

Business Account Agreement and Disclosures Booklet



FirefightersFirst
CREDIT UNION

FIREFIGHTERS FIRST CREDIT UNION IS
AN ASSUMED BUSINESS NAME OF
FIREFIGHTERS FIRST FEDERAL CREDIT UNION

Corporate Address

1520 West Colorado Blvd.
Pasadena, CA 91105

800-231-1626

Table of Contents

Welcome and Thank You!	3
Arbitration Agreement	3
Part I – Business Account Agreement and Disclosure	4
Section 1. General Terms and Conditions	
Applicable to All Accounts	4
Opening and Maintaining Accounts	4
Operation of Accounts	6
Notifications and Records	8
Closing Accounts, Disputes, and Restrictions on Services	12
Additional General Terms	13
Section 2. General Terms Regarding Account Ownership, Agents, and Authorized Signers for All Accounts	17
Section 3. General Terms Regarding Access, Transactions, Withdrawals, and Deposits to All Accounts	19
Withdrawals	19
Deposits	19
Checks and Other Items or Access Devices	23
Corrections, Disputes, and Additional Terms Regarding Transactions	26
Section 4. Payment of Dividends	28
Section 5. Terms and Conditions Applicable to Business Checking Accounts	29
Section 6. Terms and Conditions Applicable to Business Share (Savings) Accounts	30
Business Regular Share (Savings) Accounts	31
Business Share Certificate (Certificate) Accounts	31
Business Money Market Accounts	33
Part II – Funds Availability	33
Section 1: Your Ability To Withdraw Funds	33
Section 2: Longer Delays May Apply	34
Deposits at Automated Teller Machines (ATM)	35
Deposits at Shared Branches Locations (Service Centers)	35

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

Section 3: Special Rules for New Accounts	35
Large Deposit Control Policy	35
Part III – Account Balances and Liability for Overdrafts	36
Section 1: General	36
Section 2: Your Checking Account Balance	36
Authorization Holds for Debit Card Transactions	39
Section 3: How Transactions Are Posted to Your Account	40
Section 4: Payment of Overdrafts	42
Payment of Overdrafts	42
Optional Overdraft Protection Plans	43
Section 5: An Additional Note Regarding Overdraft	45
Part IV – Electronic Fund Transfers	45
Section 1: General Disclosures Applicable to All Electronic Services	46
Section 2: Additional Disclosures Applicable to ATM Cards and Debit Cards	52
Foreign Transactions and Charges	55
Additional Disclosures Applicable to Point-Of- Sale Transactions	55
Section 3: Additional Disclosure Applicable to Electronic Access Systems	57
Section 4: Additional Disclosures Applicable to Electronic Check Transactions	57
Section 5: Additional Disclosures Applicable to ACH Transactions	58
Part V – Funds Transfer Agreement and Notice	60
Part VI – Member Conduct and Limitation of Services Policy	64
Section 1: General Provisions	64
Section 2: Definitions	65
Section 3: Policy	67

Welcome and Thank You!

Whether you are a new or existing member of Firefighters First Federal Credit Union (“Credit Union”), we thank you for establishing your business account(s) with us. The purpose of this booklet is to disclose information, terms, conditions, and the various laws and regulations relating to your account(s) to help you better understand your rights and obligations as a business member of the Credit Union and its divisions.

This Business Account Agreement and Disclosures Booklet is effective as of the date you establish your membership and account(s) with us and supersedes any conflicting terms and conditions contained in the any prior versions or amendments. Throughout this booklet, the booklet is referred to as the “Account Agreement.”

Throughout this Account Agreement, the words “you,” “your,” and “yours” mean the business designated on the Business Membership Application & Agreement as well as the owner(s) of such business and all authorized signers on a Firefighters First Credit Union business deposit account. The words “we,” “us,” or “Credit Union” mean, Firefighters First Credit Union and its divisions, branches and dba’s. The words “authorized signer” mean a person who has your actual or apparent authority to transact business on your account(s), whether or not such person has signed the Business Membership Application & Agreement or other documentation for your account(s).

Arbitration Agreement

You understand and agree that any and all disagreements between us, regardless of when they arose, will be resolved by binding arbitration proceeding before a neutral arbitrator and that you are waiving your right to a jury trial or a trial before a judge in a public court. Any arbitration proceeding under this arbitration agreement will not be consolidated with any other party’s dispute or treated as a class, and you waive the right to participate as a class member or class representative in a dispute under this Account Agreement. Either one of us may request that a dispute be submitted to arbitration before a lawsuit has been filed or within sixty (60) days after a complaint, an answer, a counterclaim, or an amendment to a complaint has been served. This arbitration agreement does not prevent either you or us from: (a) pursuing self-help remedies, including but not limited to exercising offset rights; (b) pursuing provision or ancillary remedies such as injunctive relief or attachment before, during, or after the arbitration proceeding; or (c) litigating a dispute in small claims court. Any pursuit of self-help or provisional/ancillary remedies shall not constitute a waiver of either party’s right to submit a dispute under this agreement to arbitration.

Part I - Business Account Agreement and Disclosure

Section 1. General Terms and Conditions Applicable to All Accounts

Opening and Maintaining Accounts

1. You must be and remain a member in good standing to maintain any account. Business accounts are for business/commercial purposes only and cannot be used for personal, family or household uses. If any of your accounts are being used for personal, family or household purposes, we reserve the right to close the account and/or convert the account to a personal account.

2. To be a member in good standing you must be an entity qualifying within the Credit Union's field of membership, and must deposit and maintain at least par value. Par value of a share is currently \$5.00, and you must maintain a minimum of one share (\$5.00) to become a member and maintain accounts with us. If you reduce your Business Share Account balance below par value and do not increase the balance to at least par value within three (3) months of the reduction, you may be terminated from membership.

3. As required by Federal law, (USA Patriot Act) requires all financial institutions to obtain, verify, and record information that identifies the identity of each person seeking to open an account (including beneficial owners and authorized signers). To comply with such federal regulations, we require you to provide us with information for the following individuals: (a) each individual, if any, who owns, directly or indirectly, 25% or more of the equity interests of the legal entity business maintaining an account with us; and (b) an individual with significant responsibility for managing the legal entity (e.g., a chief executive officer, chief financial officer, chief operating officer, managing member, general partner, president, vice president, or treasurer). You agree to provide us with any information requested regarding beneficial owners of accounts and certify their accuracy upon request by us. We may deny membership, decline to open an account, or close an account if we are prohibited from doing so under applicable law or if we are unable to satisfactorily verify any account owner or beneficiary's identity.

You will promptly notify us of any change of ownership of any business maintaining an account with us, or any change of an authorized signer. We may require a new Business Membership Application & Agreement for the business and documentation supporting the change of ownership or change in any authorized signer. You will cooperate with us to document any change in ownership or change of an authorized signer. We may restrict access to the account until documentation satisfactory

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

to us is received and shall incur no liability for any such restriction.

4. In addition to providing us with the name, residential address, phone number and date of birth of beneficial owners and authorized signers, we will require you to provide us with current government issued picture identification and, for interest-bearing accounts, a Social Security Number (SSN) or Employer Identification Number (EIN) (generically referred to as an Individual Taxpayer Identification Number or ITIN or TIN). We will further require you to certify (confirm) for IRS reporting purposes that the SSN, EIN or ITIN matches your name and address, and indicate whether you are currently subject to backup withholding and whether you are a U.S. citizen or U.S. person. If the IRS indicates that there is a problem with the name and number provided by you for the account or otherwise notifies us, your account may become subject to backup withholding, which will require us to withhold and pay a portion of the dividends, interest or other payment to the IRS.

5. We may open an account if you are unable to provide a TIN, at our sole discretion, upon receipt of documentation that is satisfactory to us. However, no dividends will be paid on any such account.

6. Our relationship with you concerning your account is that of debtor and creditor; no fiduciary, quasi-fiduciary, or special relationship exists between us and you.

7. We reserve the right to refuse to open any account, to provide any service in connection with an account, or to accept additional deposits to an existing account.

8. Except as otherwise provided herein, we reserve the right to change any provision of or establish new provisions to this Account Agreement. To the extent required by applicable law, we will provide you with thirty (30) days written notice of changes to material provisions hereunder. The Funds Availability Policy in Part II is subject to change upon fifteen (15) days written notice.

9. All accounts are subject to our Business Service Rates and *Schedule of Fees and Charges* (“*Schedule of Fees and Charges*”), which accompanies this Account Agreement and is incorporated by this reference. We will debit such charges against any account you own. If sufficient funds are not available, the charges are payable on demand and, for checking accounts, will be treated as an overdraft. You also agree to pay an amount equal to any applicable taxes, however designated, exclusive of taxes based on the net income of the Credit Union.

Operation of Accounts

10. Member accounts in this Credit Union are federally insured by the National Credit Union Share Insurance Fund.

11. You may be required to request changes to your accounts in writing. We are not required to act upon instructions received by facsimile, email, or other electronic communication channel, and we have the right to require additional information from you before we act on any request. We shall have no liability or responsibility to you or to your successors, assignees, agents, or representatives when acting upon the reasonable interpretation of your requests.

12. We may refuse to follow any of your instructions, accept any deposit, or process any transaction, that in our sole judgment are illegal, fraudulent, inconsistent with our policies (or those of any of our third-party processors) or would expose us to potential liability. Alternatively, we may require adequate security or invoke other security measures to protect us from all losses and expenses incurred if we follow your instructions. You agree to reimburse us for any damages, losses, liabilities, expenses, and fees (including, but not limited to, reasonable attorneys' fees) that we incur in connection with your account if we take an action in accordance with your, or what purports to be your, oral, written, or electronic instructions.

13. There are many reasons why we may decline or prevent transactions to or from your account, but we generally do it to protect you or us, or to comply with legal requirements. We may decline or prevent any or all transactions to or from your account. We may refuse, freeze, reverse or delay any specific withdrawal, payment or transfer of funds to or from your account, or we may place an administrative hold on funds in your account pending investigation, including in one or more of the following circumstances: (1) your account is involved in any legal or administrative proceeding; (2) we receive conflicting information or instructions regarding account ownership, control or activity; (3) we suspect that you may be the victim of fraud, scam or financial exploitation, even though you have authorized the transaction(s); (4) we suspect that any transaction may involve illegal activity or may be fraudulent; (5) we are complying in our sole judgment, with any federal or state law or regulation, including federal asset control and sanction rules and anti-money laundering rules, or with our policies adopted to ensure that we comply with those laws; or (6) we reasonably believe that doing so is necessary to avoid a loss or reduce risk to us. We may also limit cash deposits to, or withdrawals from, any of your accounts, or who may make deposits, in order to reduce risk and/or allow us to comply with applicable law. We will have no liability for any action we take

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

under this section.

14. If there is a dispute between any person and/or private or government organization over your account or the funds in any of your accounts, or we are uncertain who is entitled to access an account or the funds in any of your accounts, including, but not limited to, disputes between or relating to payees, authorized signers, business owners, association or business directors, or members, you agree that we may, without liability to you or your owners or authorized signers and in our sole and absolute discretion, take one or more of the following actions: (1) restrict the account and deny access to all until such time as the conflicting claims are resolved to our satisfaction; (2) close the account and send the funds to the owner or owners of the account, according to our records, at the statement mailing address; (3) interplead all or any portion of the funds from an account into an appropriate court for resolution; (4) honor the claim against your account if we are satisfied as to the claim's validity; or (5) restrict access to the account until our receipt of either written instructions as to the distribution of funds signed by all affected parties or an order from a court of proper jurisdiction authorizing or directing us to distribute the funds. We may charge your account for expenses (including attorneys' fees and expenses) and fees we incur.

15. We may recognize the signature of anyone who signed a Business Membership Application & Agreement as authorized to transact business on that account. Any payment made on your account by us in good faith and in reliance on the terms and conditions of this Account Agreement and/or the Business Membership Application & Agreement will be valid and discharge us from liability. Without limitation to the foregoing, we may honor checks drawn against your account by authorized signers, even if the checks are made payable to them, to cash or for deposit to their personal accounts. We have no duty to investigate or question withdrawals or the application of funds. In addition, if we receive written notice from any person who signed a Business Membership Application & Agreement, such as a beneficial owner or authorized signer, that withdrawals, in accordance with the terms of the account, should not be permitted, we may refuse, without liability, to pay any sums on deposit pending determination of the rights of the parties to the account. Such written notice(s) will become effective only upon receipt and after we have had a reasonable opportunity to act thereon; however, our release of amounts to a beneficial owner in contravention to any instructions from another person who signed a Business Membership Application & Agreement shall not result in liability for us.

16. We may, without prior notice and when permitted by law, exercise our right of offset against any of the

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

funds in any of your accounts against any debt (whether or not matured, due, payable, in default or accelerated) or obligation that you owe us, now or in the future, by any of you having the right of withdrawal.

The right of offset does not apply if prohibited by law. We will also have the right to place an administrative hold on such funds pending offset. We will not be liable for the dishonor of any check when the dishonor occurs because we set off a debt against your account. You agree to indemnify and hold us harmless from and against any and all claims, damages, losses, liabilities, expenses, and fees (including reasonable attorneys' fees) arising out of or relating to the exercise of our right of offset.

Moreover, you knowingly consent and expressly agree that the application of an offset of funds in any account includes the offset of government benefits (such as Social Security and other public benefit funds) deposited in your account for deposit-account-related disputes to the maximum extent permitted by applicable state and federal law.

Notifications and Records

17. You can contact us about your accounts and services for (including but not limited to) Change of Address, Revoke Consent to Automatic Telephone Dialing, Lost or Stolen Checks, Lost or Stolen Access Device/PIN/Access Code, Lost or Stolen Card, Questions about Electronic Services, Confirmation of Direct Deposit to Your Account, Calling to Stop Payment from Your Account, and General Account Information/Opening and Closing Accounts) at the addresses and numbers listed below:

By Phone: (323) 254-1700 or (800) 231-1626

By Email: opsfax@firefirstcu.org

By Mail: P.O. Box 60890 Los Angeles, CA 90060-0890

18. Except as expressly provided otherwise in this Account Agreement, we will mail, send electronically, or otherwise make available to you, your periodic statements, notices and other information regarding your account (collectively "account-related information") to the postal or electronic address of your business as reflected in our records for your account. If your account is in a combined statement, your statement will be sent to the address associated with the savings account in the combined statement. Mailed account-related information will be deemed to have been delivered the second business day following the day it was mailed. Account-related information made available electronically will be deemed to have been delivered when we make it available to you.

