

## **MyCredit IQ Terms and Conditions**

Use of MyCredit IQ is subject to the following MyCredit IQ Terms and Conditions, as amended from time to time. You must accept the terms and conditions below before You will be allowed to access MyCredit IQ.

MyCredit IQ is the My Credit Manager service provided by Array. Array is an embeddable platform that complements the Credit Union’s online banking service by providing access to additional financial, credit, and identity and privacy protection products. MyCredit IQ is supported by data and services from Experian Information Solutions, Inc. (the “Experian Credit Bureau”) and its service provider, CSIdentity Corporation, an Experian company (“CSID”) collectively (“Experian”).

### **Eligibility**

You must be a U.S. resident, including any of the U.S. Territories to enroll for and use MyCredit IQ. You must have sufficient credit history in Your credit file with Experian to generate a VantageScore Credit Score and to provide credit report information. If Experian cannot match You with a credit report or is otherwise unable to obtain Your VantageScore, You will not be able to use MyCredit IQ until such time as You have built a sufficient credit history. We reserve the right to refuse access to MyCredit IQ at any time.

### **Registration and Accurate Information**

If You choose to access MyCredit IQ, You will be required to provide personal information to register and enroll. You agree to provide accurate information in Your registration and not share Your online banking password with third parties. You agree not to impersonate another person or to select or use a username or password of another person. You agree to notify the Credit Union promptly of any unauthorized use of MyCredit IQ and of any loss, theft, or disclosure of Your online banking password. Failure to comply with these requirements will constitute a breach of these terms and conditions and shall constitute grounds for termination of Your MyCredit IQ access.

### **Your Authorization to Horizons North Credit Union to Obtain Your Credit Information**

By clicking the “Agree and Continue” button during enrollment, You are providing written instructions under the Fair Credit Reporting Act and other applicable laws, including applicable state laws, for Experian, including the Experian Credit Bureau, or any other consumer reporting agency, to release Your credit report information, for example a VantageScore, employment, or income information about You, to the Credit Union, upon HNCU’s request at any time so long as You are enrolled in the MyCredit IQ service. HNCU will utilize this information to provide You with the MyCredit IQ service, to market other

products and service to You from time to time and facilitate applications for products and services.

## **MyCredit IQ Services**

HNCU is offering the “Basic” MyCredit IQ plan to its online and mobile banking members free of charge. Members will receive free access to their credit report, credit score, credit alerts, credit score simulator, debt analysis and other services described below. The Credit Union may offer additional “Premium” subscription-based services for a fee that will be disclosed at enrollment in the Premium subscription.

A description of the free MyCredit IQ services is set forth below.

### **VantageScore Credit Score**

The credit score provided is Your VantageScore, which is a model created by the three major credit bureaus: Equifax, Experian, and TransUnion. VantageScore predicts credit risk. VantageScore measures the probability a person will pay his or her debts on time. The scores provided by MyCredit IQ are for educational and informational purposes only. Scores are not valid for any loan application. You can view Your VantageScore and MyCredit IQ as frequently as You would like without impact to Your credit score. MyCredit IQ will only evaluate the account information that appears on Your Experian consumer credit report. Accounts not reported or subsequently deleted from Your Experian credit report will not be reflected in Your score. MyCredit IQ does not maintain Your credit report information and cannot make any changes to it. HNCU is not responsible for inaccurate results, including any due to incorrect, incomplete, or outdated information in Your credit report.

### **Credit Monitoring**

Credit Monitoring tracks changes to Your credit profile and alerts You when new personal information or new credit activity occurs on Your Experian credit report and helps identify potential identity theft. Credit alerts include new inquiries, address changes, new derogatory information, new public record, new accounts opened in Your name, etc.

### **Score Simulator**

MyCredit IQ contains features that estimate how changes in Your credit behavior may impact Your VantageScore. Simulated scores and score changes simulated by MyCredit IQ are only predicted estimates. MyCredit IQ does not guarantee Your actual credit score will change by the same amount, in the same way, or at all.

## **Score Factors**

Score Factors provides detail on what attributes a credit score considers, their relative impact to the credit score, and the actual values contributing to the consumer's credit score. You can explore how these factors are reported from Experian. You can also learn how to increase Your credit score through the targets and advice provided in-tool related to:

- Payment History
- Credit Card Utilization
- Derogatory Marks
- Credit Age
- Total Accounts
- Hard Inquiries

## **Debt Analysis**

Debt Analysis automatically captures and synchronizes the debt record listed in the applicable credit report. You can enter Your income to calculate Your debt-to-income (DTI) which refers to the total amount of debt payments You owe every month divided by Your gross monthly income. This ratio includes all Your total monthly recurring debt and is utilized to determine what additional debt capacity You may have available.

## **Identity Protect**

Identity Protect provides a few free services with the Basic MyCredit IQ plan. The free basic service includes Dark Web Monitoring, Protection Services and Identity Alerts. Identity Protect proactivity detects stolen personally identifiable information (PII) and compromised confidential data. For a monthly fee, the Premium subscription adds additional services and functionality such as the ability to add additional pieces of information to search.

