



eSERVICES DISCLOSURES AND AGREEMENTS

Table of Contents

eBANKING DISCLOSURE AND AGREEMENT	2
eBANKING SERVICES	5
eBANKING MOBILITY SERVICES	7
eSTATEMENT SERVICE.....	8
ePAY SERVICE	9
eDEPOSITS SERVICE AGREEMENT	13
eTEXT BANKING SERVICE.....	19
OTHER eSERVICES	19
PEOPLEPAY SERVICE TERMS AND CONDITIONS.....	19
PLAID PRIVACY AGREEMENT.....	20
eBUDGET SERVICE.....	20

eBANKING DISCLOSURE AND AGREEMENT

This eBanking Disclosure and Agreement states the terms and conditions that apply when you use UNIFY Financial Federal Credit Union eBanking services. By utilizing the service, you agree to the terms and conditions of the Disclosure and Agreement. Read this disclosure carefully and save or print a copy for your records.

EXPLANATION OF TERMS

"We," "our," "us," "UNIFY," "UNIFY FCU," "Credit Union," or "CU" shall mean UNIFY Financial Federal Credit Union. "You" and "Your" shall refer to the Credit Union member, joint owner, or anyone authorized by the member to use the account. UNIFY's eBanking service is referred to interchangeably as "Online Banking".

GOVERNING DOCUMENTS

Your use of the eBanking service is governed by this Disclosure and Agreement, the UNIFY [Membership Booklet](#), and any other agreements you have with us concerning your activities with the Credit Union. If you use the eDeposits service, you agree to be governed by the eDeposits Services Agreement which is also included by reference. Any fees for services are contained in the [Disclosure of Fees and Charges](#).

GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflicts of law provisions. To the extent that the terms of this Agreement conflict with applicable state or federal law, such state or federal law shall replace such conflicting terms. Unless expressly stated otherwise, all other terms of this Agreement shall remain in full force and effect.

DISPUTES

In the event of a dispute regarding eBanking, you and UNIFY agree to resolve the dispute by looking to this Agreement. You agree that this Agreement is the complete and exclusive statement of the agreement between you and UNIFY which supersedes any prior agreement, oral or written, and any other communications between you and the Service relating to the subject matter of this Agreement. If there is a conflict between what an employee of the Credit Union or any employee says and the terms of this Agreement, the terms of this Agreement will prevail.

CONFIDENTIALITY OF USERNAME AND PASSWORD

You are required to create a username and password in connection with your registration and use of the eBanking service. You should create a complex username and password so that others cannot guess or figure out what they are. The username and password are required for security purposes in connection with the authentication of your access to the eBanking service and the transfers and payments you initiate through the eBanking service. Your username and password are confidential and should NOT be disclosed to others or recorded on documentation or records located on or around your personal computer. You are responsible for the proper safekeeping of your username and password. You agree not to disclose or otherwise make your username and password available to anyone. If you authorize anyone to use your username and password that authority shall continue until you specifically revoke such authority by changing the username and password or by notifying us and creating a new username and password. You understand that if you reveal your username and password to anyone, you have authorized that individual to transfer and withdraw funds from any of your accounts which can be accessed by the username and password, regardless of whether that person is authorized to transfer or withdraw funds from the account(s) by any means other than by use of eBanking.

If you fail to maintain security of your username and password and we suffer a loss, we reserve the right to terminate your eBanking services under this Agreement as well as other credit union products and services. Users of the eBanking service should utilize other username and password protection precautions as may be appropriate under any particular set of circumstances to ensure security over system access and access to account and transaction information and funds transfer capabilities. eBanking provides the capability for you to change your username and password at any time. To help safeguard your security, you should change your username and password frequently.

If you forget your password, you should first utilize the "Forgot Password" feature available on the Sign In webpage to assist you. Otherwise, if you forget your username or password or your system access is locked or disabled due to the use of an incorrect username or password, contact the Credit Union at 877.254.9328. We may require that you re-register to gain access to the eBanking service.

To protect yourself against fraud, adhere to the following guidelines:

- Do not give out your account information, password, or User ID (Credit Union will NEVER ask for your eBanking password);
- Do not leave your computer unattended while you are in Credit Union's website;
- Never leave your account information within range of others; and
- Do not send privileged account information (account number, password, etc.) in any public or general email system.

If you believe your password has been lost or stolen, or if you suspect any fraudulent activity on your account, call the Credit Union immediately.

USE OF EMAIL

You should not rely on email if you need to report an unauthorized transaction from one of your accounts or if you need to stop a payment that is scheduled to occur. The Credit Union will not accept email as a binding contract. Email transmissions outside of the eBanking site are not secure. We advise you not to send us or ask for sensitive information such as account numbers, password and account information via any general or public email system. If you wish to contact us electronically, please use our Secure Messages provided through our eBanking site. Use this to email the Credit Union regarding inquiries about an electronic funds transfer error resolution, report unauthorized transactions, or contact Credit Union regarding any other concerns of a confidential nature. With eBanking services, we may send messages to your external email address and notify you that responses to your payment inquiries or member service inquiries are available, or as otherwise described within the eBanking services. If you subscribe to ePay service, we may also use external email to notify you that you have new bills. If, for any reason your external email address changes or becomes disabled, please update the email within your eBanking services or contact the Credit Union immediately so that we can continue to provide you with automated messages. Because we may also use external email to send important notices about service and privacy changes, we require that every eBanking member provide us with a valid and current external email address.

COOKIES, BROWSER INFORMATION AND RELATED ISSUES

When you visit the Site, the Service Provider may receive certain standard information that your browser sends to every website you visit, such as the originating IP address, browser type and language, access times and referring website addresses, and other information. This data may be used, among other uses, to improve the operation of the Site and to improve the security of the Site and Service by assisting in "authenticating" who you are when you access the Site or Service.

The Service Provider may also receive additional information about your visit to the Site, including the pages you view, the links you click and other actions you take in connection with the Site and the Service. This data may be used, among other uses, to improve the operation of the Site and the Service.

Like most websites, the Site also uses "cookies," which are small data files placed on your computer or other device by the web server when you visit the Site. Most such cookies are "session" cookies that are only used for a specific period during which you are on the Site, but a few are "persistent" cookies that stay on Your hard drive and are read by the web server when you return to the Site (unless you erase them). The Site uses cookies to store your preferences and other information on your computer to save you time by eliminating the need to repeatedly enter the same information and to display your personalized content on your later visits to the Site. These cookies are linked to personal information about you, such as your email address. Most web browsers

automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. However, if you choose to decline cookies, you may not be able to sign in or use other interactive features of the Site that depend on cookies.

You may encounter the Service Provider's cookies or pixel tags on websites that we do not control. For example, if you view a web page created by a third party or use an application developed by a third party, there may be a cookie or pixel tag placed by the web page or application.

ACCESS TO INFORMATION ABOUT YOU

You may review and update the personal information maintained about you in the "Update Personal Info" section of the Site at any time to ensure that it is accurate. Once you close your accounts with the Credit Union or you no longer have a debit card, you may no longer initiate transactions. However, your account information will be maintained for a retention period to accommodate any residual issues that may arise.