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

You will exercise reasonable care and promptness in examining your statements. You must promptly notify us of, and reimburse us for, any erroneous credit to your account. Within thirty (30) days after we mail or otherwise make statements available to you, you must notify us of any claim for credit or refund due to an unauthorized transaction (unless the unauthorized transaction is the result of an electronic fund transfer, the provisions of the Electronic Services Agreement and Disclosure included at Part IV of this Account Agreement will apply). For purposes of this Account Agreement, an unauthorized transaction is a transaction that was not authorized by you, including but not limited to an erroneous or unauthorized debit. It might include a missing signature, an unauthorized signature, an alteration, or otherwise a transaction that was not authorized by you. If you fail to uphold these duties, you understand and agree that you are precluded from asserting the error or unauthorized payment against us if: (1) we suffer a loss on the item because of your failure; or (2) we pay on another item presented by the same wrongdoer if the payment was made before you properly notified us. If you fail to uphold your duties but you can prove that we failed to exercise ordinary care in the payment of the relevant items, then the above preclusion will not apply, and the loss on the items will be allocated between us and you to the extent our respective actions contributed to the loss. If you have failed to examine your statement and report any unauthorized item within sixty (60) days or more after your statement or the item has been made available to you, you cannot recover from us even if we failed to exercise ordinary care in paying the item.

19. In order for us to service your account or to collect any amounts you owe, you agree that we may from time to time make calls and/or send text messages to you at any telephone number(s) associated with your account, including wireless telephone numbers that could result in charges to you. The manner in which these calls or text messages are made to you may include, but is not limited to, the use of prerecorded/artificial voice messages and/or an automatic telephone dialing system. You further agree that, in order for us to service your account or to collect any amounts you owe, we may send e-mails to you at any e-mail address you provide to us. You may revoke this consent at any time by notifying us in writing at:

[P.O. BOX 60890 Los Angeles, CA 90060-0890]

20. Unless otherwise prohibited by the laws governing your account, if two or more account-related information documents are returned, or, in the case of online statement email notifications the email notice is

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

returned undeliverable we may classify your account as “inactive.” This means we may discontinue sending any and all correspondences and may destroy account-related information sent to you until you provide a valid postal or electronic address to us.

21. Any written notice you give to us is effective when it is actually received by us. Any written notice we give to you is effective on the date we deposit such notice in the U.S. Mail, postage prepaid, and addressed to you at your statement mailing address, or, if you have agreed to receive notices from us in an electronic format, any notice we give to you is effective on the date we make the notice available to you in electronic format. Notice to any one account owner is considered notice to all owners of the account.

22. You agree to notify us promptly of any change of address.

23. You agree to notify us immediately of the death or court declared incompetence of any authorized signer or owner, or the dissolution of your business. The death or incompetence of any authorized signer or owner or dissolution of your organization, shall not revoke our authority to accept, pay, or collect a check(s) or to account for proceeds of its collection until we know of the fact of death or adjudication of incompetence and have a reasonable opportunity to act on it.

24. You understand and agree that we must comply if we are served with any notice of garnishment or of attachment, tax levy (including without limitation, any “notice of levy”), withholding order, injunction, restraining order, search warrant, government agency request for information, forfeiture, seizure, subpoena, or other legal process relating to your account that we know or otherwise believe in good faith is valid, whether served in person, by mail, or by electronic notification, at any Credit Union branch. You direct us not to contest any such notice of legal process and understand that we are under no obligation to notify you of the legal process and will not notify you if prohibited by law. You agree that you must contest any such legal process or our compliance with it directly with the third party issuing the legal process, and not with us. We may charge a Legal Services fee, as set forth in our *Schedule of Fees and Charges*, and we may assess this fee against any account you maintain with us, including the account that is the subject of the legal process. You understand and agree that if a subpoena or legal process requires us to release information about an owner or authorized signer on an account, we must comply with such request and the information released pursuant to such subpoena or legal process may include information about other parties on the account, even if their information was not expressly requested by the subpoena or legal process. If we are not

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

fully reimbursed for our record research, photocopying, and handling costs by the party that served any legal process, we may charge such costs to your account. You understand and agree that funds we hold or set aside in response to legal process will not earn dividends. You agree to indemnify, defend, and hold us harmless from all actions, claims, liabilities, losses, costs, and damages associated with our compliance with any process that we know or otherwise believe in good faith to be valid.

25. You authorize us to gather whatever credit, checking account and employment information we consider appropriate from time to time, including obtaining your credit report for legitimate business purposes. You understand that this will assist us, for example, in determining your initial and ongoing eligibility for your account and/or in connection with making future credit opportunities available to you. You authorize us to give information concerning our experiences with you to others.

26. You acknowledge and agree that we may, at our option, create and retain electronic copies of original account records and any other records, and thereafter dispose of the originals. You further agree that electronically scanned and stored images of records will have the same effect as the original records.

27. We agree to retain and furnish to you, if requested, photocopies of certain records pertaining to your account, copies of statements, or records pertaining to specific transactions/dollar amounts, and that these records will be available to you for the period required by law. You agree to pay applicable fees as listed in our *Schedule of Fees and Charges*.

28. We may offer you services to assist you in mitigating the risk of fraud on your account, such as positive pay, ACH fraud filters and electronic transaction authorization services. We may also recommend you implement specific fraud protection measures, as a best practice. If we expressly recommended in writing that you use a specific fraud protection service we offer or measure, and you either: (a) fail to use the recommended fraud protection service or measure; or (b) fail to use the recommended fraud protection service or measure in a manner that is consistent with written documentation provided to you, you will be treated as having assumed the risk of any losses that could have been prevented if you had used the recommended fraud protection service or measure in accordance with applicable documentation.

29. If you maintain insurance coverage for employee fraud and/or embezzlement, we reserve the right to require you to file a claim with your insurance company before you make any claim against us. In such event, we will only consider your claim after we have reviewed

your insurance company's decision, and our liability to you, if any, will be reduced by the amount your insurance company pays you.

30. We will maintain the confidentiality and privacy of your account information in accordance with our privacy policy. We will disclose information to third parties about your account or transfers you make in accordance with the terms of our privacy policy provided to you. For example, we will disclose such information to third parties in the following circumstances:

- a. When it is necessary to complete a transaction, including an electronic transaction; or
- b. In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- c. In order to comply with a government agency, court order, or any legal process; or
- d. If you give us permission in writing.

Closing Accounts, Disputes, and Restrictions on Services

31. We or you may close any of your account(s) at any time. If you would like to close any of your accounts with us, you must submit a written request signed by a business officer or owner. We are not required to close your account at your request if you have any pending transactions, the account is overdrawn or your account is subject to legal process (such as a garnishment, attachment, levy or similar order). In those cases, we will restrict your account against all future withdrawals other than under legal process until pending transactions are paid or returned, the balance is no longer negative, and any legal restriction has been released. After we restrict your account in preparation for closing it, we will not pay any additional dividends on the account.

If an account is closed, we may send the collected balance on deposit in your account, less any fees, claims, offsets, 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. We may require you to close your account and apply for a new account if: (1) there is a change in owners or authorized signers; (2) there has been a forgery or fraud reported or committed involving your account; (3) there is a dispute as to the ownership of the funds in your account; (4) any checks are lost or stolen; or (5) we deem it necessary in order to prevent a loss to us.

32. You understand and agree that we may terminate account products at our option without written notice to you. We may also suspend offering account products

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

from time to time at our discretion without notice to you.

33. You agree that you will not use your accounts or our services to conduct any illegal transaction or engage in any activity which is illegal under local, state, or federal law. Restricted transactions are prohibited from being processed through your account or banking relationship with us. "Restricted transactions" are transactions involving the knowing transmittal or receipt of credit, funds, checks, instruments or other proceeds to or from another person engaged in the business of wagering or betting in connection with unlawful Internet gambling. If you engage in an Internet gambling business and open a new account with us, we will ask that you provide evidence of your legal capacity to do so.

34. You understand and agree that if you are not a member in good standing, we may limit your access to member services and products. Additional information regarding limitations to services is found in Part VI: Member Conduct and Limitation of Services Policy.

Additional General Terms

35. You agree that your telephone communications with us may be monitored and recorded to improve member service and security.

36. You understand that you may elect from time to time to use Credit Union or other parties' social media tools and sources; that there is no claim of privacy or privilege regarding information you share or information discernible from such use or sharing; and the use of such information by us does not violate your privacy or other rights.

37. Our delay in enforcing any of the terms and conditions of this Account Agreement will not prohibit us from enforcing such terms and conditions at a later date. Any waiver by us shall not be deemed a waiver of other rights or of the same rights at another time. You hereby waive diligence, demand, presentment, protest, and notice of every kind, except as set forth in this Account Agreement.

38. If a disaster occurs there may be an unforeseen delay in our ability to make funds available and to process deposits or otherwise perform under this Account Agreement. In addition to natural disasters, the failure of communication or computer systems can also cause unforeseen delays.

39. If any of the provisions of this Agreement are determined to be void or invalid, the remainder of the Account Agreement shall remain in full force and effect.

40. You agree to pay our costs of collection, including reasonable attorneys' fees and court costs, with regard to

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

any check drawn on us by you or any item you deposit with us that causes us to incur a loss.

41. You agree to indemnify, defend, and hold the Credit Union, its affiliates, officers, directors, employees, consultants, agents, service providers, and licensors, harmless from and against any and all claims, demands, actions, costs, losses, liability, expenses and fees (including, without limitation reasonable attorneys' fees, collection costs, skip-tracing fees, and outside services fees) which we incur by acting in accordance with this Account Agreement or as a result of your failure to abide by its terms, including but not limited to those arising from:

- a. A third-party claim, action, or allegation of infringement, misuse, or misappropriation based on information, data, files, or other materials submitted by you to us;
- b. Any fraud, manipulation, or other breach of this Agreement by you;
- c. Your violation of any law or rights of a third party; or
- d. Your provision of access to your account(s), services, or electronic services to any third party.

42. We reserve the right, at our own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will cooperate with us in asserting any available defenses. You will not settle any action or claims on our behalf without our prior written consent. This indemnification is provided without regard to whether the Credit Union's claim for indemnification is due to the use of accounts or the electronic services by you or a beneficial owner or other authorized person.

43. Except as otherwise stated in this Account Agreement, we will be liable to you only for damages arising directly from our intentional misconduct or gross negligence. We will not be responsible for any loss, delay, cost or liability which arises, directly or indirectly, in whole or in part, from: (a) your actions or omissions, or those of third parties that are not within our immediate and reasonable control; (b) your negligence or breach of any agreement with us; (c) any ambiguity, inaccuracy or omission in any instruction or information provided to us; (d) any error, failure or delay in the transmission or delivery of data, records or items due to a breakdown in any computer or communications facility; (e) accidents, strikes, labor disputes, civil unrest, fire, flood, water damage (e.g., from fire suppression systems), or acts of God; (f) causes beyond our reasonable control; (g) the application of any government or funds-transfer system rule, guideline, policy or regulation; (h) the lack of available funds in

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

your account to complete a transaction; (i) our inability to confirm to our satisfaction the authority of any person to act on your behalf; (j) your failure to follow any applicable software manufacturer's recommendations or our instructions; (k) a network system not working properly and you were aware of the malfunction when you started the transaction; (l) transactions that cannot be completed because funds in your account are subject to an uncollected funds hold, legal process or any other encumbrance or agreement restricting a transaction; or (m) incorrectly entering your PIN or Access Code.

You acknowledge that our fees have been established in contemplation of: (a) these limitations on our liability; (b) your agreement to review statements, confirmations, and notices promptly and to notify us immediately of any discrepancies or problems; and (c) your agreement to assist us in any loss recovery effort.

44. YOU UNDERSTAND AND AGREE THAT WE WILL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT OR PUNITIVE DAMAGES IN ANY CLAIM OR ACTION ARISING FROM THIS ACCOUNT AGREEMENT, REGARDLESS OF WHETHER YOU HAVE ADVISED US OF THE POSSIBILITY THAT YOU MAY INCUR SUCH DAMAGES.

45. Any claim, action or proceeding by you to enforce the terms of this Account Agreement or to recover for any loss arising from this Account Agreement or any product or service provided hereunder must be commenced within one (1) year from the date that the event giving rise to the claim, action or proceeding first occurs. You agree to cooperate with us in any loss recovery efforts we undertake to reduce any loss or liability that arises from this Account Agreement or any product or service provided hereunder.

46. You understand and agree that accounts and electronic services are provided "as-is." Except as otherwise provided in this Account Agreement or as required by law, the Credit Union assumes no responsibility for the timeliness, deletion, mis-delivery, or failure to store any communications, personalization's, or electronic settings. You understand and expressly agree that the use of electronic services is at your sole risk, and that any material and/or data downloaded or otherwise obtained through the use of electronic services is downloaded or obtained at your own discretion and risk, and that you will be solely responsible for any damages, including without limitation damage to your computer system or mobile device or loss of data that results from the download or the obtaining of such material and/or data.

47. Except as expressly set forth in this Account Agreement, the Credit Union disclaims all warranties

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

of any kind, express or implied, including without limitation any warranty of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or third-party rights, regarding its services, including electronic services. The Credit Union makes no warranty or representation regarding the results that may be obtained from the use of electronic services, the accuracy or reliability of any information obtained through electronic services, the accuracy of any information retrieved by you from the accounts or that the electronic services will meet any user's requirements, be uninterrupted, timely, secure, or error free.

48. In the event of wrongful dishonor that occurs by mistake, our liability shall be limited to actual damages. The measure of damages for failure to exercise ordinary care in handling a check or ACH debit is the amount of the item reduced by an amount that could not have been realized by the use of ordinary care.

49. You may not assign this Account Agreement to any other party. The Credit Union may assign this Account Agreement at any time in its sole discretion. The Credit Union may also assign or delegate any of its rights and responsibilities under this Account Agreement to independent contractors or other third- parties.

50. Headings in this Account Agreement are for convenience only and will not control or affect the meaning or construction of any of the provisions of this Account Agreement.

51. This Account Agreement as well as all of your deposit accounts will be interpreted and subject to applicable federal law and the laws of the State of California, without resort to California's conflicts of law rules and to the extent that California law is not inconsistent with federal law.

52. State law establishes procedures under which unclaimed property must be surrendered to the state. In the State of California, funds in your account are considered unclaimed if a period of three (3) years has elapsed since the last time you:

- a. Increased or decreased the amount of funds on deposit with us or presented an appropriate record for crediting of dividends or cashed a dividend check from any of your accounts with us; or
- b. Corresponded in writing or electronically with us concerning the funds on deposits; or
- c. Otherwise indicated an interest in the funds on deposit as evidenced by a memorandum on file with us.

The funds in your deposit account will not be surrendered to the state, however, if, during the previous

three (3) years, you have owned another deposit account with us and, with respect to that deposit account, you have done any of the acts described in paragraphs (a), (b), or (c) above and, with regard to the funds in the deposit account that would otherwise be surrendered to the state, we have “communicated” (i.e., sent account statements or statements of interest paid for federal and state income tax purposes) electronically or in writing with you at the address to which communications regarding the other deposit account are generally sent.

You can avoid having the funds in your deposit account surrendered to the state, however, by actively transacting on your accounts with us, corresponding in writing or electronically with us about an account, or communicating with us in person at a branch regarding an account.

To recover funds turned over to the state, you must file a claim with the state. Once funds are surrendered to the state, we no longer have any liability or responsibility with respect to the funds.

We may charge a fee for mailing you a notice regarding your unclaimed property as set forth in our *Schedule of Fees and Charges*.