## **Personal Info Protection**

This service detects how many pieces of personal information are exposed and in the hands of data brokers and People Search sites. This service can be upgraded with the Premium subscription, which allows You to remove the exposed information.

## **Subscription Manager**

Using Your account transaction history, this service identifies online subscriptions. This service can be upgraded with the Premium subscription, which allows You to manage those online subscriptions.

## **Communications**

You agree to receive these terms and conditions and all other communications regarding MyCredit IQ in electronic format. You agree that by using MyCredit IQ, all notices, alerts, or other communications which may be required may be sent to Your email address. By enrolling in MyCredit IQ, You are consenting to receive these communications. You may disable some alerts by navigating to the Manage Account portion of the MyCredit IQ service and disabling notifications. You may opt-out of all MyCredit IQ related communications by unenrolling from MyCredit IQ.

## **Marketing Credit Union Products and Services**

You agree that by enrolling and using MyCredit, You permit HNCU to periodically obtain Your credit report to market the Credit Union's products and services to You.

## **New Features**

HNCU and MyService IQ providers may, from time to time, introduce new features to MyCredit IQ or modify and/or delete existing features at their sole discretion. HNCU shall notify You of any of these changes to feature if legally required to do so. By using any new or modified features when they become available, You agree to be bound by the rules and terms concerning these features.

## **Cancellation and Termination**

You may terminate Your MyCredit IQ service at any time by unenrolling in the product on HNCU's online banking site or HNCU mobile application. You can do this by navigating to the Manage Account portion of the MyCredit IQ service and click "Unenroll from MyCredit IQ". Your cancellation will be effective immediately. When You cancel, it does not affect the validity of actions taken by the Credit Union prior to Your cancellation or while the cancellation is being processed. The obligation and liabilities of the parties incurred prior to the termination date shall survive the termination. The Credit Union may cancel MyCredit IQ or change these terms and conditions at any time. Cancellation/Termination of MyCredit IQ applies to MyCredit IQ and requires cancellation of all premium subscription services.

## **Arbitration**

You agree that You are subject to the Arbitration provisions as set forth in HNCU's Membership and Account Agreement.

### **Limitation of Liability**

Except as set forth herein or where applicable law requires a different standard, HNCU shall be not responsible for any loss, damages, or injury or for any direct, indirect, special, incidental, exemplary, or consequential damages, including lost profits, arising from or related to the system, equipment, browser and/or the installation or maintenance thereof, access to MyCredit IQ, failure or electronic or mechanical equipment, the internet, the system ,or communication lines, telephone or other interconnect problems, bugs, errors, configuration problems or delays with intermediate computer or communications network or facilities, problems with data transmission facilities or any other problems You experience. Except as otherwise expressly provided in any applicable agreement, You understand and agree that Your use of MyCredit IQ is at Your sole risk and that MyCredit IQ and all information, products, and other content included in or accessible from the service, are provided on an "as is," "where-is," and "where available," basis, and are subject to change at any time without notice to You.

### **No Warranty**

You acknowledge that HNCU makes no warranty that MyCredit IQ will be uninterrupted, timely, secure, or error-free unless otherwise stated. To the fullest extent permitted by law, HNCU disclaims all representations, warranties, and conditions of any kind as to MyCredit IQ and all information, products, and other content included or accessible from the service. No license is implied to You from these disclaimers.

### **Other HNCU Agreements**

In addition to these terms and conditions, You agree to be bound by and comply with such other written requirements of the Credit Union and in connection with either MyCredit IQ or products which may be offered to You with Your MyCredit IQ service, including but not limited to the Membership and Account Agreement, the HNCU Online and Mobile Agreements, or any agreement which applies to HNCU accounts You may have, and with all applicable state and federal laws and regulations. In the event of a conflict between these terms and agreements and any other HNCU terms and agreements, the Membership and Account Agreement will control.

### **Indemnity**

You acknowledge and agree that You are responsible for Your conduct while using MyCredit IQ and agree to indemnify and hold HNCU and its officers, directors, employees, and

agents harmless from and against any loss, damage, liability, cost, or expense of any kind that the Credit Union may occur in connection with a third party claim or otherwise, in relation to Your use of MyCredit IQ or the use of MyCredit IQ by anyone utilizing Your account number, PIN, user ID, password, whether authorized or unauthorized, or Your violation of these terms and conditions or the right of any third party. Your obligations under this paragraph shall survive termination of these terms and conditions.

#### **Choice of Law**

These terms and conditions and their enforcement shall be governed by the laws of the State of Colorado, City of Denver, without regard to any choice of law provision, and shall inure to the benefit of the Credit Union's successors and assigns, whether by merger, consolidation, or otherwise.

#### **Account Information**

Any HNCU account information provided to You as part of MyCredit IQ is not the official record of Your HNCU account or its activity. Your account statement, furnished to You by the Credit Union for accounts will remain the official record. MyCredit IQ information is updated regularly, but it is subject to adjustment and correction and therefore should not be relied upon by You for taking, or forbearing to take, any action.