



AMERICA'S CHRISTIAN  
CREDIT UNION

# Elite Checking

## BENEFITS GUIDE

Discover the full  
potential of your  
checking account



# Elite Checking Benefits Summary



Scan here for the latest details on the benefits, rewards, and discounts available to Elite Checking account holders

Benefit	Description	How to Access Benefit	Details
<b>Personal Identity Theft (IDPROTECT<sup>®1</sup>)</b>	<ul style="list-style-type: none"> <li>Identity Theft Expense Reimbursement</li> <li>Fully Managed Identity Theft Resolution Services</li> <li>Identity Theft Recovery Case Plan</li> <li>Credit File Monitoring<sup>3*</sup></li> <li>Identity Monitoring<sup>*</sup></li> <li>Credit Report and Score<sup>4*</sup></li> <li>Debit &amp; Credit Card Registration<sup>*</sup></li> <li>Online Identity Theft News Center<sup>*</sup></li> </ul>	Register for eClubOnline (see page 2)	Page 3
<b>Cellular Telephone Protection<sup>2</sup></b>	Receive up to \$400 of replacement or repair costs if your cell phone is stolen or damaged, in the U.S. and abroad; your cellular telephone bill must be paid through this account	Register for eClubOnline (see page 2)	Page 7
<b>Debit Advantage<sup>®</sup> Buyer's Protection<sup>2</sup> &amp; Extended Warranty<sup>2</sup></b>	Covers items for ninety days from the date of purchase against accidental breakage, fire, or theft; item(s) must be purchased entirely with this account for coverage	Register for eClubOnline (see page 2)	Page 10
<b>Travel &amp; Leisure Discount Membership</b>	Money-saving discounts from thousands of local and national businesses; available online only <sup>*</sup>	Register for eClubOnline (see page 2)	Page 13
<b>\$Shopping Rewards<sup>™</sup></b>	Shop online using our customized shopping portal and receive cash back; available online only <sup>*</sup>	Register for eClubOnline (see page 2)	Page 13
<b>Accidental Death &amp; Dismemberment Insurance<sup>2,5</sup></b>	Receive up to \$10,000 of 24-hour Accidental Death & Dismemberment Insurance	Automatically included	Page 13
<b>Early Pay</b>	Get paid up to 2 days early qualifying ACH/direct deposit transactions	Automatically included	Page 13
<b>Loan Discounts</b>	Earn up to a 0.50% rate discount when you borrow from ACCU	Automatically included	Page 13
<i>*Additional registration required</i>			

1 - Benefits are available to personal checking account owner(s), and their joint account owners subject to the terms and conditions set forth in the Guide to Benefit and/or insurance documents for the applicable Benefits. Benefits are not available to a "signer" on the account who is not an account owner or to businesses, clubs, trusts organizations and/or churches and their members, or schools and their employees/students.

2 - Special Program Notes: The descriptions herein are summaries only and do not include all terms, conditions and exclusions of the Benefits described. Please refer to the actual Guide to Benefit and/or insurance documents for complete details of coverage and exclusions. Coverage is offered through the company named in the Guide to Benefit or on the certificate of insurance.

3 - Credit file monitoring may take several days to begin following activation.

4 - Credit Score is a VantageScore 3.0 based on single bureau credit data. Third parties may use a different VantageScore or a different type of credit score to assess your creditworthiness.

5 - If you wish to name a beneficiary, please complete a beneficiary form. If there is no designated beneficiary on file, benefits will be paid according to the Master Policy. As an eligible account holder with a participating financial institution, you and your joint account holders, and family members, if applicable, are enrolled as members of the Econocheck Association, of which your financial institution is a sponsor. Certain Benefits, including insurance coverage, take effect on the date you enrolled in your eligible account and will end the earliest of: (1) the first of the month after the month in which your eligible account fees, if applicable, were last paid, (2) termination of your eligible account, or (3) termination of the applicable policy. As a member, you may be entitled to be represented at the annual meeting of Econocheck Association. For questions regarding claims or your coverage, or for more information, you may contact us at [www.eclubonline.net](http://www.eclubonline.net) or 866-210-0361. Please keep a copy of this letter with your important insurance papers.

Insurance Products are not insured by NCUA or any Federal Government Agency; Not a deposit of or guaranteed by the credit union or any credit union affiliate.

# How to Register for eClubOnline



## Online

Visit **www.eClubOnline.net**  
and follow the instructions  
to register using your  
access code **CA312878**

OR



## Phone

Call **1-866-210-0361**  
for assistance with registration  
and activation and provide  
your access code **CA312878**

Once registered, you can access your benefits at **www.eClubOnline.net**  
or with the **eClub mobile app** available for Apple and Android devices

## To File a Claim

Visit  
**www.eClubOnline.net**  
using your access code  
**CA312878**

OR

Call  
**1-866-210-0361**  
Benefits Service Center  
M-F, 8:30am-5:00pm EST

## Lost/Stolen Credit/Debit Cards

For after-hours assistance for Lost or Stolen Credit or Debit Cards, call **1-866-210-0361**

### Download the eClub Mobile App:



*Message and data rates may apply*



# Personal Identity Theft (IDPROTECT®)

*This Guide reflects the benefit in effect when your financial institution enrolled your account. It replaces any earlier versions. Please keep it for your records. Eligibility is based on your enrollment date.*

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## What is the Personal Identity Theft benefit?