Section 2. General Terms Regarding Account Ownership, Agents, and Authorized Signers for All Accounts

1. We may rely solely on our records to determine the form of ownership of your account, as well as the authorized signers on the account. Ownership for all accounts will be established and determined by the most recent Business Membership Application & Agreement or other document(s) evidencing such account(s).

2. Each authorized signer on an account must be at least eighteen (18) years of age. Each authorized signer on an account is duly authorized to act with respect to the account(s) and we are authorized to act on all matters relating to the account(s) upon the order of any one of the authorized signers until we receive written instructions to the contrary from an authorized representative (as defined on the Business Membership Application & Agreement). You certify that any signatures appearing on the Business Membership Application & Agreement are the genuine signatures of said authorized persons. You agree that any instruction to permit withdrawal only upon the signature of two or more authorized signers or agents is for your internal use and benefit only and will not be binding on us. You agree that we will not be liable for any lack of signatures so long as the instructions contain the signature of or have been authorized by at least one authorized signer. Any payment made from your account in good faith and

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

reliance on the terms and conditions of this Account Agreement and the Business Membership Application & Agreement shall be valid and discharge us from liability. Without limiting the foregoing, we may honor checks drawn against your account by authorized signers, even if the checks are made payable to them, to cash, or for deposit to their personal accounts. We have no duty to investigate or question withdrawals or the application of funds.

3. We may continue to recognize an authorized signer's authority until we have received and have had a reasonable time to act upon your written modification or revocation of it. You are responsible for ensuring that each authorized signer is provided a copy of this Account Agreement and is familiar with it. Unless you have instructed the Credit Union in writing to the contrary, the Credit Union may consider communications about your Account from an authorized signer on your Account as communications from you. You agree to notify the Credit Union immediately in writing if any authorized signer's authority has been terminated.

4. You agree to be responsible to us for the actions of authorized signers on your account. This means that you are responsible for familiarizing authorized signers with all of the terms of this Account Agreement. You are responsible for monitoring your business account(s), supervising employees and other persons authorized to conduct business on your account(s), reviewing all statements and other information we send you regarding your account(s), and immediately reporting to us any suspicious activity. If unauthorized activity on your account(s) is the result of actions of employees, officers, directors or other agents of your business, you agree that you will first look to any faithful performance bonds or similar insurance coverage you maintain to cover losses resulting from unauthorized activity on your Credit Union account(s). Our liability for any unauthorized activity that results from our negligence will be reduced by any amount you are able to recover from your own insurance company.

5. If you want to change your account in any way, you must properly complete additional forms provided by us, which shall not be effective until delivered to and accepted by us. We are authorized to rely solely on the documentation we have in our possession. On behalf of yourself, your agents, successors, and assigns, you hereby agree to indemnify us and hold us harmless from any and all liability upon our reliance on such documentation.

6. Terms and Conditions Applicable to All Sole Proprietorship Accounts.

You affirm that you are the sole proprietor of

- a. the sole proprietorship named on the Business

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

Membership Application & Agreement. We may pay out funds with your signature, or the signature of any other signers designated by you. We may accept and/or endorse checks made payable to you or to the sole proprietorship named on the Business Membership Application & Agreement that we receive for deposit.

- b. You may pledge any or all of the funds on deposit in the account as collateral security to any loan(s) subject to then current loan policies.

Section 3. General Terms Regarding Access, Transactions, Withdrawals, and Deposits to All Accounts

1. You may make deposits to or withdraw from your accounts only in accordance with Credit Union policy.

Withdrawals

2. You understand and agree that we have the right to restrict the amount of cash each member may transfer or withdraw in a 24-hour period.

3. We reserve the right to require you to give not less than seven (7) and up to sixty (60) days written notice of your intention to withdraw funds from any account except checking accounts.

4. For the safety of both staff and members, the Credit Union does not keep large amounts of cash at branch locations. Arrangements for large cash withdrawals may be made with the Branch Manager at the branch location of our choice. Large cash withdrawal requests may require up to ten (10) business days advance notice to process. You understand and agree that you will be responsible for all fees that may be assessed by a third party on the Credit Union in connection with your request (e.g. cash delivery charges). In addition, you may be asked to sign a form releasing us from any liability.

Deposits

5. You authorize us to accept deposits to your account at any time, from any party, made in any manner, without questioning the authority of the person making the deposit, and to give cash back to any authorized signer(s) or designated agent on any check payable to any one or more of the business owners, whether or not it is endorsed by you. The Credit Union reserves the right, however, to refuse to accept all or any part of any deposit.

6. We are not responsible for delays in a deposit due to improper identification on the deposit envelope

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

or improper keying of your transaction. Information accompanying a deposit should include your name, your account number, and where you want your deposit to go.

7. You understand and agree that it is our policy not to accept for deposit checks payable to anyone other than a business owner on the account (third party checks).

8. All deposits are subject to verification. You agree that if our count differs from yours, our determination of the amount of a deposit will be considered the correct one.

9. Deposits will be made available for withdrawal by you or to cover other payments in accordance with Part II below regarding Funds Availability.

10. You agree that we will not be responsible for any damages you incur in the event you deposit an item with us which is subsequently returned unpaid by the paying bank and that return is "late" due to markings on the back of the item caused by you or a prior endorser.

11. All payees listed on a check must sign the check that is deposited or cashed, and must be an owner of the business, present a valid government-issued identification or have their endorsements guaranteed by another financial institution. All multiple party checks without proper identification are subject to being returned. Notwithstanding the foregoing, you authorize us, in our discretion, to accept checks and other items for deposit into any of your accounts (collectively, "item") if they are made payable to, or to the order of, any one or more beneficial owners on the account, whether or not they are endorsed by all payees. You authorize us to supply missing endorsements of any account beneficial owners on any item that we take for collection, payment, or deposit to your account (which we may supply in our sole discretion). You also authorize us to collect any unendorsed item that is made payable to you without first supplying your endorsement, provided the item was deposited to your account. If you deposit items which bear the endorsement of more than one person or persons that are not known to us or that require endorsement of more than one payee, we may refuse the item or require all endorsers to be present, have valid identification, or to have their endorsements guaranteed before we accept the item.

12. You understand and agree that we use automated means to process checks and other items written on or deposited to your account. This means that we do not individually examine all of your items to determine if the item is properly completed, signed and endorsed or to determine if it contains any information other than what is encoded in the Magnetic Ink Character Recognition (MICR) line at the bottom of the check or

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

item which contains your account number, amount of check and check number. Although we may manually review checks or other items drawn on your account, you understand and agree reasonable commercial standards do not require us to do so. Our use of automated means to process checks and other items prevents us from inspecting or looking for special instructions or “restrictive legends” on checks (e.g., “Void after 6 months,” “Void over \$50,” “Payment in Full,” and the like), whether on the front or back, in any form or format. For this reason, we are not required to honor any restrictive legend placed on checks you write unless we have agreed in writing to the restrictions. If you cash or deposit an item or write a check with such notation, you agree that it applies only between you and the payee or maker. The notation will have no effect on us, and you agree to accept responsibility for payment of the item. You agree to indemnify and hold us harmless from any claim or alleged loss of any maker or payee involving such notations, whether you are the maker or payee or the funds are otherwise deposited into an account in which you have an interest.

13. We may refuse to accept for deposit or collection an item that is payable in currency other than U.S. dollars or an item that is not drawn on a financial institution chartered in the U.S. (each, a “non-U.S. item”). If we accept a non-U.S. item for deposit or collection, you accept all risks associated with foreign currency fluctuation (exchange rate risk) and with any late return of the item. You agree that we may use our current buying and selling rate, as applicable when processing a non-U.S. item and we may recover from any account you maintain with us any loss incurred by us as a result of our processing such an item for you. We reserve the right to place longer holds on non-U.S. items than the time frames specified in our Funds Availability Policy.

14. We have the right to charge back to or otherwise debit any account you maintain with us for any deposited item that is returned (and assess any associated fees and to reverse or recover any associated interest that may have accrued or been paid), even if you have made withdrawals against it. This right of charge back or debit is not affected by the expiration of any applicable midnight deadline, provided we do not have actual knowledge that such deadline has expired or, having such knowledge, we conclude that: (a) the deposited item is returned in accordance with the laws governing your account or rule (including a clearing house rule); and/or (b) we have received a breach of warranty claim in connection with the deposited item.

We have the right to pursue collection of such deposited item, even to the extent of allowing the payor bank to hold the deposited item beyond the midnight deadline in an attempt to recover payment. We may, without

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

notice to you, redeposit a returned deposited item and represent it for payment by any means (including electronic means), unless we have received instructions from you not to redeposit such deposited item. We will have no liability for taking or failing to take any action to recover payment of a returned deposited item.

If one of your deposited items is returned with a claim that there is a breach of warranty (for example, a claim that it bears a forged endorsement or is altered in any way), we may debit your account for the amount of the item (plus any associated fees) and pay the amount to the claiming party. We are under no duty to question the truth of the facts that are being asserted, to assess the timeliness of the claim, or to assert any defense.

We need not give you any prior notification of our actions with respect to the claim. We may create substitute checks from your deposited items to facilitate the forward collection of such items. You agree to indemnify and hold us harmless from and against any and all claims, damages, losses, liabilities, expenses, and fees (including reasonable attorneys' fees) arising out of or in any way connected with such substitute check, including without limitation, any claim based on the image quality of such substitute check.

15. We may rely on the account number on any instrument, deposit slip, or similar record we receive from you, even if that account number is associated with a name that is different from the name you have provided. It is not our responsibility to detect any inconsistency between the account number you provide and the name. If you make a deposit, we may provide a receipt, but the amount on your deposit receipt is based entirely on the deposit slip you complete or the receipt we provide you. We may confirm the funds you deposit and, after review, may adjust your account for any errors including any errors on your deposit slip. We may not adjust your account unless you notify us of the discrepancy within one (1) year of the date of your periodic statement that reflects the deposit. If you do not notify us of the error during this notice period, the deposit amount will be considered final. This means that if the actual amount deposited was less than the amount stated on the deposit receipt, the difference will become your property, and if the actual amount deposited was more than the amount stated on the deposit receipt, the difference will become our property.

16. In processing items, you have deposited to your account, we act only as a collecting agent and we do not assume any responsibility beyond the exercise of ordinary care. Any deposit that we accept and credit to your account is provisional and subject to our receipt of final payment. If final payment is not received, we reserve the right to charge your account for the amount

of the deposit and impose a Deposit Item Returned Fee as set forth in the *Schedule of Fees and Charges*. We are not responsible for any deposit sent by mail or made at an unstaffed facility (for example, an automated teller machine that is not at a branch) until we actually receive the deposited item or money. We are not liable for the negligence or default of any third party we use for the collection of items, including responsibility for lost items. You agree to indemnify and hold us harmless from and against any and all claims, damages, losses, liabilities, expenses, and fees (including reasonable attorneys' fees) arising out of or relating to an item placed for collection.

Checks and Other Items or Access Devices

17. You acknowledge that we do not sell checks. As a convenience to you, we will submit your initial check order and any reorders for personalized checks ordered through us to our approved check vendor. If the check vendor accepts the initial order and any re-orders, the check vendor will mail the checks either directly to you or to you in care of us. You authorize us to charge your checking account for the cost of checks ordered through us, plus applicable sales tax and shipping costs at the fee set forth in the *Schedule of Fees and Charges*. You are responsible for verifying the accuracy of all information shown on your checks, whether you order them through us or elsewhere. You agree to imprint only those names of authorized owners on your checks. If you have not ordered checks through our approved check vendor, we are not responsible for the quality of any check copy that you request. In addition, we are not responsible for any checks not paid as a result of quality or printing errors.

18. We may provide you with temporary checks that include the exact MICR line, including routing number and account number, necessary for the proper processing of your checks. You are responsible for ensuring that any checks you use to draw on your account include this same MICR encoding. You understand that it is your responsibility to ensure that checks you order from any third-party printer are printed in accordance with applicable standards set by the American National Standards Institute (ANSI) for font, paper, toner, and positioning. You understand that if checks you write do not have the correct routing number, they may not be properly posted, and that if any other part of the encoding is incorrect, posting of the checks may be delayed. If you fail to include proper MICR encoding on your checks and this results in any such check being manually processed by us, then you will pay a fee as set forth in the *Schedule of Fees and Charges*.

19. We may pay and charge to your applicable account checks or other debit items ("items") drawn by and

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

payable to any person, organization, association or corporation whom you have authorized by providing sample MICR encoded information identifying your account, provided there are sufficient funds in your account to pay such items. You agree that our rights in respect to such items will be the same as if it were an item drawn and signed by you personally. This authority will remain in effect until revoked by you in writing (to us and to the agency to whom the sample MICR writing was provided) and we have had a reasonable opportunity to act on it. You agree that we will be fully protected in honoring such items. You further agree that if any such item is dishonored, whether with or without cause, and whether intentional or inadvertent, we will have no liability whatsoever, even though such dishonor results in the forfeiture of insurance, or other loss or damage to you of any kind.

20. You, or any authorized signer or beneficial owner on the account, may request a stop payment of any check payable against your account, provided your request is timely and affords us a reasonable opportunity to act upon it under our rules. You may request a stop payment through our Online Banking system or you may ask us orally. Your stop payment request must include the account number, check number, exact amount, check date, and name of payee. This information must be exact because stop payment orders are processed using automated means. We will not be liable for paying a check over a stop payment request if the request is incomplete or incorrect. A Stop Payment Fee may be assessed for each stop payment as set forth in our *Schedule of Fees and Charges*. Requests will be valid no longer than six (6) months but may be renewed for additional six (6) month periods by written notice given during the time that the stop payment order is in effect. We are not obligated to notify you when a stop payment order will or has expired. You have the burden of establishing the fact and amount of loss resulting from payment contrary to a binding stop payment request. You should be aware that anyone holding the item may be entitled to enforce payment against you despite the stop-payment order. You agree to indemnify, defend, and hold us harmless from and against any and all claims, damages, losses, liabilities, expenses, and fees (including reasonable attorneys' fees) arising out of or relating to our action in stopping payment of any check pursuant to your request.

21. We are not liable if we pay a check which you have requested us to stop payment on as long as we act in good faith and exercise ordinary care. In any event, any damages that we might otherwise be liable for shall not exceed the amount of the involved check. If we do pay a check for which you have requested stop payment and as a result any other item is returned unpaid by us

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

due to nonsufficient funds, we are not liable for any consequences resulting from such action.

22. We are neither given notice, nor otherwise affected by, a restrictive endorsement of any person or entity except our immediate transferor.

23. "Remotely created checks" are created when an account holder authorizes a payee to draw a check on the account, but instead of the account holder's actual signature, the check identifies that the account holder authorized the check. If you deposit a remotely created check, you guarantee it was authorized by the account holder for payment in the amount it shows.

24. We may pay a check bearing any form of facsimile or computer-generated signature. If you use a facsimile or computer-generated signature, or if you authorize us to accept any such signature, you will be solely responsible for any check bearing a similar signature, regardless of your negligence or whether the signature was the same one you previously used.