AMENDMENTS

Credit Union may amend these Terms and Conditions or any other disclosures at any time by posting a revised version on the Site. The revised version will be effective immediately at the time it is posted, unless a delayed effective date is expressly stated therein. Credit Union may also provide you with an email notification of such amendments, but a notice is not required. The Credit Union may require you to affirmatively acknowledge or accept the revised Terms of Use to continue using the Service. Any use of the Service after a notice of change (whether by Site posting, email, or express acknowledgment or acceptance) will constitute your express agreement to such changes.

LIMITATION ON LIABILITY

In no event shall credit union or its affiliates or service providers or the employees or contractors of any of these, be liable for any claim arising from or related to the service caused by its affiliates or service providers or the employees or contractors of any of these, be liable for any indirect, special, incidental, consequential, or exemplary damages, including loss of goodwill or lost profits (even if advised of the possibility thereof) arising in any way out of the installation, use, or maintenance of the service or the portion of the site through which the service is offered, even if such damages were reasonably foreseeable and notice was given regarding them.

LIMITATION ON DAMAGES

Credit union's aggregate liability and the aggregate liability of its affiliates and service providers and the employees and contractors of each of these, to you and any third party for any and all claims or obligations relating to this agreement shall be limited to direct out of pocket damages up to a maximum of \$500 (five hundred dollars). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

INDEMNIFICATION

You agree to indemnify, defend, and hold Credit Union and its affiliates, officers, directors, employees, consultants, agents, service providers and licensors harmless from any and all third-party claims, liability, damages, and/or costs (including but not limited to reasonable attorneys' fees) arising from your use of the Service, our reliance on the transfer instructions and other information you provide, the performance or non-performance of other financial institutions, or other signers, owners or users of your accounts.

SEVERABILITY

If any provision of these Terms of Use are found to be invalid or unenforceable, that provision will be enforced to the maximum extent permissible, and the remaining provisions will remain in full force.

STATE

This site is created and controlled by UNIFY Financial Credit Union in the State of California. As such, the laws of the State of California will govern these Terms of Use, without giving effect to any principles of conflicts of laws.

CONTACTING US

If you have any questions about this Service or this Agreement, you may contact us at 877.254.9328 or write to the postal address below:

UNIFY Financial Credit Union
Member Service
PO Box 10018
Manhattan Beach, CA 90267-7518

DISCLOSURE ACCESS

You may access Our Federal Privacy Policy by [clicking here](#), or our Online Privacy Policy by [clicking here](#) relating to the collection and use of your information. Credit Union members may access Our Electronic Fund Transfer (EFT) disclosure by viewing our Membership Booklet by [clicking here](#).

eBANKING SERVICES

You will gain access to your online accounts through the use of your internet-enabled device, your ISP, your password and your User ID. You may access your online accounts 24 hours a day, seven days a week. However, availability of eBanking may be suspended for brief periods of time for purposes of maintenance, updating and revising the software. You may use eBanking to access eBanking services including, but not limited to:

- View current balance information for your linked Credit Union checking and/or savings accounts.
- Review available transactions for your linked accounts.
- Transfer funds between your linked Credit Union checking and savings accounts on either a one-time or recurring basis.
- Make payments from your linked Credit Union checking or savings accounts to a linked Credit Union loan.
- Make payments from an external checking or savings accounts to a linked Credit Union loan account.
- Make ePay Payments.
- Transfer funds to select third parties or other Credit Union members.
- Manage additional services such as:
 - Set up text or email alerts
 - Enroll in online eStatements and/or notices
 - Request check stop payments
 - Order checks
 - Connect to supported personal financial management software for direct access
 - Card Management
- Send us secure online mail messages and questions regarding your account.
- Change your eBanking User ID, password, and/or multi-factor authentication methods.

Some of the above services may not be available for certain accounts, or if you access eBanking through Mobile Banking Apps, Mobile Web, Apple Watch, or eMobile Banking - SMS. Access to both eBanking and Mobile banking may not be supported / accessible in foreign countries. You may access multiple bank personal accounts online. Once you have accessed eBanking, additional accounts may be accessed, including checking, savings, share certificates or loan accounts.

LIMITATIONS AND DOLLAR AMOUNTS FOR TRANSFERS

(DOES NOT APPLY TO EXTERNAL TRANSFERS)

Transfers made using Online Banking are subject to the following limitations:

- One-time immediate transfers between linked Credit Union accounts may have per item, daily, and monthly limits.
- Scheduled and recurring transfers between linked Credit Union accounts may have per item, daily, and monthly limits. Once a recurring transfer is setup the funds must be available for the predefined transfer to occur.

- Regulation D is a federal regulation that limits the number of electronic transfers or checks from a money market or savings account to a maximum of six (6) transfers per month. Exception: Transfers made from a money market or savings to a Credit Union loan do not count towards the six (6) transfer limit.

At our discretion we may refuse to process any transaction that exceeds any of the above limits. In this case, you are responsible for making alternate arrangements or rescheduling the transfer within eBanking.

TRANSFER / PAYMENT AUTHORIZATION AND SUFFICIENT AVAILABLE FUNDS

(DOES NOT APPLY TO EXTERNAL TRANSFERS)

You authorize Credit Union to withdraw, debit or charge the necessary funds from your designated account in order to complete all your designated transfers and payments. You agree that you will instruct us to make a withdrawal only when a sufficient balance is or will be available in your accounts at the time of the withdrawal. The completion of a transfer or payment is subject to the availability of sufficient funds (including any overdraft protection plans) at the time the transaction is posted. If enough funds to complete the transfer or payment are not available, we may either (i) complete the transaction and overdraw the account or (ii) refuse to complete the transaction. In either case, we may charge a non-sufficient funds (NSF), returned item, overdraft, Courtesy Pay, or similar fee. Please refer to the applicable Account Agreement and Disclosure or Fees and Charges for details. Credit Union is under no obligation to inform you if it does not complete a payment or transfer because there are non-sufficient funds or credit in your account to process the transaction. In this case, you are responsible for making alternate arrangements or rescheduling the payment or transfer within eBanking.

- Processing of Transfer Requests
 - Transfers can be made in two ways, on a one-time basis or on a recurring basis. One-time transfers may be immediate or scheduled for a future date. The recurring transfer feature may be used when a set amount is transferred at regular intervals. One-time immediate transfers can be made from a linked Credit Union checking or shares account to most linked Credit Union accounts. Scheduled and recurring transfers can be made from a linked Credit Union checking or shares account to most linked Credit Union accounts. Transfers from a share account are immediately reflected in the account's available balance.
- Scheduled and Recurring Transfers
 - Transfers scheduled for a weekend or a non-business day will be processed on the following business day.
 - All transfers submitted to a share account (such as checking or shares) are immediately reflected in the account's available balance.