The Personal Identity Theft benefit offers reimbursement for covered expenses you incur to restore your identity, up to a maximum of \$10,000, as a result of a Covered Stolen Identity Event.

## Who is eligible for this benefit?

To be eligible for this benefit, you must be a valid account holder and reside in the United States or Canada.

## What is a Covered Stolen Identity Event?

“Covered Stolen Identity Event” means the theft or unauthorized or illegal use of your name, demand deposit account or account number, Social Security number, or any other method of identifying you.

## What is covered?

- **Reapplication Costs:** Fees for re-filing credit or loan applications rejected due to identity theft.
- **Communication & Documentation:** Costs for notarizing documents, long-distance calls, and postage related to reporting or correcting identity records.
- **Medical Records:** Expenses for obtaining and correcting medical records affected by identity theft.
- **Credit Reports:** Up to six credit reports from approved agencies.
- **Lost Wages:** Actual wages lost due to time spent resolving identity theft issues.
- **Legal Fees:** Attorney and court fees (with prior approval) for:
  - Defending against wrongful suits or criminal charges,
  - Removing civil judgments,
  - Addressing debt-related issues caused by identity theft.
- **Travel Costs:** Reasonable U.S. travel expenses incurred while resolving identity theft.
- **Dependent Care:** Costs for child, spouse, or elder care while addressing identity theft matters.

## What is not covered?

- Fraudulent, criminal, or malicious acts committed by you.
- Losses or damages not specifically listed as covered.
- Legal costs outside those defined under covered benefits.
- Sick days or time lost from self-employment.
- Losses from theft or misuse by someone you entrusted with your account.

## When and where am I covered?

Payment for covered costs will be limited to costs incurred in the United States, its territories and possessions, Puerto Rico, or Canada for a loss occurring during the benefit period.

## How do I file a claim?

Call (866) 210-0361 as soon as you suspect identity theft.

## What documents do I need to submit with my claim?

A signed, sworn proof of loss or affidavit containing the information requested by the Benefit Administrator must be submitted within ninety (90) days of discovery of the Covered Stolen Identity Event.

## How will I be reimbursed?

Once your claim has been verified, under normal circumstances, reimbursement will be initiated within five (5) business days of receipt and approval of all required documents.

## Do I have to do anything else?

- If you reasonably believe that a law may have been broken, you must promptly file a report with the police.
- You must take all reasonable steps to mitigate possible costs.

# Personal Identity Theft (IDPROTECT®) (cont).

## What are some additional steps I can take to safeguard my identity?

- **Monitor Your Credit:** Register at [www.eClubOnline.net](http://www.eClubOnline.net) or call 1-866-210-0361 to activate credit monitoring and request your credit report. Dispute errors via the site or phone.
- **Opt Out of Credit Offers:** Visit [www.optoutprescreen.com](http://www.optoutprescreen.com) or call 1-888-567-8688.
- **Stop Telemarketing Calls:** Add your number to the Do Not Call Registry at [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222.
- **Reduce Junk Mail:** Remove your name from mailing lists at [www.dmachoice.org](http://www.dmachoice.org).
- **Place a Fraud Alert:** If you're a victim of identity theft, place a fraud alert via the eClub site or contact Equifax at 1-888-766-0008. They'll notify the other credit bureaus.
- **Check Innovis:** Request your free Innovis credit report and place alerts at [www.innovis.com](http://www.innovis.com).
- **Get Annual Reports:** Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 1-877-322-8228 for free yearly reports.
- **Limit What You Carry:** Avoid carrying your Social Security card, passport, or extra credit cards. Ask to change your health card ID if it uses your SSN.
- **Secure Your Mail:** Use secure mailboxes and pick up mail promptly. For holds, visit [www.usps.gov](http://www.usps.gov) or call 1-800-275-8777.
- **Watch Billing Cycles:** Report missing bills or statements right away.
- **Use Strong Passwords:** Avoid using personal info. Don't store passwords on your phone or carry them.
- **Shred Sensitive Documents:** Destroy mail and documents with personal info before discarding.
- **Protect Personal Info:** Only share personal details if you initiated the contact.

## Additional Provisions for Personal Identity Theft:

This benefit is available to eligible account holders, who must take reasonable steps to prevent or reduce loss. It only applies while your account is active and in good standing.

Knowingly submitting a false or fraudulent claim voids coverage and may result in cancellation. By filing a claim, you agree that all information provided is accurate and complete. Any fraud, concealment, or misrepresentation of material facts will void the benefit.

When a Covered Stolen Identity Event is reported, a claim file is opened and remains active for six (6) months. Claims must be fully documented within that period, as required by the Benefit Administrator. Incomplete claims will not be paid.

Once a claim is paid, your rights to recover related losses transfer to the Benefit Administrator, and you must provide reasonable assistance in pursuing those rights.

Legal action cannot begin until 60 days after Proof of Loss is submitted and must be filed within three (3) years. No legal action is allowed unless all terms of this Guide to Benefit have been met.

This benefit is provided at no extra cost and may be updated through official communications. It does not apply to suspended or canceled accounts. Your financial institution may cancel or non-renew the benefit with 30 days' notice. Terms may vary by institution.

