



ADDENDUM TO ABOUT YOUR CREDIT UNION ACCOUNTS, YOUR TRUTH IN SAVINGS DISCLOSURE

Please read this Addendum completely and retain it with your personal records. All agreements and disclosures shall be construed in accordance with the provisions of applicable federal laws, the laws of the State of California, including the California Uniform Commercial Code (UCC), and other applicable rules, except to the extent that this Addendum can and does vary such rules or laws. Share, share draft (“checking”), and Money Market accounts are subject to the requirements below and such other terms and conditions as established by the Board of Directors and as contained in the account agreements. This Addendum is incorporated by this reference into and becomes a part of the Credit Union of Southern California, a Federal Credit Union (“CU SoCal” or the “Credit Union”)’s About Your Credit Union Accounts, Your Truth in Savings Disclosure (“Your Truth in Savings Disclosure” or the “Agreement”). This Addendum becomes effective August 1, 2026. All other terms and conditions of Your Truth in Savings Disclosure, as amended, remain in force.



LIMITATION OF SERVICES - MEMBER EXPULSION

BRIEF SUMMARY OF IMPORTANT CHANGES

Beginning on the Effective Date, we are changing the Limitation of Services provision in the Agreement to address both limitation of services and expulsion. The update to this provision will also incorporate recent changes in the law regarding limitation of services and expulsion, including but not limited to the Credit Union’s ability to expel members on an emergency basis under certain circumstances.

For more detailed information, please refer to the “Description of Important Changes” below.

You do not have the right to reject these changes unless you withdraw from membership.

This is not a complete Agreement, but is limited to the change in terms set forth below. If you would like a copy of the complete, revised Agreement, you may contact the Credit Union at:

Credit Union of Southern California, a Federal Credit Union
8101 E Kaiser Blvd. Ste. 300
Anaheim, CA 92808-2261

DESCRIPTION OF IMPORTANT CHANGES

Beginning on the Effective Date, the “Denial of Services” section will be replaced with the following:

Member Conduct, Limitation of Services, and Expulsion Policy

Section 1: General Provisions

The privilege of Credit Union services available to members must be reserved for members who are in “good standing.” The purpose of this policy is to (1) protect the Credit Union’s employees, volunteers and members from abusive members; (2) protect the Credit Union from fraudulent activity; (3) safeguard member assets; and (4) mitigate the risk of Credit Union losses. To this end, this Denial of Services addresses standards of member conduct in order to assure the rights and protection of the Credit Union’s employees, volunteers and members.

The Credit Union’s good reputation is due in large part to the loyalty, commitment and continued efforts of its employees, volunteers and members. The Credit Union is committed to treating its employees, volunteers and members with respect and is committed to maintaining a workplace free from unacceptable conduct from any source. Failure to comply with the terms of this Account Agreement or behavior which does not comport with these standards for member conduct may result in consequences, as discussed in this Denial of Services.

Expulsion or limitation of services are provided for in sections 3 and 4. Other actions we can take are included in section 5. This Denial of Services is not an exhaustive list of actions and remedies available to us in the event of misconduct.

This Denial of Services extends to any person who seeks member services whether directly or indirectly through a Credit Union account. This policy also applies to any person, including but not limited to any joint account owner, who has access to Credit Union services directly or indirectly through you. Your services may be limited if necessary to limit the services of a person accessing accounts or services through your accounts.

This Denial of Services also extends to member conduct at any Credit Union Service Centers Network or any other shared-branching network.

Section 2: Definitions

CAUSE is defined as (a) a substantial or repeated violation of this Account Agreement; (b) a substantial or repeated disruption, including dangerous or abusive behavior, to the Credit Union’s operations; or (c) fraud, attempted fraud, activity inconsistent with the Credit Union’s BSA/AML/OFAC compliance requirements, or a conviction of other illegal conduct that a member has been convicted of in relation to the Credit Union, including in connection with Credit Union employees conducting business on behalf of the Credit Union.

DANGEROUS OR ABUSIVE BEHAVIOR means the following: (1) violence, intimidation, physical threats, harassment, or physical or verbal abuse of officials or employees of the Credit Union, members, or agents of the Credit Union. This only includes (a) actions while on Credit Union premises or otherwise related to Credit Union activities, and through use of telephone, mail, email, or other electronic method; (b) behavior that causes or threatens damage to Credit Union property; or (c) unauthorized use or access of Credit Union property.

The following is a non-exhaustive list of examples of types of behavior that may be viewed as “abusive” or “dangerous” by the Credit Union:

- Any threats of or actual bodily harm or illegal activity against another member or an employee or volunteer engaged in Credit Union business.
- Any form of action which may constitute harassment under the Credit Union’s harassment policy. For example:
- Any type of harassment, including age, sexual, ethnic, or racial harassment; making racial or ethnic slurs, engaging in sexual conduct; making sexual overtures.
- Inappropriate touching.