CANCELING YOUR eBANKING ACCESS

Your eBanking services remain in effect until they are terminated by you or the Credit Union. You may cancel your service at any time by notifying us of your intent to cancel in writing, through eBanking secure mail, or by calling us. This cancellation applies to your eBanking services and does not terminate your Credit Union accounts. We recommend that you cancel any scheduled payments prior to notifying us that you are discontinuing the service. We may terminate your participation in all or any eBanking services for any reason, including inactivity, at any time. We will try to notify you in advance, but we are not obliged to do so. Without limiting the generality of the foregoing, (i) if you do not log into eBanking at least once every twelve (12) months, your registration will expire and you will have to register again; and (ii) we may terminate or your right to use any of the eBanking services immediately upon becoming aware that you are violating the terms of this Agreement, or violating any law, or are otherwise engaging in activity that is not permitted under this Agreement and that may be detrimental to us or to any third party. If your registration expires or your participation in eBanking is otherwise terminated, you will not have access to eBanking, ePay (If elected), and Online Statements (if elected). We recommend that you cancel any scheduled payments and remove eStatement enrollments prior to notifying us that you are discontinuing the service.

eBANKING MOBILITY SERVICES

eMOBILE BANKING FUNCTIONS

To access eMobile Banking services and functions, your compatible mobile device must be internet enabled and connected to the internet through a compatible mobile communications service provider; must be enabled to receive and transmit data; and must include mobile browser and texting functionality. To receive any eMobile Banking service, you must also be enrolled in the Online eBanking service or in eMobile Banking. Enrollment requires identification of your banking relationship with our third-party eMobile Banking service provider(s). By enrolling in eMobile Banking, you agree to the terms and conditions contained in this Agreement with respect to eMobile Banking and you authorize the Credit Union and its third-party service providers to provide eMobile Banking to you on the terms and conditions set forth in this Agreement.

When you access eMobile Banking with your mobile device, you will see a menu of available eMobile Banking functions (e.g., access to account information; view balances; view or search for transactions; locate branches; execute specific types of internal or external funds transfers). You will have the ability to contact us via the "Contact Us" feature in the applicable eMobile Banking App. From time to time we will add, and may modify or delete, particular eMobile Banking functions or geographic areas served by eMobile Banking. We may make such changes in functions or geographic service with or without prior notice. We reserve the right to refuse to make any transaction that you may request through eMobile Banking. Not all functions that are described in this Agreement or available at the Online eBanking service website are available with eMobile Banking.

All terms and conditions in this Agreement or on the Online eBanking service's website that limit or govern access also apply to Mobile Banking. You agree that you will not use eMobile Banking while operating a vehicle. You also accept full responsibility for understanding how to properly use your mobile device and the mobile apps. We may change or upgrade components of eMobile Banking from time to time. You are responsible for making sure that you understand how to use eMobile Banking as modified. The Credit Union is not liable to you for your failure to properly use eMobile Banking or your mobile devices or for any losses or damaged caused by such failure.

You are responsible for providing your own mobile device that supports 128-bit encryption. eMobile Banking users may be required to download, install and use certain applications, software systems and programs developed by us, our licensors or other third parties. We are not responsible for any damage to your mobile device resulting from those activities, and you will be engaging in those activities at your own risk. Depending on its make and model, your mobile device may not be capable to initiate the download. You are responsible for obtaining your own mobile communications service provider. Your mobile communications service provider may charge you for internet-related use, including, without limitation, while downloading or using the eMobile Banking Apps, utilizing Apple Watch wearable banking, and for sending or receiving text (SMS) messages or verification phone calls. See your mobile carrier for further details about its charges. You are responsible for all fees and charges that you may incur to any mobile communications service provider or any other third parties while using eMobile Banking. We are not a party to, and we have no duty, liability or responsibility with respect to or in connection with (i) your mobile communications service provider agreement, or (ii) any mobile device, hardware, software or other any product or service you may purchase from others relating to your use of eMobile Banking.

This Agreement does not amend or supersede any agreements that you have with third parties (such as your mobile device supplier and your mobile communications service provider), and you remain subject to all terms, fees, costs, other charges, limitations and restrictions in those agreements with third parties. Your mobile device supplier and your mobile communications service provider are responsible for their products and services. You agree that any problems you may have concerning those companies' products, services or agreements shall be resolved by you directly with them, and without involving us. We reserve the right to limit the types and number of accounts or mobile devices eligible and the right to refuse to make any transaction you request through eMobile Banking. We may also reserve the right to modify the scope of the eMobile Banking Service at any time.

eSTATEMENT SERVICE

This service provides you with convenient, paperless access to your monthly account statements. Your eStatements will contain all of the same information as paper statements and you will have the same opportunities to contact us about any questions or disputes.

ACCESS TO eSTATEMENTS AND REQUIREMENTS:

1. eBanking Access - eStatements are accessed via eBanking service. You must have access to eBanking and a valid password to retrieve your eStatements.
2. A valid email address - You must have an active, valid email address on file with the Credit Union. If at any time your email address changes, you must notify the Credit Union immediately via Online Banking, or by contacting us at 877.254.9328 and speaking with a Contact Center Representative.
3. Adobe Acrobat Reader - You must have Adobe's Acrobat Reader installed on your computer to view your eStatements.

eSTATEMENT ACKNOWLEDGEMENT

In order to sign up for the eStatement service you must agree to this Disclosure and Agreement. By agreeing to this document, you elect and authorize the Credit Union to begin electronic delivery of your account statements and marketing material, as well as notices we are required to provide under applicable Federal and State laws and regulations.

eSTATEMENT ACTIVATION

Once you have agreed to this document your eStatement service will be automatically activated. You will then be sent an email announcement when your next monthly eStatement is available. In the first month after activation, you will receive both a paper and electronic statement. After that, you will receive only an electronic statement.

VISA eSTATEMENTS

If you sign up for eStatements and have a UNIFY Visa credit card you also agree to receive your monthly Visa statements via electronic statement. You will receive a separate email announcement when your Visa eStatement is available. Your Visa eStatements will contain all the same information as paper statements and you will have the same opportunities to contact us about any questions or disputes.

RETAINING eSTATEMENTS

Your eStatements will be available via eBanking for a period of twenty-four(24) months from the date of posting. You agree to download and print or otherwise save and store your eStatements and any disclosures for future reference. Obtaining a copy of statements that exceed the 24-month period may have associated fees. Refer to our [Disclosure of Fees and Charges](#) for additional details.

YOUR RIGHT TO TERMINATE

You may cancel your eStatement service at any time online by going to the profile link within the eStatements page and selecting "Change" in the Delivery Preference field, by submitting a request in writing, or by contacting us at 877.254.9328 and speaking with a Contact Center Representative. Your request will take no longer than thirty (30) days to become effective from the date the Credit Union receives the request. If you cancel eStatements, the Credit Union will resume sending your statement via regular mail to the current mailing address on file with the Credit Union. If your access to eBanking is terminated, you will not automatically be opted back into paper statements. Your monthly statements will continue to be delivered via an electronic method but will only be accessible upon re-enrollment of eBanking.

OUR RIGHT TO TERMINATE

You agree that the Credit Union can terminate the eStatement service and provide you with mailed statements for any reason at any time.