**For general questions regarding this benefit, call (866) 210-0361.**

**Services and benefits are insured under a policy from Plateau Casualty Insurance Company, 2701 North Main Street, Crossville, TN.**

*ECC-ID Theft 01/19 (\$10k) V4*



# PLATEAU INSURANCE COMPANY

2701 North Main Street, Crossville, TN 38555 Ph.(800) 752-8328

(herein referred to as the Company)

Policyholder: Econ-O-Check Association

Policy Number: 21201

## BLANKET ACCIDENT INSURANCE DESCRIPTION OF COVERAGE

### Who Is Eligible

The persons eligible for coverage under the Blanket Policy (herein called the Policy) issued to the Policyholder are all members of Policyholder (herein called You or Your) who have elected a membership package.

### What Activities are Covered

Accident insurance is provided if You suffer an Injury while participating in a Covered Activity(ies). A Covered Activity(ies) is defined in the Policy as any activity(ies) that is not listed in Exclusions. Covered Activity(ies) are:

24 Hour Accidental Injury

### Definitions

**Injury** shall mean bodily injury caused by an accident that: (1) occurs while the Policy is in force as to the person whose injury is the basis of claim; (2) occurs while such person is participating in a Covered Activity; and (3) results directly and independently of all other causes in a covered loss.

### Your Effective and Termination Dates

**Effective Date.** Your coverage under the Policy begins, provided premiums have been paid by You or on Your behalf, on the later of: 1) the date the Policy becomes effective; or 2) the date Your written enrollment is received by us, the Program Sponsor or Policyholder.

**Termination Date.** Your coverage under the Policy ends on the earliest of: (1) the date the Policy is terminated, (2) the end of the period for which Your premiums have been paid; or (3) the date You cease to be a member of Policyholder as per the records of the Program Sponsor.

### Schedule of Benefits - Accidental Death and Dismemberment Benefit

#### Covered Activity(ies):

#### 24 Hour Coverage

Maximum Amount

\$10,000

Benefits provided under a joint membership will be divided equally among all joint members who are on file with the Policyholder. In the event of a claim, the benefit for the claimant will be the percentage of the Maximum Amount equal to his or her percentage interest in the joint membership.

The Aggregate Limit is \$5,000,000 per accident for all plans combined.

### Description of Benefits

**Maximum Amount.** As applicable to each Benefit provided by the Policy for each Insured, Maximum Amount means the amount shown as the maximum amount for that Benefit for the Insured's eligible class, subject to the Reduction Schedule.

**Reduction Schedule.** The Maximum Amount for 24 Hour Accidental Injury Coverage used to determine the amount payable for a loss will be reduced if an Insured is age 70 or older on the date of the accident causing the loss with respect to the Benefit(s) provided by the Policy. The Maximum Amount for 24 Hour Accidental Injury Coverage is reduced to a percentage of the Maximum Amount that would be used if the Insured were under age 70 on the date of the accident, according to the following schedule: 50% of the benefit at Age 70.

Premium for an Insured age 70 or older is based on 100% of the coverage that would be in effect if the Insured were under age 70. "Age" as used above refers to the age of the Insured on the Insured's most recent birthday, regardless of the actual time of birth.

The Maximum Amounts as shown above in the Schedule of Benefits are used to determine amounts payable under each Benefit. Actual amounts payable will not exceed the maximums, and may be less than the maximums under circumstances specified in the Policy.

**Accidental Death.** If You suffer an Injury that results in death within 365 days of the date of the accident that caused the Injury, the Company will pay 100% of the Maximum Amount.

**Accidental Dismemberment Benefit.** If Injury to the Insured results, within 365 days of the date of the accident that caused the Injury, in any one of the Losses specified below, the Company will pay the percentage of the Maximum Amount shown below for that Loss:

Both Hands or Both Feet	100%	Speech and Hearing in Both Ears	100%
Sight of Both Eyes	100%	One Hand or One Foot	50%
One Hand and One Foot	100%	The Sight of One Eye	50%
One Hand and the Sight of One Eye	100%	Speech or Hearing in Both Ears	50%
One Foot and the Sight of One Eye	100%	Thumb and Index Finger of Same Hand	25%

'Loss' of a hand or foot means complete severance through or above the wrist or ankle joint. 'Loss' of sight of an eye means total and irrecoverable loss of the entire sight in that eye. 'Loss' of hearing in an ear means total and irrecoverable loss of the entire ability to hear in that ear. 'Loss' of speech means total and irrecoverable loss of the entire ability to speak. 'Loss' of thumb and index finger means complete severance through or above the metacarpophalangeal joint of both digits.

If more than one Loss is sustained by an Insured as a result of the same accident, only one amount, the largest, will be paid.

**Exposure and Disappearance.** If by reason of an accident occurring while an Insured's coverage is in force under the Policy, the Insured is unavoidably exposed to the elements and as a result of such exposure suffers a loss for which a benefit is otherwise payable under the Policy, the loss will be covered under the terms of the Policy.

If the body of an Insured has not been found within one year of the disappearance, forced landing, stranding, sinking or wrecking of a conveyance in which the person was an occupant while covered under the Policy, then it will be deemed, subject to all other terms and provisions of the Policy, that the Insured has suffered accidental death within the meaning of the Policy.