- Making sexual flirtations, advances or propositions; engaging in verbal abuse of a sexual, racial or ethnic nature; making graphic or degrading comments about an individual or his or her appearance.
- Displaying sexually suggestive objects or pictures.
- Fighting, kicking or other physical harm or attempted harm towards a Credit Union member, employee or volunteer engaged in Credit Union business. For example:
- Engaging in offensive or abusive physical contact.
- Making false, vicious or malicious statements about any Credit Union employee or volunteer or the Credit Union and its services, operations, policies, practices, or management.
- Using profane, abusive, vulgar, intimidating or threatening language directed towards a Credit Union member, employee or volunteer engaged in Credit Union business.
- Bringing or possessing firearms or weapons or any hazardous or dangerous device on Credit Union premises or at a Credit Union function or on the premises of any Credit Union Service Centers Network.
- Possession, sale, use or being under the influence of an unlawful or unauthorized substance (e.g., drugs or alcohol) on Credit Union premises or at a Credit Union function or on the premises of any Credit Union Service Centers Network.
- Attempting to coerce or interfere with a Credit Union employee or volunteer in the performance of their duties at any time.
- Conducting or attempting to conduct or engage in any fraudulent, dishonest or deceptive activity of any kind involving Credit Union employees or Credit Union services.
- Any posting, defacing, or removing notices or signs on Credit Union premises, or writing on Credit Union bulletin boards without management authorization.
- Appropriation or misappropriation of Credit Union funds, property or other material proprietary to the Credit Union.
- Deliberate or repeated violations of security procedures or safety rules.
- Any other act which endangers the safety, health or well-being of another person or which is of sufficient magnitude that it causes disruption of business at the Credit Union.

Section 3: Expulsion

The Credit Union may terminate your membership in the Credit Union in one of three ways. The first way is through a special meeting. Under this option, the Credit Union may call a special meeting of the members, provide you an opportunity to be heard, and obtain a two-thirds vote of the members present at the special meeting in favor of your expulsion. The second way to terminate your membership is under a nonparticipation policy given to each member that follows certain requirements. The third way to terminate your membership is by a two-thirds vote of a quorum of the directors of the Credit Union for Cause.

Before the board votes on an expulsion, the Credit Union must provide written notice to your mail address (or email, if applicable) on record or personally provide the written notice. The Credit Union must provide the specific reasons for the expulsion and allow you an opportunity to rebut those reasons through a hearing if you choose. It is your responsibility to keep your contact information with the Credit Union up to date, and to open and read notices from the Credit Union. Unless the Credit Union determines to allow otherwise, there is no right to an in-person hearing with the board. If you fail to request a hearing within sixty (60) calendar days of receipt of the notice, you will be expelled. You may submit any complaints about your pending expulsion or expulsion to NCUA's Consumer Assistance Center if the complaint cannot be resolved with the Credit Union.

The Credit Union will confirm any expulsion with a letter with information on the effect of the expulsion and how you can request reinstatement. Expulsion or withdrawal from membership does not relieve a member of liability to the Credit Union, and the Credit Union may demand immediate repayment of the money you owe to us after expulsion, subject to any applicable contract terms and conditions.

For additional information on expulsion and a copy of our expulsion policy, see Article XIV of the Credit Union's Bylaws.

Section 4: Limitation of Services

Cause for expulsion can also or instead be cause for limitation of services under this Section 4. Any or all of the following actions may be imposed for Cause:

Denial of any or all services other than the right to maintain a non-dividend bearing savings account and the right to vote at annual and special meetings.

Preclusion from personal contact with Credit Union employees or volunteers such that Credit Union services may be available only through written communication through the U.S. mail, ATM, Digital Banking, or other remote access device designated by Credit Union Senior Management.

Preclusion from access to the Credit Union premises.

Preclusion from access to any Credit Union Service Centers Network or any other shared-branching network and revoking any shared branching privileges.

Limiting or denying you access to electronic banking services, which include, but are not limited to, ATM/debit card usage or Digital Banking.

Taking any other action deemed appropriate under the circumstances that is not precluded by NCUA Rules and Regulations, the Credit Union's Bylaws or other applicable federal or state law.

These limitations will not prohibit you from exercising your rights under federal or state law or regulation.

Section 5: Other Actions We Can Take

We may also take other actions not prohibited under applicable law that we deem appropriate or expedient in order to collect on loans, contact you, cause you to contact us for loan or account servicing purposes, stop misuse of individual services, or stop your use of specifically impacted services from imposing undue burdens on our operations. This may include turning off specific electronic functionalities or access devices, or refusing to reissue access devices or credentials. Such individual and specific actions shall not be considered limitation of services, and need not be for Cause.

In order to encourage you to contact us, in the event that we have been unable to contact you regarding a delinquent negative deposit balance or loan payment, we may limit your access to remote, card, electronic, or automatic payment services until you contact us and/ or provide us with your contact information in accordance with this Account Agreement and any applicable loan document.