25. If we have paid a check under circumstances giving you a basis for objection, we shall be subrogated to the rights of: (a) any holder in due course on the check against the drawer or maker; (b) the payee or any other holder of the check against the drawer or maker, either on the item or under the transaction out of which the item arose; and (c) the drawer or maker against the payee or any other holder of the check with respect to the transaction out of which the check arose.

26. You authorize us to accept and pay any check without regard to the date of the check. You understand that post-dating a check will have no effect on whether or not it is honored prior to or after the date of any such check. In addition, we are under no obligation to pay a check which is presented more than six (6) months after its date (a stale-dated check). You agree that we are not required to identify post-dated or stale-dated checks or seek your permission to pay them. We may pay or refuse to pay any post-dated or stale-dated check or other item presented for payment on your account without any liability.

27. All checks written on your account must be drawn in U.S. dollars.

28. Our measure of damages for failure to exercise ordinary care in handling a check will not exceed the amount of the item.

29. You will notify us immediately if your checks are lost or stolen. You agree that you will be responsible for losses caused by a delay in your notification to us.

30. It is your responsibility to protect the account numbers and electronic access devices (e.g., a debit card) we provide you for your account(s). You agree not to

disclose your account number(s) to anyone unless you are willing to give them full use of your money. If you disclose your account number(s) or provide your access device to another person in connection with granting authority to that person to conduct funds transfers, and that person then exceeds that authority, you are liable for the transfers unless we have been notified that transfers by that person are no longer authorized.

Your account number can also be used to electronically withdraw money from your account. For example, if you provide your account number to an online merchant to purchase a service or merchandise, funds can be electronically withdrawn from your account.

You must also take precaution in safeguarding your blank checks. Notify us at once if you believe your checks have been lost or stolen. We are not responsible for any loss or damage which results from your negligence, including without limitation, your failure to adequately safeguard your blank checks or other personal information or means of access to your account.

31. The federal law dealing with funds availability requires the financial institution's endorsement area on the back of a check be kept clear or unobstructed. This rule is designed to prevent unnecessary delays in processing your deposits as well as to promote speedier returns of dishonored checks. Only the 1-1/2 inch space from the "trailing edge" (the left edge of the check when it is facing you) can be used by you for endorsements or any other markings.

In the event that you draw a check on your checking or loan account with us, you are responsible for any delay or misrouting of the check caused by markings placed on the check by you that obscure any depository endorsements placed by us or our agent and you agree to hold us harmless and indemnify us from any liability due to such delay or misrouting.

32. Access to your account(s) through electronic means or Cards is dictated by the provisions related to electronic funds transfers contained in Part IV.

Corrections, Disputes, and Additional Terms Regarding Transactions

33. If a deposit or other credit is made in error to your account that you are not entitled to (whether by check, cash, automated clearing house transfer, wire transfer or otherwise), you understand that we may debit your account for the amount of the erroneous deposit, and may do so without notice to you, regardless of when the original deposit took place. If you withdraw any or all of the funds erroneously deposited to your account, you agree that you are obligated to reimburse us for the amount of the erroneous deposit or credit, and any

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

costs and fees as stated in this Account Agreement and the *Schedule of Fees and Charges*. Your withdrawal of erroneously deposited funds may result in an overdraft of your account.

34. You agree to pay our costs of collection, including reasonable attorneys' fees and court costs, with regard to any check drawn on us by you or any item you deposit with us that causes us to incur a loss.

35. You agree that if a depositor (e.g., a government agency) demands we return any sums directly deposited to your account during the month of or after the death of any beneficial owner on your account, we must honor such a demand and may debit your account for all amounts returned to the depositor.

36. We agree to investigate any transaction you have reported to us as unauthorized (a "claim" of unauthorized transaction"). You agree to; (1) submit your claim of unauthorized transaction in writing to us by completing a declaration under penalty of perjury describing your claim of unauthorized transaction (in an affidavit form approved by us, if so requested); (2) file a police report; (3) complete and return to us any documents requested of you; and (4) in all respects, cooperate fully with us in our investigation of your claim of unauthorized transaction.

We reserve the right to reverse any credit made to your account if you fail to sign such documents, cooperate fully with our investigation of your claim of unauthorized transaction or if we determine that the transaction that gave rise to your claim of unauthorized transaction was proper.

37. You understand and agree that you are not permitted to place a stop payment on a cashier's, teller or certified check unless such check is lost, stolen or destroyed. In the event that a cashier's, teller or certified check is lost, stolen or destroyed, in order to effectuate a stop payment, you must execute and deliver to us a written ("Declaration of Loss") and/or affidavit in a form acceptable to us (i.e. Stop Payment Request for Lost, Stolen or Destroyed Cashier's and/or Teller's Check) and in time for us to have a reasonable time to act on it. You understand and agree to provide us an indemnification signed by the payee(s) agreeing to indemnify, defend and hold the Credit Union and its employees harmless from all claims, demands, actions, proceedings, losses, damages and costs (including attorneys' fees) which relate to or arise out of the Credit Union's actions in stopping payment on the check or otherwise acting in accordance with the foregoing request. You further understand and agree that the Declaration of Loss is not immediately enforceable upon your submission. Specifically, you understand and agree that we will not process your stop payment request until the later of

(1) the time the Declaration of Loss form is properly delivered to us by you, or (2) after the 90th day following the date of the cashier's, teller or certified check. We may, however, in our sole and absolute discretion, process your stop payment request sooner. You agree to indemnify and hold us harmless from and against any and all claims, damages, losses, liabilities, expenses, and fees (including reasonable attorneys' fees) arising out of or relating to our attempt to, or stopping payment on, such cashier's, teller or certified check.

Section 4. Payment of Dividends

1. The frequency and conditions upon which dividends are paid on all accounts are in accordance with the Bylaws of this Credit Union, the Federal Credit Union Act and the Regulations of the National Credit Union Administration ("NCUA"). Dividends are paid from current income and available earnings after required transfers to reserves at the end of a dividend period.

2. For all accounts except Certificate Accounts, the dividend rate and Annual Percentage Yield (APY) may change daily. We may change the dividend rates for accounts as determined by the Credit Union's Board of Directors. Current rate information is set forth in the *Dividend Rate Sheet* accompanying this Account Agreement. You may also obtain current rate information by calling the Credit Union or visiting our website.

3. **Compounding and Crediting for all Accounts.** For all dividend bearing accounts, except Certificate Accounts, dividends will be compounded daily and will be credited monthly. For these accounts, the dividend period is monthly. For example, the beginning date of the first dividend period of the calendar year is January 1, and the ending date of such dividend period is January 31. All other dividend periods follow this same pattern of dates. The dividend declaration date is the ending date of a dividend period, and for this example is January 31.

Dividends on Certificate Accounts are compounded daily and will be credited on the last day of each month and upon the maturity date.

4. **Balance Computation Method.** Dividends are calculated by the daily balance method, which applies a daily periodic rate to the balance in the account each day.

Dividends will begin to accrue on the business day you deposit non-cash items (e.g. checks) to your account if deposited before the close of business.

If you close any of your dividend earning accounts

before dividends are credited, you will not receive the accrued dividends.

Section 5. Terms and Conditions Applicable to Business Checking Accounts

1. We offer one type of checking accounts: Business Checking Account.
2. You may withdraw your money at any time from the Business Checking Account.
3. There is a minimum deposit of \$100.00 required to open a Business Checking Account. However, no minimum balance is required to maintain my checking account in an open status.
4. There are no monthly maintenance fees.
5. We may, at our discretion, close your Business Checking Account and deny access to other services or products (including but not limited to checks, ATM and debit cards) at any time due to inactivity, fraud, lack of due care in the handling of your account or increase our risk for loss or other reason we deem appropriate.
6. We may, at our discretion, pay funds from this account, without obligation or liability for refusal to pay:
 - a. When such payment would draw the account below the minimum balance for the account we establish from time to time.
If drawn by means not authorized in advance by us.
 - b. Against checks or electronic debits presented over six (6) months past their issue dates.
Against loans you have with us that are in default.
7. ^dAll checking accounts are truncated checking accounts. Check copies are not returned with statements. You may however view printable front and back images of your cleared checks via online banking. You may also request, and we will provide within a reasonable time, a legible front and back copy of an individual item. You understand however, that if you have not ordered your Credit Union checks through our approved check vendor(s), we are not responsible for the quality of any check copy that you request from us. In addition, we are not responsible for any checks not paid as a result of quality or printing errors.
8. We may charge against your checking account a postdated check even though payment is made before the date of the check. However, if you notify us within a reasonable time to permit us to act and identify the check with reasonable certainty, we will not pay the check until the due date. Notice may be written or oral, and it must include the exact amount, account number,

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

check number, date of check, and name of payee. Written notice shall be valid for up to six (6) months and can be renewed within six (6) months for another successive six (6) month period.

9. "Conditional" checks include, but are not limited to, checks containing the statement that the check is not good for or after a specified number of days after the date of the check or that a check may not exceed a certain dollar amount. You agree that we are not required to identify such limitation and that the Credit Union will have no liability for paying a check even if there is printing on the check indicating conditions must be met for negotiation of the item.

10. With the Credit Union's consent, which may be given or denied at its option, you may use pre-encoded checks or other items for deposit. If you pre-encode checks or other items for deposit, you agree to comply with the pre-encoded deposit specifications as may be established and revised by the Credit Union from time to time. You also agree to indemnify and hold the Credit Union harmless from any and all claims, costs, damages, losses, liabilities and expenses, including reasonable attorneys' fees that result from a failure to comply with the Credit Union's pre-encoded deposit specifications.

Section 6. Terms and Conditions Applicable to Business Share (Savings) Accounts

1. **Rate Information.** Dividends rates and annual percentage yields applicable to may change every month as determined by the Credit Union Board of Directors.

Business Regular Share (Savings) Accounts

1. A minimum deposit equal to the par value of a share is required to open a Business Regular Share (Savings) Account and become a member of the Credit Union. To maintain your membership with the Credit Union, you must maintain at least the par value of \$5.00 each day.
2. If your Business Regular Share (Savings) Account balance is reduced to less than the par value of a share, we may transfer enough funds from any other share account you may have with us in order to bring your account balance up to the par value of a share.
3. There is no minimum daily balance required in your account to obtain the disclosed APY stated on the *Schedule of Fees and Charges*.

Business Share Certificate (Certificate) Accounts

1. Unless otherwise specified for a specific type of Certificate below, these general terms and conditions shall apply to all Certificate Accounts, which are Certificates.
2. **Minimum Deposit.** The minimum deposit required to open a Certificate Account is \$1,000.00. From time-to-time, the Credit Union may offer certain promotional Certificate Accounts that have higher minimum balance requirements.
3. **Rate Information.** Certificate Accounts are fixed-rate accounts and are non-negotiable and non-transferable. For current dividend rates and corresponding APY, refer to the *Schedule of Fees and Charges*; we may change dividend rates and APYs offered for new Certificate Accounts. The dividend rate, APY, term, and Maturity Date for your Certificate Account will be set forth in a written communication we will provide to you when you open such account (the "Certificate"). You may also call the Credit Union to obtain current rate information. You will be paid the rates and yields until maturity.
4. **Transaction Limitations.** You may not withdraw funds from your Certificate Account before the Maturity Date.
5. **Early Withdrawal Penalties.** The Certificate Account will mature on the Maturity Date set forth in the Certificate. The Credit Union will terminate the Certificate Account and impose a penalty on the entire balance of the account if a withdrawal of principal are made prior to the Maturity Date. If the Certificate has a term to maturity one (1) year or less, the early withdrawal penalty will be all dividends earned (a) for ninety (90) days or (b) from the date of issuance or renewal of the Certificate (if less than ninety (90) days) on the amount withdrawn. If the Certificate has a term to maturity

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

greater than one (1) year, the penalty imposed will equal one-hundred eighty (180) days of dividends or from the date of issuance or renewal of the Certificate (if less than one-hundred eighty (180) days).

In accordance with Federal Reserve Board Regulations, the Credit Union may charge an early withdrawal penalty of seven (7) days dividends on amounts withdrawn within the first six (6) days after deposit or automatic renewal.

Any withdrawal of the principal amount held in the Certificate Account which reduces the balance of the Certificate Account below the minimum qualifying amount will result in the cancellation of the certificate and the penalties set forth above will be applied to the entire principal amount. The penalties will be applied to earned dividends only. However, if paid dividends have been withdrawn, the penalties may be applied to the principal held in the Account up to the amount of the dividends that have been previously withdrawn.

Early withdrawal penalties will not apply to:

- a. Withdrawals of earned and paid dividends.
- b. Withdrawals of certificate funds during the seven (7) day grace period following the automatic renewal of the Certificate.

Withdrawals made subsequent to the death or disability of any owner of any Certificate Account.

- d. Withdrawals made subsequent to termination of membership.
- e. Withdrawals made as a result of the voluntary or involuntary liquidation of this Credit Union.
- f. Withdrawal in accordance with any special terms contained in the *Certificate*.

6. Maturity and Renewal. Except otherwise stated in your Certificate Account, your Certificate will automatically renew upon the Maturity Date and on the Maturity Date of any renewal term unless you prevent renewal by withdrawing all of the funds in your Certificate Account. The renewal term will be equal to or closest to that of the initial term and at the dividend rate and APY in effect at that time for such a term. You may instruct us in person or in writing prior to the expiration of a seven (7) day grace period following maturity to renew or close the certificate on a date of your choosing within the grace period. Funds will continue to earn dividends but at the rate of a new certificate for the same term in effect on the Maturity Date until such date of closure or renewal. If automatically renewed, all funds in a Certificate Account as of the renewal date are considered to be principal. If the certificate is no longer offered at the time of renewal,

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

the funds will be transferred to your Business Regular Share (Savings) Account. If your Certificate Account provided at account opening designated the Certificate Account as not renewing automatically at maturity, the principal and any unpaid earned dividends will be transferred to your designated Business Share Account and suffix at maturity.

7. Regular Share Certificate Accounts are subject to a six (6) month minimum and a five (5) year maximum unless otherwise stated on the *Schedule of Fees and Charges*.

8. **Notice.** As a courtesy we may, but are not required to, send you a written maturity notice at least ten (10) days in advance of the Maturity Date of your Certificate if the Certificate has a term of ninety (90) days or more.

9. Certificate accounts subject to unclaimed property laws may not be automatically renewed and may be surrendered to the applicable state in accordance with state laws.

10. Subject to our lending policies, amounts on deposit in Certificate Accounts (except IRA Certificate Accounts) may be pledged as collateral security to loans.

11. As to all IRA accounts, the Credit Union is a platform provider only, and does not undertake to provide individual investment advice.

Business Money Market Accounts

1. There is no minimum balance required to open this account..

2. Once the account is opened, there is no minimum balance requirement to maintain the account.

3. This is a tiered-rate account with multiple tiers, as disclosed in the *Schedule of Fees and Charges*.

4. The minimum balances applicable to each tier, and the associated dividend rates and minimums to earn the disclosed APY appear on the *Schedule of Fees and Charges*.