**Limitation on Multiple Covered Benefits.** If an Insured suffers one or more losses from the same accident for which amounts are payable under more than one of the Benefits provided by this Policy, the maximum amount payable under all of the Benefits combined will not exceed the amount payable for one of those losses, the largest.

**Limitation on Multiple Covered Activities.** If an Insured's Injury is caused by an accident that occurs while the Insured is participating in more than one Covered Activity applicable to that Insured, and if the same Benefit applies to that Insured with respect to more than one such Covered Activity, then for Policy purposes the Maximum Amount for that Benefit for that Insured for that accident will be determined as though the accident occurred while the Insured was participating in only one such Covered Activity, the one with the largest Maximum Amount for that Benefit for that person.

**Multiple Memberships.** If an Insured has two or more memberships, the maximum amount payable will be no more than two times the largest maximum amount payable for that loss.

**Aggregate Limit.** The maximum amount payable under this Policy may be reduced if more than one Insured suffers a loss as a result of the same accident, and if amounts are payable for those losses under one or more of the Benefits provided by this Policy. The maximum amount payable for all such losses for all Insureds under all those Benefits combined will not exceed the amount shown as the Aggregate Limit in the Benefit Schedule. If the combined maximum amount otherwise payable for all Insureds must be reduced to comply with this provision, the reduction will be taken by applying the same percentage of reduction to the individual maximum amount otherwise payable for each Insured for all such losses under all those Benefits combined. Aggregate Limit \$5,000,000 per accident for all plans combined.

**Exclusions:** The Policy does not cover any loss caused in whole or in part by, or resulting in whole or in part from: 1) suicide or any attempt at suicide or intentionally self-inflicted injury or any attempt at intentionally self-inflicted injury; 2) sickness, disease or infections of any kind; except bacterial infections due to an accidental cut or wound, botulism or ptomaine poisoning; 3) declared or undeclared war, or any act of declared or undeclared war (Note: This policy covers Armed Services Personnel only for loss resulting from non-military or non-combat activities within the United States of America); 4) travel or flight in or on (including getting in or out of, or on or off of) any vehicle used for aerial navigation, if You are: a. riding as a passenger in any aircraft not licensed for the transportation of passengers; b. performing, learning to perform or instructing others to perform as a pilot or crew member of any aircraft; 5) Your being under the influence of drugs or intoxicants, unless taken under the advice of a physician.

**Claims Procedures:** All claims should be reported to the Policyholder as soon as possible at the following phone number: Econ-O-Check Association – Insurance Service Center/Claims Department, 3 Gresham Landing, Stockbridge, GA 30281, ph: (866) 210-0361.

The Company will send claim forms to the claimant upon receipt of a written notice of claim. If such forms are not sent within 15 days after the giving of notice, the claimant will be deemed to have met the proof of loss requirements upon submitting, within the time fixed in this Policy for filing proofs of loss, written proof covering the occurrence, the character and the extent of the loss for which claim is made. The written proof should include the Insured's name, the Policyholder's name and the Policy number. Written proof of loss must be furnished to the Company within 90 days after the date of the loss. Failure to furnish proof within the time required neither invalidates nor reduces any claim if it was not reasonably possible to give proof within such time, provided such proof is furnished as soon as reasonably possible and in no event, except in the absence of legal capacity of the claimant, later than one year from the time proof is otherwise required. Upon receipt of due written proof of loss, payment for a covered loss of life of an Insured will be made to the beneficiary or beneficiaries designated by the Insured and filed with Company. If there is no designated beneficiary or no designated beneficiary is living after Insured's death, the benefits will be paid in equal shares, to the survivors in the first surviving class of those that follow: the Insured's (1) spouse; (2) children; (3) parents; or (4) brothers and sisters. If no class has a survivor, the beneficiary is the Insured's estate. Any payment the Company makes in good faith fully discharges the company's liability to the extent of the payment made. Benefits payable under this Policy for any covered loss will be paid within 30 days of the Company's receipt of due written proof of the loss.

**IMPORTANT:** If any conflict should arise between the contents of this Description of Coverage and the Master Policy (underwritten by Plateau Insurance Company of Crossville, Tennessee, referred to as the Company), or if any point is not covered herein, the terms and conditions of the Master Policy will govern in all cases.

# Cellular Telephone Protection

*This Guide to Benefit describes the benefit in effect as of the date your financial institution elected this coverage. This benefit and description supersedes any prior benefit and description you may have received earlier. Please read and retain for your records. Your eligibility is determined by the date your financial institution enrolled your account in the benefit.*

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## **What is Cellular Telephone Protection?**

Subject to the terms and conditions provided in this Guide to Benefit, Cellular Telephone Protection will reimburse the enrolled accountholder (the “Accountholder”, also referred to as “You” or “Your”) for damage to or theft of eligible Cellular Wireless Telephones. Eligible Cellular Wireless Telephones are the primary line and up to the first three secondary, additional, or supplemental lines as listed on Your cellular provider’s monthly billing statement for the billing cycle preceding the month in which the theft or damage occurred. Cellular Telephone Protection is subject to a fifty-dollar (\$50.00) deductible per claim and a maximum of two (2) claims per twelve (12) month period. The maximum benefit limit is \$400.00 per claim and \$800.00 per twelve (12) month period.

