is at least 25 days after the close of each billing cycle. We will not charge you any interest on purchases if you pay your entire balance by the due date.		
For Credit Card Tips from the Federal Reserve Board	To learn more about factors to consider when applying for or using a credit card visit the website of the Federal Reserve Board at: <a href="http://www.federalreserve.gov/creditcard">http://www.federalreserve.gov/creditcard</a>		

### Fees

	Platinum	Gold	Classic
Annual Fees	None	<b>\$15</b>	None
Transaction Fees			
- Balance Transfer	None	None	None
- Cash Advance	<b>2% of the amount of each advance (\$5 minimum, \$50 maximum)</b>		
Penalty Fees			
- Late Payment	Up to <b>\$25</b>	Up to <b>\$20</b>	Up to <b>\$20</b>
- Cash Advance	None	None	None
- Returned Payment	Up to <b>\$25</b>	Up to <b>\$20</b>	Up to <b>\$20</b>

**\*How we will Calculate your Balance:** We use a Method called "Average Daily Balance (Including New Purchases)"

Billing Rights Notice: Billing Rights information on your rights to dispute transactions and how to exercise those rights is provided in the Greylock Federal Credit Union Credit Cardholder Agreement.

1) At the date this was printed (shown in the lower right-hand corner) the information listed above was accurate. Because rates and terms are subject to change, you may contact us for the current information by writing to our business address 150 West St. Pittsfield, MA 01201 or call 1-413-236-4000.

2) A Finance Charge will be imposed on credit purchases only if you elect not to pay the entire New Balance shown on your monthly statement by the Payment Due Date. If you elect not to pay the entire New Balance shown on your monthly statement by the Payment Due Date, a Finance Charge will be imposed on the average daily balance of the unpaid purchases from the previous statement closing date and on new purchases from the date of posting to your account during the current billing cycle, and will continue to accrue until the closing date of the billing cycle preceding the date on which the entire New Balance is paid in full or until the date of payment if more than 25 days from the closing date. The Finance Charge for a billing cycle is computed by applying a monthly Periodic Rate to the average daily balance of purchases. To get the average daily balance, we take the outstanding unpaid balance of purchases at the beginning of the billing cycle, add any new purchases, and subtract any payments, credits, and unpaid finance charges to get the daily balance; we add up all the daily balances for the billing cycle and divide by the total number of days in the billing cycle. A finance charge will be assessed on cash advances/balance transfers from the date you obtained the cash advance/balance transfers, or the first day of the billing cycle in which it is posted to your account, whichever is later, and will continue to accrue until paid in full. The Finance Charge on cash advances/balance transfers will be calculated in the same manner as explained above for purchases.

3) The monthly Periodic Rate for Classic and Gold cards is 1.12333% and 0.91333% for Platinum cards.

4) International Service Assessment (ISA) Fee or Other Fees: Effective April 2, 2008, Visa implemented an international Service Assessment (ISA) of .08 percent for single-currency international transactions. Visa will also continue to apply the existing ISA fee of 1.0 percent for multi-currency international transactions. Visa assesses an International Service Assessment (ISA) charges to the issuer which is passed on the member and collected through settlement the current ISA is applied to all cross-border transactions (purchases, credit vouchers and cash distributions) where currency conversion is performed.