OUR RIGHT TO CHANGE

You agree that the Credit Union can amend, supplement, change or discontinue any of these terms and disclosures at any time by posting same in this location. If you continue to use this service after any such change, you are considered as agreeing to the change. If you do not agree to the change, you must terminate as set forth above.

OUR LIABILITY FOR FAILURE TO PROVIDE eSTATEMENT NOTIFICATION

If we do not provide an eStatement notification according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions under which we will not be liable. Some exceptions include but are not limited to the following:

1. The email address on file is invalid.
2. Your email or Internet service provider filters the notification from your inbox (e.g. considers it "spam" or "junk mail").
3. Circumstances beyond our control (such as fire, flood, earthquake, electrical failure, or malfunction, etc.) prevent the notification, despite reasonable precautions that we have taken.
4. There is a malfunction in your personal computer browser and/or software.

ePAY SERVICE

SERVICE DEFINITIONS

"Agreement" means these Terms and Conditions of the ePay Service.

"Biller" is the person or entity to which you wish a bill payment to be directed or is the person or entity from which you receive electronic bills, as the case may be.

"Billing Account" is the checking account from which all Service fees will be automatically debited.

"Business Day" is every Monday through Friday, excluding Federal Reserve holidays.

"Credit Union" means UNIFY Financial Federal Credit Union.

"Due Date" is the date reflected on your biller statement for which the payment is due. It is not the late date or grace period.

"Payment Account" is the checking account from which bill payments will be debited.

"Payment Instruction" is the information provided by you to the Service for a bill payment to be made to the biller (such as, but not limited to, biller name, biller account number, and scheduled payment date).

"Scheduled Payment" is a payment that has been scheduled through the Service but has not begun processing.

"Scheduled Payment Date" is the day you want your biller to receive your bill payment. Your payment account will be debited the business day prior to the scheduled payment date for payments made electronically.

Payments made by check are debited when the check clears against your account.

"Service" means the Bill Payment Service (ePay) offered by UNIFY Financial Credit Union.

THE SERVICE GUARANTEE

Due to circumstances beyond the control of the Service, particularly delays in handling and posting payments by billers or financial institutions, some transactions may take longer to be credited to your account. The Service will bear responsibility for any late payment related charges up to \$50.00 should a payment post after its due date for electronic payments.

PAYMENT AUTHORIZATION AND PAYMENT REMITTANCE

By providing the Service with names and account information of billers to whom you wish to direct payments, you authorize the Service to follow the payment instructions that it receives through the payment system. In order to process payments more efficiently and effectively, the Service may edit or alter payment data or data formats in accordance with biller directives.

When the Service receives a payment instruction, you authorize the Service to debit your payment account and remit funds on your behalf so that the funds arrive as close as reasonably possible to the scheduled payment date designated by you. You also authorize the Service to credit your Payment Account for payments returned to

the Service by the United States Postal Service or biller, or payments remitted to you on behalf of another authorized user of the Service.

The Service will use its best efforts to make all your payments properly. However, the Service shall incur no liability and any Service Guarantee shall be void if the Service is unable to complete any payments initiated by you because of the existence of any one or more of the following circumstances:

1. If, through no fault of the Service, your payment account does not contain sufficient funds to complete the transaction or the transaction would exceed the credit limit of your overdraft account;
2. The payment processing center is not working properly, and you know or have been advised by the Service about the malfunction before you execute the transaction;
3. You have not provided the Service with the correct payment account information, or the correct name, address, phone number, or account information for the biller; and/or,
4. Circumstances beyond control of the Service (such as, but not limited to, fire, flood or interference from an outside force) prevent the proper execution of the transaction and the Service has taken reasonable precautions to avoid those circumstances.

Provided none of the foregoing exceptions are applicable, if the Service causes an incorrect amount of funds to be removed from your payment account, or causes funds from your payment account to be directed to a biller that does not comply with your payment instructions, the Service shall be responsible for returning the improperly transferred funds to your payment account, and for directing to the proper biller any previously misdirected transactions, and, if applicable, for any late payment related charges.

PAYMENT CANCELLATION REQUESTS

You may cancel or edit any scheduled payment (including recurring payments) by following the directions within the Service. There is no charge for canceling or editing a scheduled payment. Once the Service has begun processing a payment it cannot be cancelled or edited, therefore a stop payment request must be submitted. The cutoff time is 5PM EST Monday – Friday, excluding holidays.

PROHIBITED PAYMENTS

Payments to billers outside of the United States or its territories are prohibited through the Service.

EXCEPTION PAYMENTS

Tax payments and court ordered payments may be scheduled through the Service, however such payments are discouraged and must be scheduled at your own risk. In no event shall the Service be liable for any claims or damages resulting from your scheduling of these types of payments. The Service Guarantee as it applies to any late payment related changes is void when these types of payments are scheduled and/or processed by the Service. The Service has no obligation to research or resolve any claim resulting from an exception payment. All research and resolution for any misapplied, mis-posted or misdirected payments will be the sole responsibility of you and not of the Service.

BILL DELIVERY AND PRESENTMENT

This feature is for the presentment of electronic bills only and it is your sole responsibility to contact your billers directly if you do not receive your statements. In addition, if you elect to activate one of the Service's electronic bill options, you also agree to the following:

1. **Information Provided to the Biller** - The Service is unable to update or change your personal information such as, but not limited to, name, address, phone numbers and email addresses, with the electronic biller. Any changes will need to be made by contacting the biller directly. Additionally, it is your responsibility to maintain all usernames and passwords for all electronic biller sites. You also agree not to use someone else's information to gain unauthorized access to another person's bill. The Service may, at the request of the biller, provide to the biller your e-mail address, service address or other data specifically requested by the biller at the time of activating the electronic bill for that biller,

for purposes of the biller informing you about Service and/or bill information.