## **Who is eligible for this protection?**

To be eligible for Cellular Telephone Protection, you must be an accountholder of an eligible U.S.-based financial institution enrolled in the Cellular Telephone Protection benefit and pay Your monthly Cellular Wireless Telephone bills with Your eligible account. Only Cellular Wireless Telephones purchased by the Accountholder will be covered. Following the benefit effective date set forth above, Your Cellular Telephone Protection begins the first day of the calendar month following the payment of the Cellular Wireless Telephone bill using an eligible account. If the Accountholder fails to make a Cellular Wireless Telephone bill payment for a particular month, the Cellular Telephone Protection is suspended. Provided the Cellular Telephone Protection continues to be offered, the benefit will resume on the first day of the calendar month following the date of any future Cellular Wireless Telephone bill payment with the eligible account.

## **What type of protection is this?**

Cellular Telephone Protection is supplemental to, and excess of, valid and collectible insurance or indemnity (including, but not limited to, Cellular Wireless Telephone insurance programs, homeowner’s, renter’s, automobile, or employer’s insurance policies. After all insurance or indemnity has been exhausted, Cellular Telephone Protection will cover the damage or theft up to \$400.00 per claim, subject the terms, conditions, exclusions, and limits of liability of this benefit as well as the fifty-dollar (\$50.00) deductible. The maximum limit of liability is \$400.00 per claim occurrence, and \$800.00 per twelve (12) month period. You will receive no more than the purchase price less four fifty dollar (\$50.00) deductible as recorded on your submitted receipt.

## **What is not covered?**

- Cellular Wireless Telephone accessories other than standard battery and/or standard antenna provided by the manufacturer.
- Cellular Wireless Telephones purchased for resale, professional, or commercial use.
- Cellular Wireless Telephones that are lost or “mysteriously disappear.” “Mysterious disappearance” means the vanishing of an item in an unexplained manner where there is absence of evidence of a wrongful act by a person or persons.
- Cellular Wireless Telephones under the care and control of a common carrier (including, but not limited to, U.S. Postal Service, airplanes, or delivery service).
- Cellular Wireless Telephones stolen from baggage unless hand-carried and under your personal supervision, or under the supervision of your traveling companion who is previously known to you.
- Cellular Wireless Telephones stolen from a construction site.
- Cellular Wireless Telephones which have been rented, borrowed or Cellular Wireless Telephones that are received as part of a pre-paid plan or “pay as you go” type plans.
- Cosmetic damage to the Cellular Wireless Telephone or damage that does not impact the Cellular Wireless Telephone’s ability to make or receive phone calls.
- Damage or theft resulting from abuse, intentional acts, fraud, hostilities of any kind (including, but not limited to, war, invasion, rebellion, or insurrection), confiscation by the authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects or vermin.
- Damage or theft resulting from misdelivery or voluntary parting with the Cellular Wireless Telephone.
- Replacement Cellular Wireless Telephone not purchased from a cellular service provider’s retail or Internet store (or authorized reseller).
- Taxes, delivery and transportation charges, and any fees associated with the cellular service provider.

## **Do I need to keep copies of receipts or any other records?**

Yes. If You want to file a claim, You will need copies of Your account statement reflecting monthly Cellular Wireless Telephone bill payments during the time of the damage or theft and Your store receipt for purchase of Your new Cellular Wireless Telephone.



# Cellular Telephone Protection (cont).

## How do I file a claim?

Call the Benefit Administrator at (866) 210 - 0361 within sixty (60) days of damage or theft. Please note: If You do not give such notice within sixty (60) days after the damage or theft Your claim may be denied. The Benefit Administrator representative will ask You for some preliminary claim information and send You the appropriate claim form. This claim form must be completed, signed, and returned with all the requested documentation within ninety (90) days from the date of damage or theft of the eligible Cellular Wireless Telephone or Your claim may be denied.

## What do I need to submit with my claim?

- Your completed and signed claim form.
- Copies of Your account statement reflecting the entire monthly Cellular Wireless Telephone payments for the month preceding the date of damage or theft.
- A copy of Your Cellular Wireless service provider billing statement that reflects that the Cellular Wireless account was in good standing at the time of damage or theft.
- A copy of the original Cellular Wireless Telephone purchase receipt or other sufficient proof, as determined in the Benefit Administrator's sole discretion, of the Cellular Wireless Telephone model currently linked to Your Cellular Wireless Telephone account.
- If the claim is due to theft or criminal action, a copy of the police report filed within forty-eight (48) hours of the occurrence.
- If the claim is due to damage, a copy of an insurance claim or other report as the Benefit Administrator, in its sole discretion, deems necessary to determine eligibility for coverage. In addition, the Benefit Administrator may, in its sole discretion, require (a) an itemized estimate of repair from an authorized Cellular Wireless Telephone repair facility; or (b) the Accountholder to submit the Cellular Wireless Telephone to the Benefit Administrator to evaluate the damage; or (c) an itemized store receipt for the replacement Cellular Wireless Telephone showing the purchase was made at a Cellular Wireless service provider's retail or Internet store (for example: Verizon Wireless, AT&T, Sprint, etc.).
- If the claim amount is less than Your personal homeowner's, renter's, or automobile insurance deductible, a copy of Your insurance policy personal declaration page is sufficient for Your claim. If the claim amount is greater than Your personal homeowner's, renter's, or automobile insurance deductible, You are required to file a claim with Your applicable insurance company and to submit a copy of any claims settlement from Your insurance company along with Your claim form.
- Documentation (if available) of any other settlement of the claim.
- Any other documentation deemed necessary, in the Benefit Administrator's sole discretion, to substantiate Your claim. All claims must be fully substantiated as to the time, place, cause, and purchase price of the Cellular Wireless Telephone.