In the event that you are delinquent in your obligations to us to the extent that the Credit Union incurs material expenses, we may limit your access to remote, card, electronic, or automatic payment services in order to reduce the expense related to your accounts and reduce the cost to you or the Credit Union of later collections activity.

As provided above, we or you may close any of your account(s) at any time. If an account is closed, we may send the collected balance on deposit in your account less any fees, claims, setoffs, or other amounts you are responsible for, by regular mail to your most recent address shown in our records. Items presented for payment after the account is closed may be dishonored.

You acknowledge and agree that any threats of bodily harm or any other illegal activity against any Credit Union employee, volunteer or other member will be reported to appropriate federal, state and/or local authorities.

Nothing in this Denial of Services limits the Credit Union from taking administrative or actions on individual accounts, loans, or services with respect to collections or other normal account administrative activity.

SAVINGS ACCOUNTS: SOAR MONEY MARKET

The section titled "About Our Soar Money Market Accounts," under "About Our Savings Accounts" will be updated to the following:

→ About Our Soar Money Market Accounts

Our Soar Money Market Accounts allow you to earn a competitive dividend while keeping your funds liquid through the added benefit of check and Debit Card access. Soar Money Market Accounts may be opened with new funds deposited to the Credit Union from another financial institution or by transferring funds from an existing Credit Union promotional rate certificate upon maturity.

Minimum Balance and Deposit Requirements.

The minimum deposit required for you to open a Soar Money Market Account is \$500, when funds are transferred from an existing Credit Union promotional rate certificate upon maturity.

The minimum deposit required to open a new Soar Money Market Account directly is \$15,000 and must be deposited with new funds to the Credit Union from another financial institution. You must maintain a minimum daily balance of \$2,500 to obtain the APY stated on the Rate Schedule. If your minimum daily balance falls below \$2,500, you will not be assessed a fee; however, your account will cease to earn dividends.

CERTIFICATE ACCOUNTS: EARLY WITHDRAWAL PENALTY

The "Early Withdrawal Penalty" subsections under "About Our IRA Certificate Accounts (Traditional)," "About Our Roth IRA Certificate Accounts," and "About Our Coverdell Education Certificate Accounts" will be removed. The "Early Withdrawal Penalty" subsection under "About Our Certificate Accounts" will be updated to the following:

Early Withdrawal Penalty

In accordance with Federal Regulation D, a penalty of at least seven (7) days simple interest/dividends will be imposed for any withdrawal made within the first six (6) days after account opening, even if dividends have not yet been earned.

Additionally, we may impose a penalty if you withdraw the principal from your certificate account before the maturity date. The penalty imposed will be based on the amount withdrawn and may include earned dividends and principal. If earned dividends are insufficient to satisfy the penalty, the remaining amount will be deducted from principal as follows: a loss of 30 days dividends on a 1-month certificate account; a loss of 90 days dividends for certificate accounts with maturity terms of less than 12 months; 180 days dividends for certificate accounts with maturity terms of 12 months to 23 month terms; 365 days dividends for certificate accounts with maturity terms of 24 months or more. Early withdrawal penalties may reduce the principal balance of your account below the stated minimum. If a withdrawal reduces the balance below the required minimum, the early withdrawal penalty may be applied to the entire principal balance and the account will be closed with any remaining funds transferred to your Regular Savings Account.

REQUIRED IRS INFORMATION

The subsection titled “Required IRS Information” will be added under General Disclosure Information About All of Our Accounts and Services. The subsection reads as follows:

Federal law requires each individual becoming a Member to certify under penalty of perjury that the Taxpayer Identification Number (TIN) furnished to Credit Union is the individual’s correct number and the individual is not subject to backup withholding. For an individual, your TIN is usually your Social Security Number. The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required for backup withholding. Failure to provide a valid TIN and to complete and sign a membership application certifying your Social Security Number for this purpose could result in backup withholding being applied to all your interest earnings (dividends) at Credit Union. If you are not a U.S. citizen or U.S. resident alien, you must complete a Form W-8BEN verifying non-resident alien status.

MEMBER IDENTIFICATION

The section titled “Information Regarding Member Identification will be updated to the following:

INFORMATION REGARDING MEMBER IDENTIFICATION

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for our Members: When you open an account, we will ask for your name, address, date of birth, tax ID and other information that will allow us to identify you. We may also ask to see your driver’s license or other identifying documentary or non-documentary evidence.

FUNDS AVAILABILITY: COLLECTION ITEMS

The subsection titled “Collection Items” under Funds Availability Policy will be updated to the following.

Collection Items

Some items, such as items subject to processing delays (e.g., insurance drafts), will not be credited to your account until we receive the funds. On such items, we will tell you this and give you an estimate of the time it will take to actually receive the funds. When funds are received, we will notify you and immediately credit your account for that amount minus any service charge levied by a third party.

For More Information

For a complete list of CU SoCal’s current fees and account terms, please visit CUSoCal.org or call us at 866.287.6225.

Thank you for your continued Membership with CU SoCal.