2. **Activation** - Upon activation of the electronic bill feature the Service may notify the biller of your request to receive electronic billing information. The presentment of your first electronic bill may vary from biller to biller and may take up to sixty (60) days, depending on the billing cycle of each biller. Additionally, the ability to receive a paper copy of your statement(s) is at the sole discretion of the biller. While your electronic bill feature is being activated it is your responsibility to keep your accounts current. Each electronic biller reserves the right to accept or deny your request to receive electronic bills. You understand and acknowledge that payees establish their own criteria for reviewing a request to receive e-bills and have sole discretion to accept or decline your request.
3. **Authorization to Obtain Bill Data** - Your activation of the electronic bill feature for a biller shall be deemed by us to be your authorization for us to obtain bill data from the biller on your behalf. For some billers, you will be asked to provide us with your username and password for that biller. By providing us with such information, you authorize us to use the information to obtain your bill data.
4. **Notification** - The Service will use its best efforts to present all of your electronic bills promptly. In addition to notification within the Service, the Service may send an email notification to the email address listed for your account. It is your sole responsibility to ensure that this information is accurate. In the event you do not receive notification, it is your responsibility to periodically logon to the Service and check on the delivery of new electronic bills. The time for notification may vary from biller to biller. You are responsible for ensuring timely payment of all bills.
5. **Cancellation of Electronic Bill Notification** - The electronic biller reserves the right to cancel the presentment of electronic bills at any time. You may cancel electronic bill presentment at any time. The timeframe for cancellation of your electronic bill presentment may vary from biller to biller. It may take up to sixty (60) days, depending on the billing cycle of each biller. The Service will notify your electronic biller(s) as to the change in status of your account and it is your sole responsibility to make arrangements for an alternative form of bill delivery. The Service will not be responsible for presenting any electronic bills that are already in process at the time of cancellation.
6. **Non-Delivery of Electronic Bill(s)** - You agree to hold the Service harmless should the biller fail to deliver your statement(s). You are responsible for ensuring timely payment of all bills. Copies of previously delivered bills must be requested from the biller directly. Credit Union takes no responsibility if a payee does not provide the necessary data to forward an e-bill in a timely manner. If you do not receive a bill, it is your responsibility to contact the payee directly. Credit Union is not responsible for any late charges or other adverse consequences if a bill is not received timely. Any questions regarding bill details should be directed to the payee.
7. **Accuracy and Dispute of Electronic Bill** - The Service is not responsible for the accuracy of your electronic bill(s). The Service is only responsible for presenting the information we receive from the biller. Any discrepancies or disputes regarding the accuracy of your electronic bill summary or detail must be addressed with the biller directly.

This Agreement does not alter your liability or obligations that currently exist between you and your billers.

EXCLUSIONS OF WARRANTIES

THE SERVICE AND RELATED DOCUMENTATION ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

DISCLOSURE OF ACCOUNT INFORMATION TO THIRD PARTIES

It is our general policy to treat your account information as confidential. However, we will disclose information to third parties about your account or the transactions you make ONLY in the following situations:

1. Where it is necessary for completing transactions;
2. Where it is necessary for activating additional services;

3. In order to verify the existence and condition of your account to a third party, such as a credit bureau or biller;
4. To a consumer reporting agency for research purposes only;
5. In order to comply with a governmental agency or court orders; or,
6. If you give us your written permission.

FAILED OR RETURNED TRANSACTIONS

In using the Service, you are requesting the Service to make payments for you from your Payment Account. If we are unable to complete the transaction for any reason associated with your Payment Account (for example, there are insufficient funds in your Payment Account to cover the transaction), the transaction will not be completed. In some instances, you will receive a return notice from the Service (which may or may not be the Credit Union). In such case, you agree that:

1. You will reimburse the Service immediately upon demand the transaction amount that has been returned to the Service;
2. For any amount not reimbursed to the Service within fifteen (15) days of the initial notification, a late charge equal to 1.5% monthly interest or the legal maximum, whichever rate is lower, for any unpaid amounts may be imposed;
3. You will reimburse the Service for any fees imposed by the Credit Union as a result of the return;
4. You will reimburse the Service for any fees it incurs in attempting to collect the amount of the return from you; and,
5. The Service is authorized to report the facts concerning the return to any credit-reporting agency.

ADDRESS OR BANKING CHANGES

It is your sole responsibility to ensure that the contact information in your user profile is current and accurate. This includes, but is not limited to, name, address, phone numbers and email addresses. Changes can be made either within the Service or by contacting our Contact Center. Any changes in your Payment Account should also be made in accordance with the procedures outlined within the Service's Help files. All changes made are effective immediately for scheduled and future payments paid from the updated Payment Account information. The Service is not responsible for any payment processing errors or fees incurred if you do not provide accurate Payment Account or contact information.

BILLER LIMITATION

The Service reserves the right to refuse to pay any biller to whom you may direct a payment. The Service will notify you promptly if it decides to refuse to pay a biller designated by you. This notification is not required if you attempt to make a prohibited payment or an exception payment under this Agreement.

RETURNED PAYMENTS

In using the Service, you understand that billers and/or the United States Postal Service may return payments to the Service for various reasons such as, but not limited to, biller's forwarding address expired; biller account number is not valid; biller is unable to locate account; or biller account is paid in full. The Service will use its best efforts to research and correct the returned payment and return it to your biller or void the payment and credit your Payment Account. You may receive notification from the Service.

CUT-OFF TIMES

Payments entered on the Bill Pay System before the Credit Union-established processing cut-off time each day will be scheduled and begin processing on the same day. Bill Payments entered after the Credit Union-established processing cut-off time will be scheduled and processed the next day. Expedited payment options may be available in certain payment situations. To utilize this service, additional fees may apply, which will be disclosed within the Bill Pay Service prior to completing the transaction.

eDEPOSITS SERVICE AGREEMENT

This eDeposits Service Agreement, ("Agreement") is the contract which covers your and our rights and responsibilities concerning the eDeposits service offered to you by the Credit Union. The word "account" means any one or more share accounts you have with the Credit Union. The word "eDeposits" means the remote deposit capture service offered by the Credit Union. By using the eDeposits service or clicking the electronic signature "acceptance" Member and any joint owners or authorized users, jointly and severally, agree to the terms and conditions in this Agreement, and any amendments.

The eDeposits service is offered for the purpose of converting original checks to substitute checks, as such term is defined in the Check Clearing for the 21st Century Act and Federal Reserve Board Regulation CC ("Check 21"), for deposit with Credit Union and for processing and presentment to a collecting or paying financial institution. Additional information regarding Check 21 may be found at <http://www.ffiec.gov/exam/check21/faq.htm>. The eDeposits service is subject to the following terms and conditions and to the instructions, rules and terms contained in the Account Agreement and Disclosures provided to you.

1. eDEPOSITS SERVICE

1.1 eDeposits Capture Process. Member will take a picture of checks or drafts ("items") with an image capture device creating an electronic image and Member will transmit an electronic file of such electronic images that the Credit Union will deposit to Member's account. The Credit Union's processing agent shall perform an image quality assessment of imaged checks or items and shall convert items meeting the Credit Union's required standards into substitute checks to facilitate the deposit and collection of such items. Member agrees that the manner in which items (e.g., substitute check, image exchange, ACH) are cleared or presented for payment shall be determined by Credit Union, in its sole discretion. Credit Union reserves the right to select the clearing agents through which Credit Union clears items. Member agrees to be bound by any clearinghouse agreements, operating circulars and image exchange agreements to which Credit Union is a party. Member agrees that if the transmission of the electronic image originates outside the United States it will be deemed to be transmitted within the State of California for legal purposes.

1.2 Funds Availability. Funds from deposited items will be available according to Credit Union's Funds Availability Policy, as amended from time to time. Checks deposited via eDeposits session are considered received by the Credit Union when the eDeposits capture system expressly indicates that the checks were received by or delivered to Credit Union. Member agrees that the imaging and transmitting of checks does not constitute receipt by Credit Union. Checks imaged and transmitted via eDeposits will be considered received by the Credit Union on the day of receipt. For the purpose of establishing funds availability, the Member's deposits via eDeposits session are deemed to be received by the Credit Union at the time the system indicates a successful transaction is completed. Acknowledgment of receipt or delivery does not constitute an acknowledgment by Credit Union that the transmission of a check or items does not contain errors.