## How will I be reimbursed?

Depending on the nature and circumstances of the damage or theft, the Benefit Administrator, at its sole discretion, may choose to repair or replace the Cellular Wireless Telephone or reimburse the Accountholder for the lesser of a) \$400.00 excess of the fifty-dollar (\$50.00) deductible; or b) the current suggested retail price of a replacement Cellular Wireless Telephone of like kind and quality, excluding taxes, delivery and transportation charges, and any fees associated with the Cellular Wireless Telephone service provider, less the fifty-dollar (\$50.00) deductible. Please note: Cellular Telephone Protection is subject to a maximum of two (2) claim occurrences per twelve (12) month period. Under normal circumstances, reimbursement will take place within ten (10) business days of receipt and approval of claim form and all required documents.

## Additional Provisions for Cellular Telephone Protection:

This protection provides benefits only to You, an eligible Accountholder. You shall use due diligence and do all things reasonable to avoid or diminish any loss or damage to the Cellular Wireless Telephone from damage or theft. This provision will not be applied unreasonably to avoid claims.

If You make any claim knowing it to be false or fraudulent in any respect including, but not limited to, the cost of repair services, no coverage shall exist for such claim and the Cellular Telephone Protection benefit may be canceled. Each Accountholder agrees that representations regarding claims will be accurate and complete. Any and all relevant provisions shall be void in any case of fraud, intentional concealment, or misrepresentation of material fact.

Once You report an occurrence of damage or theft, a claim file will be opened and shall remain open for six (6) months from the date of the damage or theft.

No payment will be made on a claim that is not completely substantiated in the manner required by the Benefit Administrator within six (6) months of the date of damage or theft.

# Cellular Telephone Protection (cont).

After the Benefit Administrator has paid Your claim, all Your rights and remedies against any party in respect of this claim will be transferred to the Benefit Administrator to the extent of payment made to You. You must give all assistance as may be reasonably necessary to secure all rights and remedies.

No legal action for a claim may be brought against Us until sixty (60) days after the Benefit Administrator receives all necessary documentation needed to substantiate damage or theft. After the expiration of three (3) years from the time written Proof of Loss was to be provided, no action shall be brought to recover on this benefit. Further, no legal action may be brought against Us unless the terms and conditions of this Guide to Benefit have been complied with fully.

This benefit is provided to eligible Accountholders subject to the terms and conditions contained herein. The terms and conditions contained in this Guide to Benefit may be modified.

Modifications to the terms and conditions may be provided via additional Guide to Benefit mailings, statement inserts, or statement messages. The benefit described in this Guide to Benefit will not apply to Accountholders whose accounts have been suspended or canceled. The Cellular Telephone Protection described in this Guide to Benefit will not apply to Accountholders whose applicable account(s) are closed, delinquent, or otherwise in default.

Termination dates may vary by financial institution. Your financial institution can cancel or non-renew the benefit, and if they do, they will notify You at least thirty (30) days in advance. This information describes the benefit provided to You as an Accountholder.

**For general questions regarding this benefit, call (866) 210 – 0361. Services and benefits are insured under a policy from Plateau Casualty Insurance Company, 2701 North Main Street, Crossville, TN.**

*Form # ECC-Cell Phone 01/19 (\$400-4)*

# Debit Advantage® Buyer's Protection & Extended Warranty

**Chubb Indemnity Insurance Company of North America (A Stock Company) Philadelphia, PA 19106 (Herein called We, Us, Our)**

*This Guide to Benefits describes the benefit in effect as of the date your financial institution elected this coverage. This benefit description supersedes any prior benefit description you may have received earlier. Please read and retain for your records.*

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## **Who is eligible for this protection?**

Your eligibility is determined by the date your financial institution enrolled your account in these benefits.

## **Buyer's Protection**

Subject to the terms and conditions provided in this Guide to Benefits, Buyer's Protection protects new items of personal property against theft, damage due to fire, accidental breakage, or involuntarily and accidentally parting with the item (for purposes of this coverage, this means the unintentional separation from an item of personal property, where the item's location is known but recovery is impractical to complete) within the first 90 days after the date of purchase, provided the item is purchased entirely with your eligible account.

Buyer's Protection will replace, repair or reimburse you up to the original purchase price, less shipping and handling charges, up to a maximum of \$2,500 per claim and a maximum of \$50,000 per account per year. Simply call our Benefit Administrator within 45 days of the loss or damage and submit a claim form. Friends and family members who receive your gifts may also be protected.

### **Limits**

Buyer's Protection applies to the first 90 calendar days after purchase of the product anywhere in the United States, Puerto Rico or the U.S. Virgin Islands. Coverage includes all new purchases unless otherwise excluded, where the entire purchase price of the product is paid using an eligible account.