Part II – Funds Availability

Section 1: Your Ability To Withdraw Funds

1. Our policy is to make funds from your cash and check deposits available to you on the same day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once they are available, you can withdraw the funds in cash and we will use the funds to pay checks that you have written. With respect to check deposits made through our Remote Deposit Capture Service and/or Remote Desktop Deposit Capture Service, such check deposits

are considered deposits made directly to one of our employees under this policy.

2. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and legal holidays. If you make a deposit before 4:00 p.m. on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after 4:00 p.m. or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

Section 2: Longer Delays May Apply

1. In some cases, we will not make all of the funds that you deposit by check available to you on the same business day we receive your deposit. Depending on the type of check that you deposit, funds may not be available until the second (2nd) business day after the day of your deposit. However, the first five hundred twenty-five dollars (\$525) of your deposits will be available on the same business day.

2. If we are not going to make all of the funds from your deposit available on the same business day we receive your deposit, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the day after we receive your deposit.

3. If you will need the funds from a deposit right away, you should ask us when the funds will be available.

4. In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- a. We believe a check you deposit will not be paid.
- b. You deposit checks totaling more than \$5,525 on any one day.
- c. You redeposit a check that has been returned unpaid.
- d. You have overdrawn your account repeatedly in the last six (6) months.
- e. There is an emergency, such as failure of computer or communications equipment.

5. We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available by the second (2nd) business day, unless it is determined that a longer hold, up to the seventh (7th) business day, may be applied.

Deposits at Automated Teller Machines (ATM)

Funds from any deposits (cash or checks) made at automated teller machines (ATM's) we do not own or operate, five thousand five hundred twenty-five dollars (\$5,525) will be available by the second (2nd) business day.

We will notify you if we delay your ability to withdraw funds for any of the reasons listed under the heading of "Longer Delays May Apply," and we will tell you when the funds will be available. Funds will generally be available by the seventh (7th) business day.

Deposits at Shared Branches Locations (Service Centers)

A shared branch location (service center) is a financial institution not owned or operated by the Credit Union. When you deposit at a shared branch, the first five thousand five hundred twenty-five dollars (\$5,525) will be available by the second (2nd) business day after the day of your deposit.

Section 3: Special Rules for New Accounts

If you are a new member, we may, at our discretion, apply the following special rules during the first thirty (30) days your account is open. Otherwise, our general Funds Availability Policy will apply.

1. Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first five thousand five hundred twenty-five dollars (\$5,525) of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available on the same business day we receive your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over five thousand five hundred twenty-five dollars (\$5,525) will be available on the ninth (9th) business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first five thousand five hundred twenty-five dollars (\$5,525) will not be available until the second (2nd) business day after the day of your deposit. Funds from all other check deposits will be available on the fifth (5th) business day after the day of your deposit.

Large Deposit Control Policy

The Credit Union has a Large Deposit Control Policy. The policy is intended to manage risk by allowing the Credit Union to monitor large deposits from being

made into the Credit Union.

2. The Large Deposit Control policy is applicable to deposits made into the Credit Union via in-person or electronic channels that equal or exceed seven hundred fifty thousand dollars (\$750,000). Such deposits require the Credit Union's Executive Management's approval. Executive Management may refuse a deposit of more than seven hundred fifty thousand dollars (\$750,000) from any member or organization. The policy also applies to deposits made in increments equaling seven hundred fifty thousand dollars (\$750,000) within a thirty (30) day period.

Part III - Account Balances and Liability for Overdrafts

Section 1: General

1. You are responsible for keeping track of the funds in your account that are available for you to use before you write a check, make a cash withdrawal at an ATM, or use your debit card for a transaction. Among other things, you should keep a running balance that reflects all of your transactions. It is imperative that you keep track of the transactions you may have authorized (such as outstanding checks or automatic bill payments you have authorized), as your available balance (discussed in more detail below) will not reflect these transactions until they are paid from your account.

2. "Overdrawing" your account means that there are not sufficient available funds in your account to pay for a transaction at the time it posts, which results in a negative "overdrawn" balance. Some transactions that can result in an overdraft in your checking account include, but are not limited to: (1) the payment of checks, electronic fund transfers, telephone-initiated transfers, preauthorized payments under our Bill Pay Service, or other withdrawal requests authorized by you; (2) the return (unpaid) of items deposited by you; (3) the assessment of service charges by us; or (4) the deposit of items that are treated as not yet "available" according to our Funds Availability Policy.

3. This Part III discusses in Section 2 how to determine and manage your account balances. Section 3 then discusses how we will post transactions to your account. Based on these policies, your transactions can result in transaction(s) being presented for processing when your account's available balance is insufficient to pay the transaction(s). Sections 4 services the Credit Union offers to allow for the payment of these transactions.

Section 2: Your Checking Account Balance

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

1. Your checking account has two kinds of balances: the “actual” balance and the “available” balance. Both can be checked when you review your account online, at a Credit Union-owned ATM, by phone, or at a branch. It is important to understand how the two balances work so that you know how much money is in your account at any given time. This section explains actual and available balances and how they work.

2. Your actual balance is the amount of money that is actually in your account at any given time, but not all funds included in the actual balance are considered available for transactions on your account. The actual balance is also referred to as: (a) your “current balance” on Credit Union ATM screens; (b) your “balance” in [online banking and in mobile banking] your actual balance reflects transactions that have posted to your account, but not transactions that have been authorized and are pending or pending deposits that are subject to holds under our Funds Availability Policy. While the term “actual” may sound as though the number you see is an up-to-date indication of what is in your account that you can spend, that is not always the case. Your actual balance will not reflect any purchases, holds, fees, other charges, or deposits made on your account that have not yet posted. For example, if you have a \$50 actual balance, but you just wrote a check for \$40, then your actual balance is \$50 but it does not reflect the pending check transaction. So at that point, you have an actual balance of \$50, but you have already spent \$40.

3. Your available balance is the amount of money in your account that is available to you to use without incurring a nonsufficient funds fee. The available balance takes into account factors such as holds placed on deposits and pending transactions (such as pending debit card purchases) that the Credit Union has authorized but that have not yet posted to your account. For example, assume you have an actual balance of \$50 and an available balance of \$50. If you were to use your debit card at a restaurant to buy lunch for \$20, then that merchant could ask us to pre-authorize the payment in that amount (or even a different amount). Under this example, if the merchant requested preauthorization in the amount of \$20, we will place a “hold” on your account for \$20 (referred to as an “authorization hold”). Your actual balance would still be \$50 because this transaction has not yet posted, but your available balance would be \$30 because of the restaurant’s preauthorization request that resulted in an authorization hold on \$20 in your account. When the restaurant submits its bill for payment (which could be a few days later and for a different amount than the amount of the authorization hold), we will release the authorization hold, post the transaction to your account, and reduce your actual balance by the amount of the posted transaction.

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

4. We use your available balance to determine whether your account is overdrawn. Your account is considered overdrawn when the available balance in your account is negative (less than \$0).

5. Your available balance may not reflect all of your Debit Card transactions. We use your available balance to determine when your account is overdrawn and whether fees will be assessed. For debit card transactions involving merchant authorization holds, we look at the available balance when the authorization hold is applied to determine whether the transaction results in an overdraft and potential related fees; if your available balance is sufficient when the transaction actually posts, you will not be charged a nonsufficient funds fee if the available balance was sufficient at the time of the authorization hold. Your account is considered overdrawn when the available balance in your account is negative (less than \$0). The following example illustrates how this works:

[Assume your actual and available balance are both \$50, and you use your debit card at a restaurant for \$20. If the restaurant requests preauthorization in the amount of \$20, an authorization hold is placed on \$20 in your account, so your available balance is only \$30. Your actual balance would remain \$50. Before the restaurant charge is sent to us for payment, a check that you wrote for \$40 is presented to us for payment. Because your available balance is only \$30 (due to the authorization hold of \$20), your check will be returned, even though your actual balance is \$50. In this case, you will be charged an NSF Fee as disclosed in our *Schedule of Fees and Charges*. That fee will be deducted from your account.]

6. YOU ACKNOWLEDGE THAT YOU MAY STILL OVERDRAW YOUR ACCOUNT EVEN THOUGH THE AVAILABLE BALANCE APPEARS TO SHOW THERE ARE SUFFICIENT FUNDS TO COVER A TRANSACTION THAT YOU WANT TO MAKE. [This is because your available balance may not reflect all your outstanding checks, automatic bill payments that you have authorized, or other outstanding transactions that have not yet been paid from your account. In the example above, the outstanding check will not be reflected in your available balance until it is presented to us and paid from your account.

7. Also, your available balance may not reflect all of your debit card transactions. For example, if a merchant obtains our prior authorization but does not submit a one-time debit card transaction for payment within three (3) business days of authorization (or for up to thirty (31) business days for certain types of debit card

transactions, including but not limited to car rental transactions and international transactions), we must release the authorization hold on the transaction. The available balance will not reflect this transaction once the hold has been released, which generally occurs when the transaction has been received by us and paid from your account. Refer to the section entitled "Authorization Holds for Debit Card Transactions" below for information about how authorization holds affect your available balance.

8. Finally, your available balance may not reflect the most recent deposits to your account. Refer to Part II (Funds Availability) for information regarding the availability for withdrawal of your deposits. You should not assume that you can avoid overdrawing your account by making a deposit before a check or other item is presented for payment because your deposit may not be immediately available for withdrawal.

Authorization Holds for Debit Card Transactions

9. When you use your debit card to pay for goods or services, the merchant may seek preauthorization from us for the transaction. When we preauthorize the transaction, we commit to make the requested funds available when the transaction finally posts and as such, we generally place a temporary hold against some or all of the funds in the account linked to your debit card, based on the amount of the preauthorization request from the merchant. We refer to this temporary hold as an "authorization hold," and the amount of the authorization hold will be subtracted from your available balance as authorization requests are received by us throughout each day. Until the transaction finally settles or we otherwise remove the hold (for example, we may remove the hold because it exceeds the time permitted, as discussed below, or we determine that it is unlikely to be processed), the funds subject to the hold will not be available to you for other purposes. At some point after you sign for the transaction, it is processed by the merchant and submitted to us for payment. This can happen hours or sometimes days after you signed for it, depending on the merchant and its processing company. These payment requests are received in real time throughout the day and are posted to your account as they are received.

10. The amount of an authorization hold may differ from the actual transaction amount because the actual transaction amount may not yet be known to the merchant when the authorization request is submitted. For example, this can happen in connection with transactions where your debit card is swiped before your actual transaction amount is known, such as at a restaurant or gas station (e.g., at a restaurant, you may

choose to add a tip to the transaction amount). For these types of transactions, there may be no authorization hold, or the amount of the authorization hold may be different from the transaction amount. In some other cases we may not receive an authorization request from the merchant, and there will be no authorization hold reflected in your available balance. We cannot control how much a merchant asks us to authorize, or when a merchant submits a transaction for payment.

11. We are permitted to place an authorization hold on your account for up to three (3) business days (or for up to thirty (30) business days for certain types of debit card transactions) from the time of the authorization or until the transaction is paid from your account. However, if the transaction is not submitted for payment, we will release the authorization hold, which will increase your available balance until the transaction is submitted for payment by the merchant and finally posted to your account. If this happens, we must honor the prior authorization and will pay the transaction from your account.

12. In certain instances, when the amount of the authorization hold is either more or less than the amount of the actual transaction, we may maintain the authorization hold even after the purchase amount is actually paid from your account. However, in these instances, we will not maintain an authorization hold for longer than three (3) business days (or for up thirty (31) business days for certain transactions).

Section 3: How Transactions Are Posted to Your Account

1. There are basically two types of transactions in your account: credits or deposits of money into your account, and debits or payments out of your account. It is important to understand how each is applied to your account so that you know how much money you have and how much is available to you at any given time. This section explains generally how and when we post transactions to your account.

Sample:

2. We can receive credit and debit transactions in different forms at various times each business day. We reserve the right to determine the timing and order in which such transactions are posted to your account to extent permitted by law. We determine the order in which we process and post credits and debits to your account based on a number of factors.

3. We may pay or authorize some transactions and decline or return others, in any order we deem appropriate to the extent permitted by law. When the

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

available balance in your account is not sufficient to cover all of the transactions presented that day, some posting orders can result in more returned items and more overdraft and returned fees than other posting orders.

4. We can receive some items individually and others are received in batches at various times each business day. Items that we currently receive individually include ATM withdrawals, point-of-sale (POS) transactions, and teller transactions. These individual items are generally posted to your account as we receive them each business day. Items that we currently receive in batches include checks drawn on your account presented by other financial institutions, “on us” checks, and ACH and debit card transactions. If multiple checks are presented on any given day in a single batch, they are cleared in check order sequence, beginning with lower check numbers clearing first, followed by higher check numbers. We generally post non-check batched transactions as they are received throughout each business day, in the order received (subject to certain exceptions).

5. The order in which items are posted to your account will depend on a number of factors. For example, in connection with our item posting order for each category of item(s), (iii) establishing different posting orders for items within each category, and (iv) change the timing of when items are posted during the day and whether they are posted individually or in batches. Except to the extent limited by applicable law, we have the right to change any of the factors described in (i), (ii) and (iv) listed above at any time without notice to you. There are several types of debit transactions. Each type of debit transaction is described generally below. Keep in mind that debits are most often presented for payment by merchants, and the Credit Union is not in control of when transactions are received.

- a. **Checks.** When you write a check, it is processed through the Federal Reserve System. We receive data files of cashed checks from the Federal Reserve each day. The checks drawn on your account are compiled from these data files and paid each day. We process the payments [in the order presented to us in the data file]. Multiple checks presented for payment on the same day will be paid in “check number order”.
- b. **ACH Payments.** We receive data files every day from the Federal Reserve with Automated Clearing House or ACH transactions. These include, for example, automatic bill pays you have signed up for. Each day, ACH transactions for your account are grouped together and paid in [low to high dollar value]. Credits are posted first, and then debits. ACH debits are posted by settlement date,

then “lowest to highest amount”.

- c. **Point of Sale (POS) Debit Card Transactions.** These are transactions where you use your debit card and you enter your PIN at the time of the sale (or in some cases, the merchant may not require you to enter your PIN at all). They are similar to ATM withdrawals because money is usually deducted from your account immediately at the time of the transaction. However, some POS transactions are not presented for payment immediately; it depends on the merchant. You may not stop payment on POS transactions.
- d. **Signature Debit Card Transactions.** These are transactions where you make a purchase with your debit card and you do not enter your PIN but you are instead asked to sign for the purchase (or in some cases, the merchant may not require you to sign for the purchase at all). As described above, in these situations, the merchant may seek prior authorization for the transaction. When that happens, we generally place a temporary hold against the available funds in your account. Please refer to the sections above entitled “Authorization Holds for Debit Card Transactions” for additional information regarding such holds. At some point after you sign for the transaction, it is processed by the merchant and submitted to us for payment. This can happen hours or sometimes days after you signed for it, depending on the merchant and its processing company. These payment requests are received in real time throughout the day and are posted to your account as they are received.
- e. **Online Banking Bill Payments.** You may use our Bill Payment Service through online banking. This service allows you to set up future automatic withdrawals to make payments for your various bills. These future payments are not reflected in your actual balance or available balance. These bill payments will be posted to your account on the day you have scheduled them.