1.3 Deposit Acceptance. Member agrees that Credit Union may at any time, in its sole discretion, refuse to accept deposits of checks from Member via eDeposits session. In the event that eDeposits capture services are interrupted or are otherwise unavailable, Member may, at its option, deposit checks in-person at a Credit Union branch or mail or other contractually acceptable method.

1.4 Requirements. Each image must provide all of the information from the front and back of the original check at the time presented to you by the drawer; including, but not limited to: information about the drawer and the paying bank that is preprinted on the original check, MICR information, signature(s), any required identification written on the front of the original check and any endorsements applied to the back of the original check. The image quality must meet the standards established by the American National Standards Institute, and any other regulatory agency, clearing house or association. Endorsements must be made on the back of the share draft or check within 1½ inches from the top edge, although we may accept endorsements outside this space. Your endorsement must include your signature and "via mobile deposit." Any loss we incur from a delay or processing error resulting from an irregular endorsement or other markings by you will

be your responsibility. A check payable to two payees must be endorsed by both payees. If the check is payable to you or your joint owner, either of you can endorse it. If the check is made payable to you and your joint owner, both of you must endorse the check.

2. MEMBER ACCOUNT

2.1 Member Account. Member will designate a Credit Union savings or checking account as the settlement account to be used for the purposes of settling, in aggregate, the financial transactions requested in connection with the eDeposits service. The Credit Union shall provide Member with details of the specific transactions, reported similarly as other transactions may be done, that were a result of access to the service. Member shall be responsible for auditing and balancing of any settlement account.

2.2 Responsibility for imaging. Member is solely responsible for imaging deposit items, accessing the service from the Credit Union and for maintaining Member's imaging equipment. Member will be responsible for the payment of all telecommunications expenses associated with the service. Credit Union shall not be responsible for providing or servicing any equipment for Member.

2.3 Deposit Requirements. Member agrees that it will only use the eDeposits services to deposit checks drawn on financial institutions within the United States, excluding its territories. Member will deposit checks not falling within this requirement in person or by U.S. Mail.

2.4 Check Retention and Destruction. Member agrees that all items belong to Member and not to Credit Union and that those items shall be handled in accordance with this Agreement. After receipt by Credit Union of any transmission by Member of imaged items for deposit to Member's account, Credit Union will acknowledge by electronic means its receipt of such electronic transmission. Member's electronic transmission is subject to proof and verification. Member shall retain the original of all imaged items that have been deposited via eDeposits for reasonable period of time in order to verify settlement and credit or to balance periodic statements, but in no case beyond ninety (90) days from the date processed and shall properly destroy and dispose of such original checks after such time. During the period that the Member maintains the original checks, the Member understands and agrees that it must use a high degree of care to protect these original checks against security risks. These risks include, without limitation, (i) theft or reproduction of the original checks for purposes of presentment for deposit of these original checks (i.e., after the original checks have already been presented for deposit via the eDeposits Capture service) and (ii) unauthorized use of information derived from the original checks. When Member destroys, and disposes of, the original checks pursuant to the requirements of this Agreement, the Member understands and agrees that it must use a high degree of care when selecting and implementing destruction and disposal procedures. Among other things, these procedures must be designed to ensure that the original checks are not accessed by unauthorized persons during the destruction and disposal process and, once destroyed, the original checks are no longer readable or capable of being reconstructed (e.g., through the use of competent copying equipment.)

2.5 Presentment Prohibitions. The Member shall not present, or attempt to present, or allow others, either directly or indirectly, to present, or attempt to present, for deposit by any means (i) any Substitute Check that has already been presented for deposit via eDeposits check capture service or (ii) any original check, the Substitute Check of which has already been presented for deposit via eDeposits. In the event that the Member, or any third party, presents, or attempts to present, a deposit in violation of this Subsection the Member agrees to defend, indemnify, and hold Credit Union and its agents harmless from and against all liability, damage and loss arising out of any claims, suits, or demands brought by third parties with respect to any such Substitute Check or original check. Member agrees that the aggregate amount of any items which are deposited more than once will be debited from Member's account, and to the extent funds in Member's account are insufficient to cover such amount, any balance shall be debited by Credit Union from any other share accounts with Credit Union in its sole discretion. Member further acknowledges that Member and not the Credit Union is responsible for the processing and handling of any original items which are imaged and deposited utilizing the service and Member assumes all liability to the drawer of any item imaged using the service or liability arising from the Credit Union's printing of any substitute check from those images.

- 2.6 Member's Representations and Warranties. Member represents and warrants that:
- a. Member will comply with all federal and state laws, and rules and regulations applicable to online transactions, including those of the National Automated Clearing House for ACH transactions;
 - b. All checks scanned through image transport are made payable to Member;
 - c. All signatures on each check are authentic and authorized; and
 - d. Each check has not been altered.

In the event Member breaches any of these representations or warranties, Member agrees to defend, indemnify and hold Credit Union and its agents harmless from and against all liability, damages and loss arising out of any claims, suits or demands brought by third parties with respect to any such breach. Member further authorizes the Credit Union to charge its account for the amount of any such demand, claim or suit that constitutes a breach of warranty claim under the provisions of the California Commercial Code.

2.7 Financial Responsibility. Member is, and shall remain, solely and exclusively responsible for any and all financial risks, including, without limitation, insufficient funds, associated with accessing the service. The Credit Union shall not be liable in any manner for such risk unless Credit Union fails to follow the procedures described in materials for use of the service. Member assumes exclusive responsibility for the consequences of any instructions it may give to the Credit Union, for Member's failures to access the service properly in a manner prescribed by the Credit Union, and for Member's failure to supply accurate input information, including, without limitation, any information contained in an application.

2.8 Account Reconciliation. Member will verify and reconcile any out-of-balance condition, and promptly notify the Credit Union of any errors within the time periods established in the Membership Booklet and Electronic Fund Transfers Agreement and Disclosure (exclusive of weekends and applicable holidays) after receipt of the applicable detail statement from the Credit Union. If notified within such period, the Credit Union shall correct and resubmit all erroneous files, reports, and other data at the Credit Union's then standard charges, or at no charge, if the erroneous report or other data directly resulted from the Credit Union's error.

3. CREDIT UNION'S OBLIGATIONS

3.1 Financial Data. The Credit Union agrees to transmit all the financial data under its control required to utilize the service selected by Member and to act on appropriate instructions received from Member in connection with such service. The Credit Union shall exercise due care in seeking both to preserve the confidentiality of the user number, password, test key, or other code or identifier and to prevent the use of the service by unauthorized persons (and in this connection it is understood and agreed that implementation by the Credit Union of its normal procedures for maintaining the confidentiality of information relating to its members, and where practicable the obtaining by the Credit Union from any third parties engaged in the installation, maintenance and operation of the system of similar undertakings, shall constitute fulfillment of its obligation so to exercise due care) but shall not otherwise be under any liability or have any responsibility of any kind for any loss incurred or damage suffered by Member by reason or in consequence of any unauthorized person gaining access to or otherwise making use of the service. Member assumes full responsibility for the consequences of any misuse or unauthorized use of or access to the service or disclosure of any confidential information or instructions of Member by Member's employees, agents, or other third parties.