Additionally, claims are subject to a \$2,500 maximum per occurrence and there is an annual maximum of \$50,000 per account per year. This coverage is excess of any other insurance you may have, and this coverage will pay only after all other insurance has been exhausted.

## **Extended Warranty**

Subject to the terms and conditions provided in this Guide to Benefits, Extended Warranty doubles the time period of an original manufacturer's written U.S. warranty up to one additional year, provided the entire purchase price of the item is paid using an eligible account. Extended Warranty covers new purchases having a manufacturer's United States warranty of 5 years or less, unless otherwise excluded.

If a covered purchase ceases to operate satisfactorily and requires repair during the period covered by this benefit, Extended Warranty may repair or replace the defective product, but for no more than the original purchase price of the product as recorded on the sales receipt, and less shipping and handling charges, up to a maximum of \$2,500 per claim and a maximum of \$50,000 per account per year. All replacements will be made with products of similar quality and kind.

### **Limits**

Extended Warranty doubles the life of the repair period on the original manufacturer's U.S. warranty up to one year. A claim for repair service for a product must occur after the expiration of the original manufacturer's warranty, for a period of time double the original manufacturer's warranty, but not to exceed one year.

Additionally, claims are subject to a \$2,500 maximum per occurrence and there is an annual maximum of \$50,000 per account per year. This coverage is excess of any other insurance or service contract you may have, and this coverage will pay only after all other insurance has been exhausted.

### **Exclusions**

There is no coverage under Buyer's Protection or Extended Warranty for the following:

- Animals and living plants
- Antiques or collectible items
- Boats, aircraft, automobiles, and any other motorized vehicles including trailers and other similar vehicles that can be towed by

# Debit Advantage® Buyer's Protection & Extended Warranty (cont).

- or attached to any motorized vehicle
- Items purchased for resale, professional or commercial use
- Items stolen from automobiles or other vehicles or common carriers
- Items under the care and control of a common carrier (including U.S. Postal Service, airplanes, or delivery service)
- Losses resulting from abuse, fraud, hostilities of any kind (including, but not limited to, war, invasion, rebellion, insurrection, or terrorist activities), confiscation by the authorities, risks of contraband, illegal activities, normal wear and tear, flood, earthquake, radioactive contamination, or damage from inherent product defects
- Perishables or consumables including, but not limited to, perfumes, cosmetics, and limited-life items such as rechargeable batteries
- Real estate and items which are intended to become part of real estate including, but not limited to, items that are hard-wired or hard-plumbed, garage doors, garage door openers, and ceiling fans
- Traveler's checks, cash, tickets, credit or debit cards, and any other negotiable instruments
- Used or pre-owned items
- Broken items, unless a result of a covered occurrence
- Items that are lost or that "mysteriously disappear," meaning that the item(s) vanished in an unexplained manner without evidence of a wrongful act by a person or persons
- Items including, but not limited to, jewelry and watches stored in your baggage unless the baggage is hand-carried and under your personal supervision, or under the supervision of a traveling companion whom you know.

## Claims Procedure

To file a claim, simply report the loss to the Benefit Administrator at 1-866-210-0361. Failure to notify the Benefit Administrator within 45 days from the date of loss may result in denial of the claim.

The Benefit Administrator should receive your claim by mail or by telephone. The Benefit Administrator will, within 10 days of receipt of your request, mail a claim form to be completed and returned with the requested documentation of loss and other information. You must complete the claim form and provide all requested information as instructed on the claim form no later than 90 days from the date of loss.

**If stolen or damaged by fire, the actual police/fire report must be submitted. This report must be filed within 48 hours of incident.**

**Please note that you may be asked to send in, at your expense, the damaged item in order to substantiate your claim.**

The customer shall be responsible for the delivery and pick-up cost of the product to any service center, as required by the Claim Administrator. When a claim is paid, upon request of the Claim Administrator, the claimant shall transfer the legal right to recover from the party responsible for the loss or damage to any party designated by the claims party. Valid claims will be satisfied either by repairing or replacing (if irreparable) the failed product. Payment will not exceed the total original purchase price which was purchased with an eligible account, subject to a maximum amount of \$2,500 per claim and \$50,000 per account per year. Failure to promptly notify the Benefit Administrator of a loss, to promptly and fully complete and submit the loss report and follow all the claims procedures and instructions, may result in denial of claim.

Prior to proceeding with any repairs, you must obtain approval of the repairs from the Claims Administrator. Failure to notify and obtain approval prior to having repairs done may result in denial of the claim.

## ADDITIONAL PROVISIONS FOR BUYER'S PROTECTION AND EXTENDED WARRANTY

These benefits apply only to you, the eligible accountholder, and to whomever receives the eligible gifts you purchase with your eligible account.

You shall use due diligence and do all things reasonable to avoid or diminish any loss or damage to property protected by these benefits. This provision will not be unreasonably applied to avoid claims.

If you make any claim knowing it to be false or fraudulent in any respect including, but not limited to, the cost of repair services, no benefit shall exist for such claim and your benefits may be canceled. Each accountholder agrees that any representations regarding claims will be accurate and complete. Any and all relevant provisions shall be void in any case of fraud, intentional concealment, or misrepresentation of material fact by the accountholder.