Refer to the Business Digital Services Agreement and Disclosure for additional details.

6. The foregoing is a general description of how certain types of transactions are posted. These practices may change and we reserve the right to pay items in any order we choose as permitted by law.

Section 4: Payment of Overdrafts

Payment of Overdrafts

1. We are not obligated to pay any item presented for

payment if your account does not contain sufficient available funds. If we pay a transaction that overdraws your account, we are not obligated to continue paying such transactions in the future. We may pay all, some, or none of your overdrafts, without notice to you. If we do not authorize and pay an overdraft, then we decline or return the transaction unpaid. Please review your *Schedule of Fees and Charges* for your account carefully. You are liable to us to repay any overdrafts on your account whether you created them or not. If you do not pay us, and we take collection action against you, you agree to pay for our costs of collection. We may close, without notice, any account with excessive insufficient funds activity, and report the account to a consumer reporting agency.

2. We assess an NSF fee for each item that we either pay, which results in an overdraft, or do not pay, which would have resulted in an overdraft had we paid it. If we overdraft your account, you agree to repay us immediately, without notice or demand from us.

3. We recommend that you enroll in one of the optional overdraft protection plans described below. These plans can help you avoid overdrafts and returned items.

4. **Transfers to Cover Overdrafts.** You understand and agree that we have the right to transfer available funds to your checking account from any of your other account(s) with us (excluding IRAs and certificate accounts), including account(s) upon which you are a joint owner, in an amount equal to the overdraft .

5. If we pay an item drawn against insufficient funds on an account with more than one (1) member on the signature card, each member, and agent if applicable, drawing or presenting the item creating the overdraft, shall be jointly and severally liable for such overdrafts including NSF fees (if any).

Optional Overdraft Protection Plans

6. We offer optional overdraft protection plans that you may apply for, such as a Overdraft Line of Credit loan account where your line of credit is used for overdraft protection, and an Overdraft Protection Service where funds from a linked savings account are used for overdraft protection. If you qualify for these optional services, we will look first to these services for overdraft protection before- returning an item. A Overdraft Line of Credit and the Overdraft Protection Service plan may save you money on NSF fees.

- a. **Overdraft Line of Credit.** This is a revolving line of credit, which is available to members meeting certain credit requirements. With this plan, you authorize us to automatically advance the exact

amount of your overdraft from your Overdraft Line of Credit (linked to your checking account) to cover your overdraft, up to your credit limit. You must repay what you have borrowed in full or in minimum monthly payments (in addition to any late charges, finance charges and annual fees). If you are approved for a Overdraft Line of Credit, you will be provided with separate terms and conditions applicable to the Overdraft Line of Credit.

- b. **Overdraft Protection Service.** With this service, you authorize us to make transfers of available funds automatically from your eligible [Share Account] to cover overdrafts in your checking account. Transfers from your [Share Account] are made in the exact amount of the overdraft. You must request to enroll in this service.

7. If you do not have sufficient available credit on your Overdraft Line of Credit or the funds in your Share Account are not sufficient to pay the overdraft on your checking account, then you understand that the item causing the overdraft will be returned or the transaction denied. If you decline to utilize any of the optional overdraft protection plans and there are insufficient funds in your checking account to pay an item, your items will not be paid, they will be returned, and an NSF Fee will be charged for each item returned. Transfers will appear on your periodic statements for each applicable account.

8. **Limits on Overdraft Protection.** We will not transfer more than the available account balance in a linked savings account or the available credit (as of the end of the previous business day) on a Overdraft Line of Credit account, even if the amount of the overdraft is more than the available amount. If the available balance in a linked savings account or the available credit on an Overdraft Line of Credit account is not enough to pay the transactions you have initiated on any day plus, we will transfer enough funds to pay one or more transactions. Any transactions that are not paid by the transfer will either be paid or returned, and NSF Fees will be charged as if you did not have overdraft protection.

9. **Termination of Optional Overdraft Protection Plans.** We may terminate optional overdraft protection services at any time with or without notice to you. Any owner of the checking account, any owner of a linked savings account used for overdraft protection, or any borrower on an Overdraft Line of Credit account used for overdraft protection may cancel overdraft protection in person or in writing. Cancellation will be effective

after we have received notice and have had a reasonable time to act on it.

Section 5: An Additional Note Regarding Overdraft

1. **The best way to know how much money you have and avoid paying nonsufficient fund fees is to record and track all of your transactions closely.**
2. **IF YOU DO NOT UNDERSTAND ANY PROVISION IN THIS PART III, OR IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US AT (800) 231-1626, MONDAY THROUGH FRIDAY, 7 AM TO 4 PM PACIFIC STANDARD TIME.**

Part IV - Electronic Fund Transfers

This Part IV of the Agreement sets forth the terms and conditions governing electronic fund transfers. Electronic fund transfers (“EFTs”) are electronically initiated transfers of money involving a deposit account at the Credit Union and multiple access options, such as online account access, direct deposits, automated teller machines (ATMs) and debit card. Your acceptance, retention, or use of an ATM Card, debit card, Personal Identification Number (PIN), and other EFT hereunder constitutes an agreement between us and you to be bound by the additional terms and conditions contained in this Part IV. Where not in conflict with the terms of this Part IV, the general terms and conditions elsewhere in this Account Agreement, or such other agreements under which electronic services may be provided remain in full force and effect and continue to be applicable, except as specifically modified by this Part IV.

These disclosures are given by us in to inform you of certain terms and conditions for use of the electronic services described in this Account Agreement.

You acknowledge and agree that Part IV of this Agreement addresses EFTs that are for a business or commercial purpose. As such, the Electronic Funds Transfer Act, as implemented by Regulation E, does not apply to EFTs covered under Part IV. Rather, the Article 4A of Uniform Commercial Code, as adopted by California, and Subpart B of Regulation J of the Board of Governors of the Federal Reserve, and the Operating Rules and Guidelines of the National Automated Clearing House Association (“NACHA”) will govern, in relevant part, the electronic services covered in Part IV of this Agreement.

At the present time, we offer the following electronic services:

- [Preauthorized deposits of net paycheck;

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

- Payroll deductions;
- Preauthorized deposits of pension checks and federal recurring payments (for example, Social Security payments);
- Preauthorized withdrawals for bill payments and other recurring payments;
- Automated Teller Machine (ATM) EFT services at Credit Union-owned (proprietary) ATMs and on Shared Network ATMs such as the CO-OP Network, STAR and Plus, and such other systems as may be added from time to time;
- Online Banking;
- Bill Pay Service;
- Debit Card;
- Electronic Check Transactions;
- Transactions at a Point-of-Sale (POS) terminal whether or not an access device is used;
- Mobile Banking; and
- Mobile Deposit.]

General disclosures applicable to all electronic services offered by us is given below, with certain specific disclosure information for each service following in separate sections.

Section 1: General Disclosures Applicable to All Electronic Services

1. The Electronic Access Systems are the electronic methods by which you may access and transact on your accounts through electronic means. These may consist of the Online Banking, Bill Payment, or other methods we may add from time to time.

2. “Card” means the ATM Card and Debit Card. “Access Code” means a PIN, password, or identification number used to access your account(s), Card(s), or Electronic Access Systems.

3. Your use of the electronic services is subject to our approval.

4. **Business Day Disclosure:** Our business days are Monday through Friday, except federal holidays. Our business hours are 7 AM to 4 PM Pacific Time, Monday through Friday. Branch hours and holiday schedules may be obtained through our website or by contacting us at our general information line. ATMs are generally available 24 hours a day, 7 days a week, with minor interruptions for system maintenance or technical difficulties. Online banking, and the bill pay services system are generally available for your convenience 24

hours a day, 7 days a week, with minor interruptions for system maintenance or technical difficulties, including those of the Internet service provider and Internet software.

5. Right to Receive Documentation of Transactions:

- a. **Terminal Transfers.** In most cases, you will receive a receipt at the time you make any transfer to or from your account using an ATM or when you make a purchase using a POS terminal. You should retain this receipt to compare with your statement from us. Federal law provides that for certain small dollar transactions at merchant locations, you may not receive a receipt.
- b. **Periodic Statements.** You will receive a monthly account statement for each month in which an EFT is made (but at least a quarterly statement if no transfers are made). You agree to immediately review each periodic statement mailed or otherwise made available to you to ensure that each and every transaction has been authorized by you. Your failure to promptly report any allegedly unauthorized transaction may result in future allegedly unauthorized transactions to be considered authorized.
- c. **Online Banking Transactions.** You may print a record of any individual transaction conducted through online banking at any time after the transaction is completed. You may also subsequently contact us to request a paper receipt for any such transaction provided it is no more than three (3) months from the date of the transaction.

6. In case of errors or questions about your electronic services transactions: In case of errors or questions about your electronic services transactions, notify us immediately at the address provided in Part I Section 1 Paragraph 17. If you think your periodic statement or receipt is wrong or if you need more information about a transaction listed on your periodic statement or receipt, you can also contact us as provided above. We must hear from you no later than thirty (30) days after we send you the FIRST periodic statement on which the problem or error appeared. You must:

- a. Tell us your name and account number;
- b. Describe the error or the transaction you are unsure about and explain, as clearly as you can, why you believe it is an error or why you need more information; and
- c. Tell us the dollar amount of the suspected error.

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

7. We will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint in writing and we do not receive it within ten (10) business days, we may not credit your account.

[In accordance with Visa Operating Rules and Regulations, you will receive provisional credit for Visa Debit Card losses for unauthorized use within five (5) business days after you have notified us of the loss. However, refer to the “Your Liability for Unauthorized Transactions and Advisability of prompt Reporting” section of this Account Agreement for further details regarding Visa Debit Card transactions initiated through a non-visa debit network.]

For errors involving new accounts, point-of-sale, or transactions initiated outside of the United States, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error. Your account is considered a “new account” for the first thirty (30) days after the first deposit is made, unless you already have an established account with us before this account is opened.

We will tell you the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. If we provisionally credited your account, we will reverse the provisional credit and notify you of the date we reversed the credit and the amount of the debit. You may ask for copies of the documents that we used in our investigation.

8. Your Liability for Unauthorized Transactions and Advisability of Prompt Reporting: You are responsible for all transfers you authorize using the electronic services described in this Account Agreement. If you permit other persons to use your Card, PIN(s), and/or Access Code, you are responsible for any transactions that person authorizes or conducts on any of your accounts, even if that person exceeds your authority. However, you must tell us AT ONCE if you believe your Card, PIN(s), and/or Access Code have been lost or stolen or if you believe that an EFT has been

made without your permission using information from your check. Telephoning is the best way of minimizing your possible losses. A written notification to us should follow your telephone call. You could lose all the money in your account (plus your maximum overdraft Line of Credit, if you have one).

Also, if your statement shows transfers that you did not make, including those made by Card, PIN or other means, you must tell us at once. If you do NOT tell us within sixty (60) days after the statement was mailed or delivered to you, the transfers reflected on the statement will be considered correct, and we will not be responsible for any error, claim, or unauthorized transfer included in the statement.

If you can document that a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time period.

If you are using a Debit Card for transactions that take place on the Visa or MasterCard network system, Visa or MasterCard Rules and Regulations provide for zero liability for unauthorized transactions under certain conditions. This does not apply to transactions that are not processed through the Visa or MasterCard network. *These protections do not apply to transactions originating from your negligence and/or fraudulent use of your Debit Card.*

9. How to Notify the Credit Union in the Event of an Unauthorized Transaction: If you believe your Card(s), PIN(s), or Access Code(s) have been lost or stolen or that someone will or may use it to transfer money from your account(s) without your permission, you must notify us as provided in Part I Section 1 Paragraph 17 or call the number listed on your Card or periodic statement.

You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission.

10. PIN and Access Code Use and Security: You understand that you cannot use your ATM Card, Electronic Access Systems, Bill Payer Services, or other electronic transactions contemplated hereunder without the applicable PIN or Access Code. You are responsible for the safekeeping of your PIN(s) or Access Code provided by us or selected by you and for all transactions by use of an PIN or Access Code. Your use of a PIN or Access Code is your authorization to us to withdraw funds from your Share (Savings) account or checking account to cover such transactions. Your PIN(s) or Access Code(s) are confidential and should not be disclosed to third parties or recorded. You will notify us immediately and send written confirmation if your PIN(s) or Access Codes are

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

disclosed to anyone other than an authorized signer or beneficial owner. You understand and agree that you must change the PIN(s) or Access Code immediately to prevent transactions on your account(s) if anyone not authorized by you has access to the PIN(s) or Access Code. If you disclose your PIN(s) or Access Code(s) to anyone, however, you understand that you have given them access to your account(s) and you are responsible for any such transaction. If you authorize anyone to use your PIN(s) or Access Code in any manner that authority will be considered unlimited in amount and manner until you specifically revoke such authority by notifying the Credit Union and changing your PIN(s) or Access Code immediately. You are responsible for any transactions made by such persons until you notify us that transactions and access by that person are no longer authorized and your PIN(s) or Access Code is changed.

You agree to: (a) take reasonable steps to safeguard the confidentiality and security of the PIN(s) and Access Code(s), and any other proprietary property or information we provide to you in connection with our electronic services; (b) closely and regularly monitor the activities of your employees who access your account(s) through our electronic services; and (c) notify us immediately if you have any reason to believe the security or confidentiality required by this provision has been or may be breached. Our security procedures are not designed for the detection of errors (e.g., duplicate payments or errors in your EFT instructions). We will not be obligated to detect errors by you or others, even if we take certain actions from time to time to do so.

You agree to change the Access Code you assign to your employees on a regular basis, but no less frequently than every ninety (90) days. You agree to change any temporary passwords promptly after you are given access to our electronic services for the first time and whenever anyone who has had access to your Access Code is no longer employed or authorized by you to use the services. We may require you to change your Access Code at any time. We may deny access to our electronic services without prior notice if we are unable to confirm (to our satisfaction) any person's authority to access the services or if we believe such action is necessary for security reasons.

Each time you make an EFT payment or transfer through our electronic services, you warrant that our security procedures are commercially reasonable (based on the normal size, type, and frequency of your transactions). Some of our electronic services allow you to set transaction limitations and establish internal controls. Your failure to set such limitations and implement such controls increases your exposure to, and responsibility for, unauthorized transactions. You agree to be bound by any EFT we receive through our electronic services,

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

even if the order is not authorized by you, if it includes your Access Code or is otherwise processed by us in accordance with our security procedures.

11. Card Safety Precautions: YOU MUST KEEP YOUR CARD IN A SAFE PLACE AND PERMIT NO UNAUTHORIZED PERSON TO USE IT. YOU MUST NOT DISCLOSE YOUR ATM ACCESS CODE TO ANY UNAUTHORIZED PERSON OR WRITE IT ON YOUR CARD, CARRY IT IN YOUR WALLET OR PURSE, OR OTHERWISE MAKE IT AVAILABLE TO ANYONE ELSE; YOU WILL IMMEDIATELY REPORT ANY LOSS OR THEFT OF YOUR CARD. IF YOU AUTHORIZE US TO ISSUE A CARD (OR ANY OTHER ACCESS DEVICE) TO ANYONE ELSE, YOU AUTHORIZE THAT INDIVIDUAL TO WITHDRAW FUNDS FROM YOUR ACCOUNT(S) WHICH CAN BE ACCESSED BY THE CARD REGARDLESS OF WHETHER THAT INDIVIDUAL IS AUTHORIZED TO WITHDRAW MONEY FROM THE ACCOUNT BY ANY MEANS OTHER THAN BY USE OF THE CARD.