3.2 Service Availability. Member understands that service availability is at all times conditioned upon the corresponding operation and availability of those computer services and systems used in communicating Member's instructions and requests to the Credit Union and the Credit Union's response. The Credit Union shall not be liable or have any responsibility of any kind for any loss or damage thereby incurred or suffered by Member in the event of any failure or interruption of such services or any part thereof, resulting from the act or omission of any third party, or from any other cause not reasonably within the control of the Credit Union.

3.3 Exception Items. When Credit Union reviews and processes Member's electronic file, Credit Union may

reject any electronic image that Credit Union, in its sole discretion, determines to be ineligible for the service ("Exception Item") including, without limitation, electronic images of items drawn on banks located outside the United States, including its territories, items drawn on U.S. Banks in foreign currency, electronic images that are illegible (due to poor image quality or otherwise), electronic images of items previously processed, electronic images previously converted to substitute checks, and electronic images with unreadable MICR information. Credit Union will notify Member of any Exception Items. Member agrees that if it wishes to attempt to deposit any Exception Item to any of Member's account with Credit Union, Member shall only do so by depositing the original item on which the Exception Item is based. Member acknowledges and agrees that even if Credit Union does not initially identify an electronic image as an Exception Item, the substitute check created by the Credit Union therefrom may nevertheless be returned to Credit Union because, among other reasons, the electronic image is deemed illegible by a paying bank. Credit Union's failure to identify an Exception Item shall not preclude or limit the obligation of Member to Credit Union.

3.4 Reports. Credit Union shall provide Member with transaction history via the Online eBanking service detailing items processed, return items, and deposit adjustments.

3.5 Retention of Check Images. Credit Union will retain any substitute checks it generates for five (5) years.

4. SERVICES FEES

Currently there is no monthly fee for the eDeposits service. Member agrees to pay all fees and charges for deposit services as set forth in the Disclosure of Fees and Charges. Fees are subject to change by Credit Union upon thirty (30) days written notice to Member.

5. WARRANTIES; DISCLAIMER OF WARRANTIES

5.1 Service Warranty. Member performs the function of converting an original check to a substitute check. Therefore, Member understands and agrees that it is responsible, to the extent permitted by law, for all warranties and indemnifications set forth in Check 21 applying to any Reconverting Credit Union and Truncating Credit Union, as such terms are defined by Check 21, including, without limitation, the obligation to only convert an original check that allows for the creation of a substitute check that clearly and accurately represents the information on the front and back of the original check. Credit Union and its agents may, but shall have no obligation, to screen items or Substitute Checks for legal compliance. The Member agrees to defend, indemnify, and hold Credit Union and its agents harmless from and against all liability, damage and loss arising out of any claims, suits, or demands brought by third parties with respect to any such substitute checks.

5.2 Disclaimer of Liability. Member acknowledges that the service is provided on an "as is" and "as available" basis. The credit union is not responsible for any errors or omissions in or to any information resulting from member's use of the service. The credit union makes no and expressly disclaims all warranties, express or implied, regarding the service including the warranty of title and the implied warranties of merchantability, fitness for a particular purpose and noninfringement. Without limiting the generality of the foregoing, the credit union disclaims any warranties regarding the operation, performance or functionality of the service (including, without limitation, that the service will operate without interruption or be error free). Member further acknowledges that there are certain security, corruption, transmission error and access availability risks associated with using open networks such as the internet and/or telecommunication lines or circuits. Member hereby assumes all risks relating to the foregoing.

6. CREDIT UNION'S LIABILITIES

6.1 Direct Damages. The credit union's liability shall be limited to direct damages sustained by member and only to the extent such damages are a direct result of the credit union's gross negligence or willful misconduct; provided that the maximum aggregate liability of the credit union resulting from any such claims shall not exceed the total fees paid by member for the service resulting in such liability in the six month period preceding the date the claim accrued. In no event shall the credit union be liable for special, incidental, punitive or consequential loss or damage of any kind including lost profits whether or not the credit union has been advised of the possibility of such loss or damage. The credit union's licensors or suppliers will not be subject to

any liability to member in connection with any matter.

6.2 Member's Duty to Report Errors. Member shall notify Credit Union of any errors, omissions, or interruptions in, or delay or unavailability of, the Services as promptly as practicable, and in any event within one (1) business day after the earliest of discovery thereof, or the date of discovery should have occurred through the exercise of reasonable care, and, in the case of any error, within fourteen (14) days of the date of the earliest notice to Member which reflects the error. Failure of Member to notify Credit Union of any error, omission, or other discrepancy within seven (7) days from the date of a loss shall relieve Credit Union of any liability for such error, omission, or discrepancy.

6.3 Credit Union's Performance. Member acknowledges and agrees that Credit Union shall not be liable for any damages or loss of any kind resulting from any unintentional error or omission by Credit Union in performing the Services, in accordance with or unintentional deviation from the terms and conditions of this agreement, including exhibits or addenda. Member acknowledges that Credit Union's systems and procedures established for providing the Services are commercially reasonable. Member shall defend, indemnify, and hold Credit Union harmless from and against all liability, damage, and loss arising out of any claims, suits, or demands brought by third parties with respect to the Services.

6.4 Limitation. Credit Union shall have no liability to Member, or any other person or entity for any loss, damage, cost, or expense arising out of this Agreement or the Services regardless of the form in which asserted, whether in contract, tort (including negligence), warranty, or any other legal or equitable grounds, and regardless of whether the remedies available fail of their essential purpose, except as provided by applicable law for any error or delay in performing the Services provided for in this Agreement, and shall have no liability for not effecting an Entry, if:

- a. Credit Union receives actual notice or has reason to believe that Member has filed or commenced a petition or proceeding for relief under any bankruptcy or similar law;
- b. The ownership of funds involving an Entry or the Authorized Representative's authority to transmit an Entry is in question;
- c. Credit Union suspects a breach of the Security procedures;
- d. Credit Union suspects that the Member account has been used for illegal or fraudulent purposes; or
- e. Credit Union reasonably believes that an Entry is prohibited by federal law or regulation, or otherwise so provided in the Agreement.

Credit Union will not be liable if Member fails to report timely any error or discrepancy reflected in a periodic statement prepared by Credit Union, or if Member fails to report a breach of a security procedure. If Credit Union fails to perform under this Agreement in accordance with the standards set herein, Credit Union's liability for damages, losses, and other compensation owing to Member shall be limited to the total fees paid by Member to Credit Union for the Credit Union failure to perform resulting in such liability in the two (2) month period preceding the date the claim accrued. Credit Union shall not be liable for any loss, damage, liability, or claim arising directly or indirectly from any error, delay, or failure to perform hereunder which is caused by earthquakes, fires, natural disasters, civil or foreign disturbances, power outages, acts of government, labor disputes, failures in either communication or computer networks, legal constraints, or any other event beyond its control. In no event will Credit Union be liable for any indirect, consequential, punitive, or special damages. Credit Union will also be excused from failing to transmit or delay in transmitting an entry if such transmittal would result in it exceeding any limitation imposed on it by any governmental or regulatory body.