Once you report an occurrence, a claim file will be opened and shall remain open for six (6) months from the date of damage, theft or product failure. No payment will be made on a claim that is not completely substantiated in the manner required by the Claims

# Debit Advantage® Buyer's Protection & Extended Warranty (cont).

Administrator within six (6) months of the date of damage, theft or product failure.

After the Claims Administrator has paid your claim of loss or damage, all your rights and remedies against any party in respect of this loss or damage will be transferred to the Claims Administrator to the extent of the payment made to you. You must give the Claims Administrator all assistance as may reasonably be required to secure all rights and remedies.

No legal action for a claim may be brought against the Provider until sixty (60) days after the Provider receives Proof of Loss. No legal action against the Provider may be brought more than two (2) years after the time for giving Proof of Loss. Further, no legal action may be brought against the Provider unless all the terms of the Guide to Benefits have been complied with fully.

This benefit is provided to eligible accountholders at no additional cost. The terms and conditions contained in this Guide to Benefits may be modified by subsequent endorsements. Modifications to the terms and conditions may be provided via additional Guide to Benefits mailings, statement inserts, or statement messages. The benefits in this Guide to Benefits will not apply to accountholders whose accounts have been suspended or cancelled.

Termination dates may vary by financial institution. Your financial institution can cancel or non-renew the benefits for accountholders, and if they do, they will notify you at least thirty (30) days in advance. This information describes the benefit provided to you as a covered accountholder. Indemnity Insurance Company of North America ("Provider") is the underwriter of these benefits and is solely responsible for its administration and claims. The Benefit and/or Claims Administrator provides services on behalf of the Provider.

**For general questions regarding this benefit, call 1-866-210-0361.**

*Form # ECC-BP EW 03/16 (\$2,500)*



# Additional Benefits

## Accidental Death & Dismemberment Insurance

Nothing can really prepare your loved ones should the unexpected happen to you. However, you can be protected with Accidental Death coverage made available to you by Americas Christian Credit Union. As the name “accident” suggests, they are unplanned and often they occur without warning. As a member, you can receive up to \$10,000 24-hour Accidental Death & Dismemberment (AD&D) Insurance. Coverage divides equally on joint accounts and reduces by 50% at age 70.

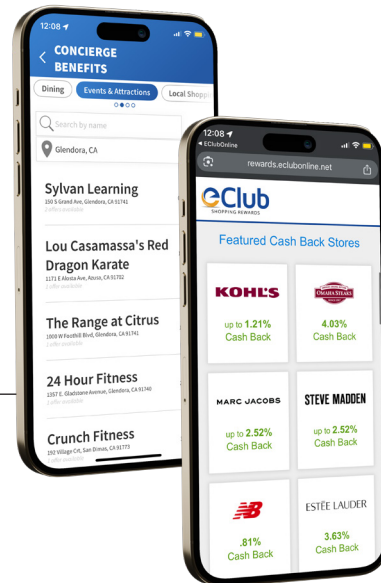
**Insurance Product is not a deposit; not NCUA insured; not an obligation of the credit union; and not guaranteed by the credit union or any affiliated entity.**



**SCAN TO  
DOWNLOAD  
OUR AD&D  
INSURANCE  
BENEFICIARY  
FORM**

## Travel & Leisure Discount Membership

As an ACCU member, you have the opportunity to enroll in a complimentary Travel & Entertainment membership program - where you can take advantage of travel and entertainment discounts year-round! Enroll today, and your Travel & Entertainment membership will be activated. Membership information, including travel & entertainment access code and membership cards will be made available to you online. You can immediately start saving at thousands of hotels and restaurants, theme parks and movie theaters across the country. You will have access to car rental discounts and special discounts from local merchants in your hometown. Members can redeem and print coupons online or access discounts from their mobile device. Digital access makes saving super easy and convenient, giving instant savings anywhere, anytime. Available online only.



## \$shopping Rewards™

Receiving \$shopping Rewards is simple! As a member, you have access to exclusive offers and discounts at thousands of leading online retailers. Simply shop online using our customized shopping portal and receive cash back. Your cash back will be held in your \$shopping Rewards account to use towards future purchases or conveniently sent to you as a check. Available online only.

## Early Pay

At America's Christian Credit Union, we believe your hard-earned money should work for you—sooner. That's why we offer early pay, a powerful feature that gives you access to your paycheck up to two days early when you set up direct deposit with your employer. When your employer or benefits provider sends us notice of an upcoming deposit, we make those funds available to you as soon as we receive the notification—often up to two days before your scheduled payday. No waiting. No hassle. Just early access to your money.



**SCAN TO  
LEARN  
MORE  
ABOUT  
EARLY PAY**

## Loan Discounts

Think of having an ACCU checking account as becoming a ‘VIP member’ and gaining access to all kinds of additional benefits – the biggest of which is discounts on your borrowing rates earn up to a 0.50% discount when setting up automatic payments from your Elite Checking account.





AMERICA'S CHRISTIAN  
CREDIT UNION

**[AmericasChristianCU.com/EliteChecking](https://AmericasChristianCU.com/EliteChecking)**

2100 E. Route 66  
Glendora, CA 91740  
800.343.6328



This credit union is federally insured by the National Credit Union Administration. Added savings protection provided by American Share Insurance (ASI) on qualifying member's accounts in excess of that provided by NCUA. ASI is a credit union owned-share guaranty corporation. See a credit union representative for details. Equal housing opportunity.