12. All transactions affected by use of Electronic Access Systems, Electronic Check Transactions, Cards, or other electronic transaction contemplated hereunder which would otherwise require your actual signature, or other authorization, will be valid and effective as if actually signed by you when accomplished by use of an Electronic Check Transaction, the Card(s) and/or Access Code(s), or as otherwise authorized under this Account Agreement.

13. Equipment. You are responsible for providing and maintaining any equipment that is necessary for our electronic services, such as telephones, tablets, and computers. You agree to use equipment that is compatible with our programs, systems, software and equipment, which we may change from time to time. We assume no responsibility for defects or incompatibility of any computers or software that you use in connection with our electronic services, even if we have previously approved their use. WE MAKE NO WARRANTY, EXPRESS OR IMPLIED, IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY, WITH RESPECT TO THE ELECTRONIC SERVICES, OR ANY COMPUTER PROGRAMS, EQUIPMENT OR SOFTWARE MADE AVAILABLE TO YOU.

You agree to notify us promptly if any software or equipment we provide to you becomes defective. Our sole responsibility (if any) in such instances will be to repair or replace the defective software or equipment. You agree to comply with the terms of any software license(s) provided to you in connection with our

electronic services. You may not transfer, distribute, copy, reverse compile, modify or alter such software. Unless otherwise agreed to by us in writing, the computer programs, service guides, security procedures, software and systems provided to you in connection with our electronic services represent our proprietary property and must be returned to us upon request.

14. Fees for EFTs. All fees associated with your EFTs are disclosed in our *Schedule of Fees and Charges*. Any fees charged will be deducted from your checking or savings account. The Credit Union reserves the right to increase or add new fees at a future date after we give you notice of such fees as required by law.

15. If you have been issued an additional Card for a beneficial owner or authorized signer on your account, any applicable transaction fees outlined in our *Schedule of Fees and Charges* will be based on combined transactions. Withdrawals from more than one account or additional withdrawals from the same account during a single access will be counted as multiple withdrawals. Generally, transaction fees will be charged to your account within two (2) business days from the day they are incurred. The fee may not be recorded on the transaction receipt produced by the ATM, but it will be itemized on your monthly statement.

16. If you use an ATM that is not operated by us, you may be subject to additional fee(s) imposed by another financial institution, merchant, and/or by an automated transfer network. You may be charged a fee for a balance inquiry even if you do not complete a funds transfer. This practice is known as “surcharging” and is in addition to any ATM fees charged by us.

17. Information Processing and Reporting. We offer a number of electronic services that require us to receive, process and report information involving your accounts and transactions. We will not be responsible for determining the accuracy, timeliness or completeness of any information that you or others provide to us. We will not have a duty to interpret the content of any data transmitted to us, except to the limited extent set forth in this Agreement. Unless otherwise agreed in writing, we will not be required (by means of any security procedure or otherwise) to detect errors in the transmission or content of any information we receive from you or third parties.

Section 2: Additional Disclosures Applicable to ATM Cards and Debit Cards

1. The disclosures in this section apply to the use of your Card to conduct EFTs, including, but not limited to, use of the Card at ATMs and POS terminals. By use of your Card at a participating POS terminal, you

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

authorize us to make withdrawals from your designated account for cash advances and/or purchases. Access to ATMs is through the use of a Card and a PIN.

2. Ownership of Card. The Card remains our property, and you agree to surrender the Card to us upon demand. We may cancel, modify, or restrict the use of any Card upon proper notice or pursuant to the Limitation of Services provisions in Part VI. We may also cancel, modify, or restrict the use of any Card without notice if: (a) any of your accounts have a negative balance that is not paid within the time provided in this Account Agreement; (b) you use your Card in a manner which may cause a loss to us; (c) any mail sent to your address is returned to us as undeliverable; (d) any email sent to you by us is returned as undeliverable; (e) your account has one (1) or more NSF items or transactions; (f) we are aware that you have violated any term of this Account Agreement, whether or not we suffer a loss; or (g) where necessary to maintain or restore the security of your account(s) or the POS system. We also reserve the right to recall the Card through retrieval by any of the ATMs.

3. The following transactions are available when using the Card and PIN at Credit Union ATMs:

- a. Deposits or transfers to your Share (Savings) Account(s) and Checking Account(s), and Business Money Market Account(s);
- b. Withdrawals or transfers from your Share (Savings) Account(s), Checking Account(s), and Business Money Market Account(s);
- c. Certain loan payments made by cash, check, or by transferring funds from your Share (Savings) Account(s) Business Money Market Account(s) or Checking Account(s);
- d. Advances on your Line of Credit; and
- e. Account balance inquiries.

Some of the above transactions may be unavailable at all terminals. All payments and deposits are subject to later verification by us.

4. The following transactions are available when using ATM's located at CU Service Centers Shared Branch Locations:

- a. Transfers or withdrawals from your Share, Business Money Market and Checking account(s).
- b. Balance inquiries on your Share, Business Money Market, and Checking account(s).
- c. Deposits to your Share, Business Money Market, and Checking account(s).

All such transactions will access your primary account(s) unless otherwise designated.

NOTE: Transactions at a Shared Network System terminal may be subject to a Network Transaction Fee and/or a terminal use fee charged by the operator of the terminal.

5. Limitations on Frequency and Dollar Amounts of Transactions: For security reasons, in the event your Card or PIN is lost or stolen, there are limits on the dollar amount of transactions you can make on the ATM System. Provided you have enough money available in your account(s), you may withdraw up to a maximum of \$1,000 during any day, including Saturday and Sunday, when using an ATM. However, the amount that you may withdraw daily or in any single use of the ATM may be different at Network ATMs, where limits are determined by each individual participating financial institution.

6. Safety Tips for Using an ATM or POS Terminal: When using your Card you should observe the following precautions:

- a. Be aware of your surroundings, particularly at night;
- b. Consider having someone accompany you when using the ATM or POS terminal after dark;
- c. Have your Card ready in your hand as you approach the ATM, rather than waiting to get to the ATM or POS terminal to take it out of your purse or wallet;
- d. Be careful that no one can see you enter your PIN, by using your other hand or body to shield the ATM/POS terminal keyboard as you enter your PIN;
- e. Put away cash as soon as the transaction is completed, do not display it, and do not count the cash until later in the safety of your vehicle or home;
- f. If you notice anything suspicious when approaching the ATM, defer the transaction until later or use another ATM or POS terminal;
- g. If you notice anything suspicious while transacting business, immediately cancel the transaction and put your Card away;
- h. Visually inspect the ATM for possible skimming devices. Potential indicators can include sticky residue or evidence of an adhesive used by criminals to affix the device, scratches, damaged or crooked pieces, lose or extra attachments on the card slot, or noticeable resistance when pressing the keyboard;

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

- i. To keep your account information confidential, always take your receipts or transaction records with you; and
- j. Immediately report all crimes to the ATM or POS terminal operator and local law enforcement officials.

7. Right to Receive Documentation of Transactions: Generally, you will receive a receipt at the time you make an ATM transaction. You should retain this receipt and compare it with your statement.

8. Making Electronic Funds Transfers: You agree to follow the instructions posted or otherwise given by us or the Network ATM systems concerning the use of the ATMs.

9. You understand and agree that we accept deposits at an ATM subject to verification and collection by us and such deposits may only be credited or withdrawn in accordance with our Funds Availability Policy. Transactions accomplished after the close of business each day will be deemed to have occurred on our next business day.

Foreign Transactions and Charges

10. Purchases and cash advances processed outside of the United States or in a foreign currency will be billed to your account in U.S. dollars. The conversion to U.S. dollars will be made in accordance with VISA Operating regulations for international transactions. In the event that an international transaction is converted to U.S. dollars, the exchange rate between the transaction currency and the billing currency used for processing international transactions will be: (1) a rate selected by VISA from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate VISA itself receives; or (2) the government-mandated rate for the applicable central processing date. The processing date on which the exchange rate is applied may differ from the date you used your debit card. When a credit to the account does not fully offset a charge to the account due to changes in the rate, you are responsible for the difference.

We charge an International Service Assessment (ISA) Fee for ATM and debit card transactions settled outside the United States. The ISA fee is 1.00% for the transaction amount.

Additional Disclosures Applicable to Point-Of-Sale Transactions

11. The limitations on dollar amounts of transactions described hereunder apply to each ATM Card and

Debit Card for transactions in aggregate on all of your accounts under the same member number.

12. You may not stop payment on a completed electronic Point-of-Sale transaction debiting your account.

13. Types of Available Transactions and Limits on Transactions. By use of your Card with your PIN or signature at a participating POS terminal, you authorize us to make withdrawals from your checking account for cash advances and/or purchases. You understand that overdraft protection may not be available for such transactions for funds availability or authorization purposes.

14. Account Access. You may use your Card to withdraw cash from your checking account by way of a cash advance from merchants, financial institutions, or others who honor the Card. You understand that your Card is not a credit card and does not provide "credit."

15. Limitations on Frequency and Dollar Amounts of ATM Card Transactions. You may make cash advances and purchases only to the extent that you have available funds in your checking account subject to applicable limitations. You understand that the ATM Card has a cumulative daily transaction limit of \$1,000.

16. Limitations on Debit Card Transactions. Debit cards may be used to access your checking accounts from any merchant location that accepts the VISA debit card. The merchant may be required to obtain an authorization from us for any transaction over a certain dollar amount. The available balance in your account will be reduced by the amount of any transaction for which the merchant receives authorization from us, even if we have not yet received or processed the documentation evidencing the transaction. When the document has cleared through us, any hold placed on your account for the amount of the transaction will be released and your account will be debited for the amount of the transaction. We are not responsible if we do not authorize or if we dishonor other POS, ATM, or check transactions drawn on your account while a hold is placed on your account.

17. Limitations on Frequency and Dollar Amounts of Debit Card Transactions. You understand that the debit card has a cumulative daily transaction limit of \$4,000 which is in addition to the \$1,000 daily limit on cash withdrawals at an ATM. The following limits also apply; (1) \$3,000 daily limit POS transactions using a PIN or a signature-based transaction. You understand that both ATM and POS transactions (using a PIN or a signature) are counted in the \$4,000 daily limit.

18. Right to Receive Documentation: Generally, you will receive a receipt from the merchant or financial institution at the time you make a purchase or obtain

a cash advance from your checking or Business Savings account. You should retain these receipts to compare with your statement.

19. Card Claims and Transaction Questions: When you authorize other parties to debit your account, you are responsible for these transactions. Thus, you may have to contact these parties directly if you have questions or complaints about your transactions. Any claims concerning property or services purchased with your Card must be resolved by you directly with the merchant or seller who accepted the Card. We will not be able to help you because we only have the information received from the other party. Any claim or defense that you assert will not relieve you of your obligation to pay us the total amount of the sales slip. You are not permitted to stop payment on any purchase made through the use of your Card.

20. Debit Card Purchase Returns and Adjustments: Any refund to you by a merchant or seller of goods or services may be made on a credit voucher signed by you and submitted to us by the merchant or seller, or through a cash refund. If a refund is made by credit voucher, the amount of your credit will be indicated on your checking account statement.

21. Use of Debit Card: The use of your debit card shall be through PIN activation or your signature. You agree that all transactions made with your authorized PIN or signature utilization are made by you, and you accept all financial liability for such transactions. You also agree to sign your signature in the space provided on your debit card for additional security and protection. You agree to keep your PIN protected as described under Part IV, Section 1 above.

22. Transaction Fees: Merchants and institutions other than the Credit Union may charge transaction fees for your transactions with them. These fees will be included in the amount of the transaction as it appears on your statement.

Section 3: Additional Disclosure Applicable to Electronic Access Systems

1. Terms of Transactions: If you choose to use the Online Banking, Mobile Banking, Online Banking Bill Pay services, in addition to the Electronic Access System terms and features previously discussed hereunder, you will be provided additional terms and disclosures when you enroll in such Electronic Access Systems that you must agree to.

Section 4: Additional Disclosures Applicable to Electronic Check Transactions

1. If you have authorized a one-time transfer of funds from your account via ACH where you have provided a paper check or check information to a merchant or other payee in person, by telephone, or via the Internet, to capture the routing, account, and serial numbers to electronically initiate the transfer (an “Electronic Check Transaction”), the following applies to you:

2. **Types of Available Transactions:** You may authorize a merchant or other payee to make a one-time Electronic Check Transaction from your checking account using information from your check to (1) pay for purchases or (2) pay bills. You may also authorize a merchant or other payee to debit your checking account for returned check fees or returned debit entry fees.

3. You may make such a payment via ACH where you have provided a paper check to enable the merchant or other payee to capture the routing, account, and serial numbers to initiate the transfer, whether the check is blank, partially completed, or fully completed and signed; whether the check is presented at POS or is mailed to a merchant or other payee or lockbox and later converted to an EFT; whether the check is retained by the payor, the merchant, other payee, or the payee’s financial institution; or you have provided the merchant or payee with the routing, account, and serial numbers by telephone or via the Internet to make a payment or a purchase.

4. **Account Access:** Electronic Check Transactions may only be made from your checking account.

5. **Limitations on Dollar Amounts of Transactions:** You may make Electronic Check Transactions only to the extent that you have available funds in your checking account.

Section 5: Additional Disclosures Applicable to ACH Transactions

1. **Account Access:** You may use our ACH services to make one-time and recurring ACH deposits and payments. If you schedule your preauthorized payment due date to occur on a non-business day, it will be sent out on the next business day.

2. **Types of Transactions:** You may use our ACH services to perform the following transactions:

- a. Make deposits to your savings or checking account;
- b. Pay bills directly from your savings or checking account in the amounts and on the days you request;
- c. Make loan payments;

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

- d. Authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay bills or pay for purchases; and
- e. Authorize a merchant or other payee to debit your checking account for returned check fees or returned debit entry fees.

All payments and deposits are subject to later verification by us.

3. **Direct Deposit:** If you have arranged to have direct deposits made to your account at least once every sixty (60) days from the same person or company, you can call us at (800) 231-1626 to find out whether or not the deposit has been made. For accounts that can only be accessed by preauthorized or direct deposits, we will provide a periodic statement to you at least monthly.

4. **Right to Stop Payment and Procedure for Doing So:** You can place a stop payment on a recurring payment through, our Online Banking system, by writing to us at P.O. BOX 60890 Los Angeles, CA 90060-0890, or you may ask us orally at least three (3) business days or more before the next payment from your account is scheduled to be made. If you call or tell us orally, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call or the stop payment order will cease to be binding. We will charge you a fee for each stop payment order you give as set forth in our *Schedule of Fees and Charges*.