7. FORCE MAJEURE

The Credit Union shall not be responsible for liability, loss, or damage of any kind resulting from any delay in the performance of or failure to perform its responsibilities hereunder due to causes beyond the Credit Union's reasonable control.

8. TERMINATION

Either party may terminate this Agreement upon not less than ten (10) days prior written notice to the other party. Notwithstanding any such notice of termination, this Agreement shall remain effective in respect of any transaction occurring prior to such termination. Upon any termination of this Agreement, (i) Member will immediately cease using the service, and (ii) Member shall promptly remit all unpaid monies due under this Agreement. The Credit Union may immediately suspend or terminate Member's access to the service in the event that the Credit Union reasonably determines such suspension or termination is necessary in order to protect the service or the Credit Union from harm or compromise of integrity, security, reputation, or operation.

9. INDEMNIFICATION

Member agrees to indemnify, defend and hold harmless the Credit Union and its shareholders, directors, officers, employees and agents (the "Indemnified Parties") from and against any and all losses, costs, expenses, fees (including, but not limited to, reasonable attorney fees and disbursements), claims, damages, liabilities and causes of actions of third parties resulting or arising from: (a) Member's failure to abide by or perform any obligation imposed upon Member under this Agreement, (b) the willful misconduct, fraud, criminal activity, intentional tort or negligence of Member or any of its representatives involving use of the service; (c) the actions, omissions or commissions of Member, its employees, consultants and/or agents relating to the service; and (d) any transmission or instruction, whether or not authorized, acted upon by the Credit Union in good faith. Member shall be provided with prompt notice of any claims and given full authority and assistance (at Member's expense) for the defense of any such claims; provided that the Credit Union may participate in such defense and settlement with counsel of the Credit Union's own choosing at the Credit Union's own expense; provided, further, however, Member shall have no authority to settle any claim against any Indemnified Party without the prior written consent of such Indemnified Party (which consent shall not be unreasonably withheld).

10. MODIFICATION OF SERVICES

Credit Union reserves the right to modify the eDeposits service from time to time without making prior notice to Member, provided, however, that Credit Union will give Member at least thirty (30) days' notice prior to making any modifications to the eDeposits service that would materially alter their functionality.

11. NOTICES

Except as otherwise expressly provided herein, the Credit Union shall not be required to act upon any notice or instruction received from Member or any other person, or to provide any notice or advice to Member or any other person with respect to any matter.

12. ENFORCEMENT

You agree to be liable to the Credit Union for any liability, loss, or expense as provided in this Agreement that the Credit Union incurs as a result of any dispute involving your accounts or services. You authorize the Credit Union to deduct any such liability, loss, or expense from your account without prior notice to you. This Agreement shall be governed by and construed under the laws of the State of California as applied to contracts entered into solely between residents of, and to be performed entirely in, such state. In the event either party brings a legal action to enforce the Agreement or collect any overdrawn funds on accounts accessed under this Agreement, the prevailing party shall be entitled, subject to California law, to payment by the other party of its reasonable attorney's fees and costs, including fees on any appeal, bankruptcy proceedings, and any post-judgment collection actions, if applicable. Should any one or more provisions of this Agreement be determined illegal or unenforceable in any relevant jurisdiction, then such provision may be modified by the proper court, if possible, but only to the extent necessary to make the provision enforceable and such modification shall not affect any other provision of this Agreement.

eTEXT BANKING SERVICE

When you enroll in eText Banking you agree that you are responsible for any charges, fees, data or message rates that may apply from your service provider. This access allows account information like balances, history, and funds transfers, all via text message. You must be an eBanking user and must log into eBanking to enroll.

SUMMARY OF TERMS

By entering your phone number, you acknowledge and agree to the terms of service. By entering your phone number, you are subscribed to Credit Union's eText Banking until you text **STOP** to 226563. Credit Union's eText Banking is compatible with Alltel, AT&T, Boost Mobile, Cincinnati Bell, Sprint PCS, T-Mobile, U.S. Cellular, Virgin Mobile USA, and Verizon Wireless; but is not compatible with all handsets.

You agree and consent to receive account alerts. **Message and data rates may apply.** You attest and confirm that you hold the account corresponding to the mobile phone number you entered, or that you have the account holder's permission to use this service. For help, send **HELP** to 226563.

HOW TO CANCEL/UNSUBSCRIBE

To cancel/unsubscribe, text **STOP** to 226563 at any time. An unsubscribe message will be sent to your number confirming the cancellation, but no more messages will be sent after that. You may also request to discontinue service by phoning our Contact Center at 877.254.9328 , by visiting a branch, or via Live Chat at UnifyFCU.com.

ENABLING ACCOUNTS FOR TEXT BANKING

You will need to both enable and provide nicknames for your accounts to use Text Banking. These changes can be made on the 'Account Preferences' page.

COST

There are no Credit Union fees or premium charges for using eText Banking, however message and data rates may apply.

TEXT BANKING PHONE NUMBER

Send any of the commands below to **226563**. For easier access and added security, please add this code to your contacts.

TEXT BANKING COMMANDS

BAL - provides balances for all accounts that are enabled for Text Banking

BAL account nickname - provides the balance for the specified account. Example: BAL acct1

HIST account nickname - provides account history for the specified account. Example: HIST acct1

XFER account nickname1 account nickname2 amount - transfer the specified amount from account 1 to account 2. Example: XFER JoeSavings JoeChecking 100.00

HELP - sends a list of contact points for the credit union

STOP - stops all further text message communications

OTHER eSERVICES

PEOPLEPAY SERVICE TERMS AND CONDITIONS

PeoplePay allows you to utilize your UNIFY Debit Card to send money via text or email to other individuals. To view the entire PeoplePay disclosures, refer to the PeoplePay Service Terms & Conditions within your eBanking. To access the disclosure simply login to eBanking, Select PeoplePay, then select Review Terms & Conditions in the lower left-hand side of the menu.

PLAID PRIVACY AGREEMENT

Plaid is utilized when adding an external (non-UNIFY) account to your eBanking for completing transfers between your accounts at UNIFY and other financial institutions. UNIFY may use Plaid Technologies, Inc. ("Plaid") to verify your bank account and confirm your bank account balance prior to approving a transaction. UNIFY only shares your information with Plaid in accordance with our Privacy Policy. Information shared with Plaid is treated by Plaid in accordance with its Privacy Policy, available at <https://plaid.com/legal/>

eBUDGET SERVICE

UNIFY's eBudget tool allows you to budget and manage finances by aggregating accounts across multiple financial institutions all in one place, on any device. With eBudget you no longer need to leave the safety and familiarity of eBanking to monitor your accounts. The full terms of use can be viewed at the following location: <https://www.mx.com/terms/>

PLEASE PRINT AND KEEP A COPY FOR YOUR RECORDS

UNIFY Financial Federal Credit Union, doing business as UNIFY Financial Credit Union
April 2020