If you stop payment on a preauthorized payment from your account and that payment is a recurring debit, the stop payment applies only to that particular payment. You are not revoking authorization for the third party to receive the recurring payment. If you have requested to cancel the entire preauthorized payment authorization, you understand and agree that you must also contact the third party to cancel (revoke) the entire preauthorized payment authorization and provide us with a copy of your written revocation notice to the third party.

5. **Initial Authorization:** You can get copies of the preauthorized payment documentation from the payee at the time you give them the initial authorization.

6. **Notice of Varying Amounts:** If recurring payments vary in amount, the payee is required to tell you the amount and date of the next payment at least ten (10) days before the payment due date. You may choose to get this notice from your payee only when the payment would differ by more than a certain amount from the previous payment or when the amount would fall outside certain limits that you set.

7. **Our Liability for a Failure to Stop Payment:** If you place a stop payment order three (3) or more

business days or more before the transfer is scheduled, and we still pay, we will be liable for your losses or damages.

Part V - Funds Transfer Agreement and Notice

1. This Funds Transfer Agreement and Notice (“Funds Transfer Agreement”) contains several notices which the Credit Union is required to provide to you and establishes other terms of agreement which will apply to all funds transfers which involve you and the Credit Union, as governed by Uniform Commercial Code and federal Regulation J, Subpart B. Using the Credit Union to send or receive funds transfers shall constitute your acceptance of all of the terms and conditions contained in this Funds Transfer Agreement.

To the extent that the terms contained in this Funds Transfer Agreement are different than those in any other agreement or terms of account, this Funds Transfer Agreement shall control and be deemed to modify such other agreements or terms of account. If any part of this Funds Transfer Agreement is invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

2. This Funds Transfer Agreement applies to Funds Transfer as defined in the Article 4A of the Uniform Commercial Code and Subpart B of Regulation J of the Board of Governors of the Federal Reserve. This law and regulation cover the movement of funds by means of wire transfers. Automated Clearing House (ACH) credits and some book transfers on the Credit Union’s records.

3. The Credit Union may establish or change cut-off times for the receipt and processing of funds transfer requests, amendments or cancellations. Unless other times are posted for the various types of funds transfers, the cut-off time for wire transfers will be 1 PM Pacific Time on each business day that the Credit Union is open which is not a federal holiday for domestic transfers, Payment orders, cancellations, or amendments received after the applicable cut-off time may be treated as having been received on the next following business day and processed accordingly.

4. We may charge your account for the amount of any funds transfer initiated by you or by any person authorized by you or other authorized party with the right of access to the account from which the funds transfer is to be made (collectively, your “Authorized Agents”). You must provide us with a complete list of your Authorized Agents at the time the funds transfer is initiated, as only you and your Authorized Agents will be permitted to initiate funds transfers from your accounts at the Credit Union. You understand and

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

agree that you are fully responsible for all transactions conducted by your Authorized Agents, regardless of whether such transactions are authorized by you or exceed the amounts of any transactions authorized by you. You must promptly notify the Credit Union of any changes in your Authorized Agents by providing written notification of change. Changes in Authorized Agents by you shall be effective the business day following receipt of written notice or a new Funds Transfer Agreement.

5. The Credit Union may establish, from time to time, security procedures to verify the authenticity of a payment order. You understand and agree that the Credit Union may attend the security procedure(s). You will be notified of the security procedure, if any, to be used to verify payment orders issued by you or for which your account will be liable. You agree that the authenticity of payment orders may be verified using the security procedure(s). In the event, we shall have no obligation to accept any payment order from you or the Authorized Agents on the account until you and we agree, in writing, on an alternative security procedure. Provided we comply with security procedure(s), you will be liable for payment of the transferred amount and transfer fees, even if the transfer request was not actually transmitted or authorized by you. If we do not follow the security procedure(s) but can prove the transfer request was originated by you, you will still be liable for the transfer amount plus transfer fees. You authorize us to record electronically or otherwise any telephone calls relating to any transfer under this Funds Transfer Agreement.

6. If you send or receive a wire transfer, Fedwire may be used. Regulation J is the law governing all Fedwire transactions. This means that your rights and liabilities with regard to a wire transfer involving Fedwire will be governed Regulation J. We shall be excused from delaying or failing to execute a funds transfer if it would result in us exceeding any limitation on our intra-day net funds position established through the Federal Reserve guidelines or it would result in violating any present or future risk control program of the Federal Reserve or a rule regulation of other governmental regulatory authorities.

7. If you give the Credit Union a payment order which identifies the beneficiary (receipt of the funds) by both name and identifying account number, payment may be made by the beneficiary's financial institution based on the identifying account number, even if the number identifies a person different than the named beneficiary. This means that you will be responsible to us if the funds transfer is completed based on the identifying account number you provided to us.

8. If you give us a payment order which identifies an

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

intermediate or beneficiary's financial institution by both name and an identifying number, a receiving bank may rely on the number as the proper identification even if it identifies a different person/entity than the named financial institution. This means that you will be responsible for any loss or expense incurred by the receiving financial institution, which executes or attempts to execute the payment order in reliance on the identifying number you provided.

9. We shall not be liable for acts or omissions by you or any other person including, without limitation any funds transfer system, any Federal Reserve Bank, any beneficiary's financial institution, and any beneficiary, none of which shall be deemed our agent.

10. We may give you credit for ACH payments before we receive final settlement of the funds transfer. Any such credit is provisional until we receive final settlement of the payment. You are hereby notified and agree, if we do not receive such final settlement, that we are entitled to a refund from you of the amount credited to you in connection with that ACH entry. This means that we may provide you with access to ACH funds before we actually receive the money. However, if we do not receive the money, then we may reverse the entry on your account and you would be liable to repay us.

11. ACH transactions are governed by operating rules of the National Automated Clearing House Association. In accordance with these rules, we will not provide you with next day notice of receipt of ACH credit transfers to your account. You will continue to receive notices of receipt of ACH items in your periodic account statements.

12. If we receive a funds transfer for you or for other persons authorized to have access to your account, you agree that we are not obligated to provide you with next day notice of the receipt of the funds transfer. We will provide you with notification of the receipt of all funds transfers by including such items in your periodic account statements. You may, of course, inquire between receipt of periodic statements whether or not a specific funds transfer has been received.

If we receive notice that a wire transfer transmitted by us has been rejected, we shall notify you of such rejection including the reason given for rejection by telephone, electronic message, or U.S. mail. We will have no further obligation to transmit the rejected wire transfer if it complied with this Funds Transfer Agreement with respect to the original transfer request.

Except to the extent required applicable law, you shall have no right to cancel or amend any transfer request after it is received by us; however, we shall use reasonable efforts to act on a cancellation or change request as long

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

as it is received from you in accordance with the agreed-upon security procedures. We shall have no liability if the cancellation or change is not affected.

Please refer to the Business Wire Agreement for terms relating to specific terms relating to initiation of Funds Transfers, your liability for Funds Transfers, our security procedures, and our responsibilities and liabilities relating to Funds Transfers.

13. If we become obligated under Article 4A to pay interest to you, you agree that the rate of interest to be paid shall be equal to the dividend rate, on a daily basis, applicable to the account at the Credit Union to which the funds transfer should have been made or from which the funds transfer was made.

14. We may, in our sole discretion, reject any funds transfer request which (1) exceeds the collected and available funds on deposit in your designated account(s); (2) is not authenticated to our satisfaction or which we reasonably believe may not be authorized by you; (3) contains incorrect, incomplete, or ambiguous information; (4) involves funds subject to a lien, hold, dispute or legal process pending their withdrawal; or (5) involves a transfer that is prohibited under applicable law, rule, or regulation. You understand and agree that we shall incur no liability for any loss occasioned by our refusal to accept any funds transfer order.

15. We shall have the right to charge the amount of any funds transfer request to any of your accounts at the Credit Union in the event that no account is designated, or in the event that a designated account has insufficient collected funds to cover the amount of the funds transfer request. We may charge a service fee for services relating to the sending or receiving of the funds transfer request. Such fees are set for in the Credit Union's *Schedule of Fees and Charges*, which accompanies this Fund Transfer Agreement and is incorporated by this reference.

16. Except as expressly prohibited by applicable state and federal laws and regulations, you understand and agree that we will not be liable for any loss or liability arising from (1) an unauthorized transfer or interest thereon (including, but not limited to, fraudulent transfers and/or a transfer which we failed to abide by the agreed upon security procedures) which you fail to report to us within thirty (30) days after your receipt of notification of the transfer; (2) any negligent or intentional action or inaction on the part of any person not within our reasonable control, including, but not limited to, the failure of other financial institutions to provide accurate or timely information; (3) the failure of other financial institutions to accept a funds transfer order; (4) your

negligent or intentional action or inaction and/or breach of this Funds Transfer Agreement; (5) any ambiguity or inaccuracy or inaccuracy in any instruction given to us by you or your Authorized Agent; or (6) any error, failure or delay in execution of any funds transfer instruction, or cancellation or amendment caused by circumstances beyond our reasonable control, including, but not limited to, any computer or communication facilities malfunction.

17. Except as otherwise provided by applicable state or federal laws or regulations, our liability for any negligent or intentional action or inaction in connection with any funds transfer request shall be limited to your direct loss and payment of interest. UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY LOST PROFITS. CONSEQUENTIAL INDIRECT, PUNITIVE OR SPECIAL DAMAGES WHICH YOU MAY SUFFER IN CONNECTION WITH THIS AGREEMENT AND/OR ANY FUNDS TRANSFER REQUEST.

18. Subject to applicable state and federal laws and regulations. We may amend the terms of this Funds Transfer Agreement at any time. By thereafter using or continuing to use our funds transfer services, you agree to such amendments.

Part VI - Member Conduct and Limitation of Services Policy

Section 1: General Provisions

1. The privilege of the 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 Part VI addresses standards of member conduct in order to assure the rights and protection of the Credit Union’s employees, volunteers and members. This policy also defines what constitutes a “monetary loss” which may also serve as a basis for limiting member services.

2. 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 work place free from unacceptable conduct from any source.

3. In the event that you engage in any type of “abusive behavior” (defined below) towards a Credit Union

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

member, employee or volunteer engaged in Credit Union business, the Credit Union is authorized to apply appropriate remedial measures against you.

4. This Part VI extends to any member “not in good standing” 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 authorized signer, who has access to Credit Union services directly or indirectly through you.

5. You will not be considered to be in “good standing” with this Credit Union if:

- a. You fail to comply with the terms and conditions of any lawful obligation with this Credit Union and as a result, the Credit Union suffers a “monetary loss” (defined below);
- b. You have a loan account with us that is delinquent 60 days or more;
- c. You have a deposit account with us that is overdrawn 45 days or more;
- d. You manipulate or otherwise abuse Credit Union services or products to the detriment of the Credit Union’s membership; or
- e. You engage in “abusive behavior,” or otherwise injure any person or damage any property while on Credit Union premises, at any Credit Union function, or while on the premises of any Credit Union Service Centers Network.

The determination of whether you are in “good standing” with this Credit Union will be made at the sole discretion of the Senior Management of this Credit Union.

6. This Part VI also extends to member conduct at any Credit Union Service Centers Network or any other shared-branching network.

7. [This Part VI further extends, as provided in Section 3 below, in the event that the Credit Union cannot locate or contact you and needs to contact you to prevent further costs and losses resulting from delinquencies on loans or negative deposit balances. Or this Part VI further extends, as provided in Section below, in the event that the Credit Union experiences material expenses as a result of your failure to pay your obligation to the Credit Union and to help prevent future losses.]

Section 2: Definitions

1. “Member services” are hereby defined as any products or services now or hereafter provided or sponsored by the Credit Union or otherwise made available to Credit Union members, which services include, but are not limited to: loans, deposit accounts,

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

ATM services, Debit, ATM and Credit Cards, Online Banking services, and other electronic fund transfer services.

2. A “monetary loss” to the Credit Union occurs when the Credit Union writes off as uncollectible any monies which you owe, for whatever reason, to the Credit Union.

- a. For loans: the monetary loss is defined as the principal amount of any monies owed and written off as uncollectible. The amount of the pecuniary loss does not include interest and expenses.
- b. For shares: monetary loss is defined as the negative balance in the Savings Account written off as uncollectible.

3. “Abusive behavior” includes, but is not limited to, any of the following conduct:

- a. Any threats of or actual bodily harm or illegal activity against another member or an employee or volunteer engaged in Credit Union business.
- b. 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.
- c. 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.
- d. Using profane, abusive, vulgar, intimidating or threatening language directed towards a Credit Union member, employee or volunteer engaged

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

in Credit Union business.

- e. 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.
- f. 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.
- g. Attempting to coerce or interfere with a Credit Union employee or volunteer in the performance of their duties at any time.
- h. Uncivil conduct or failure to maintain satisfactory or harmonious working relationships with other members, employees and volunteers at the Credit Union.
- i. 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.
- j. Any posting, defacing, or removing notices or signs on Credit Union premises, or writing on Credit Union bulletin boards without management authorization.
- k. Appropriation or misappropriation of Credit Union funds, property or other material proprietary to the Credit Union.
- l. Deliberate or repeated violations of security procedures or safety rules.
- m. 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.

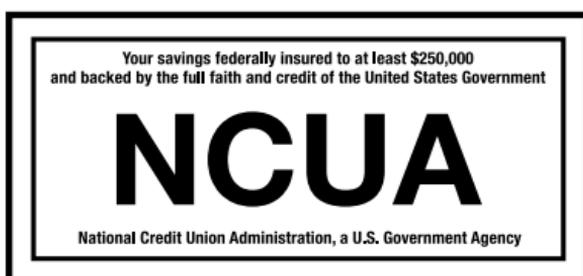
This list is non-exhaustive and is used only as an example of types of behavior that may be viewed as “abusive” by the Credit Union.

Section 3: Policy

1. You acknowledge and agree that the availability of member services for members who are not in good standing with this Credit Union will be restricted. Any or all of the following actions may be imposed against a member who is deemed to be “not in good standing”:
 - a. Denial of all services other than the right to maintain a non-dividend bearing Savings Account and the right to vote at annual and special meetings.

BUSINESS ACCOUNT AGREEMENT
AND DISCLOSURES BOOKLET

- b. 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, online banking, or other remote access device designated by Credit Union Senior Management.
 - c. Preclusion from access to the Credit Union premises.
 - d. Preclusion from access to any Credit Union Service Centers Network or any other shared-branching network and revoking any shared branching privileges.
 - e. 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.
 - f. Limiting or denying you access to electronic banking services, which include, but are not limited to, ATM/Debit Card usage, online banking and mobile banking.
2. 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.
3. In the case of repeated abusive behavior or an extremely abusive incident, you acknowledge and agree that you may be subject to expulsion from the Credit Union at a special meeting of the members or at the next annual meeting of the membership.
4. 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.
5. [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 collection activity.]
6. These limitations will not prohibit you from exercising your rights under federal or state law or regulation.



Insured by NCUA

© 2024 All Rights Reserved
Rev. 1/2024