

FARMERS TRUST AND SAVINGS BANK ONLINE SERVICES AGREEMENT

If you would like to have a paper copy of this Agreement sent to you, please send us an e-mail at farmersinfo@farmerstrust.com.

This Online Services Agreement (this "Agreement") states the terms and conditions for Online Services offered by Farmers Trust and Savings Bank (the "Bank"). When you use, or you permit any other person(s) to use, Online Banking or Mobile Banking (collectively, "Online Services"), you agree to the terms and conditions of this Agreement. These terms and conditions are in addition to those that apply to any accounts you have with the Bank. This Agreement is an addendum to the existing Loan and/or Deposit Account Agreement that you received when opening your account, as amended from time to time.

As used in this Agreement, "you" or "your" refers to each person(s) subscribing to, using or accessing Online Services; "we", "us" or "our" refers to the Bank or any agent, independent contractor, designee, or assignee the Bank may, in its sole discretion, involve in the provision of Online Services.

In the event that you experience a problem with your ID or PIN, or believe that they have been lost, stolen or compromised, please contact the Bank by calling 712-262-3340 or 800-249-3340 or sending us an electronic message using Online Services.

1. **Online Services.** You must have a personal or business checking, savings, loan or time deposit account at the Bank, and access to the Internet to use Online Services. To use Online Services and perform a transaction, enter your ID and PIN as directed by the Online Services screen message.
2. **What You Can Do.** You may perform the following transactions:
 - a. *Balance Inquiries.* You may use Online Services to check the current balance, view account transaction history and other account information on all your deposit accounts, loan accounts, and time deposit accounts.
 - b. *Funds Transfers.* You may use Online Services to perform an unlimited number of funds transfers from your Bank checking or savings accounts or lines of credit to other Bank checking, savings or loan accounts. The dollar amount is limited only by your account balance. ****Note:** If your account has restrictions related to the number of withdrawals allowed during a statement cycle, those restrictions will be enforced as per your Depository Account Agreement.
 - c. *Statement Inquiries.* You may use Online Services to view and print out copies of your deposit account statements.
 - d. *Mobile Deposit* – Deposit a check through Mobile Banking by taking a picture with your mobile device. You must apply for this service in advance.
 - e. *Stop payments.* You may enter stop payments for checks and electronic items provided they have not already been posted to your account. The normal fee applies.
 - f. *Download to financial software.* You may use Online Services to receive and download (to Intuit® Quicken, etc.) balance and transaction information for FTSB accounts.
 - g. *Customer Service.* You may communicate with the Bank by using a personal computer to send and receive written messages electronically. E-mail is not a

secure communication method. Do not include any private information in your message. E-mail transmitted to us often will not be delivered to us immediately. If you need to contact us immediately, you should call us at 1-712-262-3340 or 1-800-249-3340.

h. *View current deposit rates.*

3. **Bill Pay**

a) *Using Bill Pay.* As used in this Agreement, the term "Payee" means the person or entity to whom you wish a bill payment to be directed; "Payment Instruction" means the information provided by you to us for a bill payment to be made to the Payee (such as, but not limited to, Payee name, Payee account number, and Scheduled Payment Date); "Payment Account" means your checking account from which a bill payment will be made; "Business Day" means Monday through Friday, excluding Federal Reserve holidays; "Scheduled Payment Date" means the Business Day of your choice upon which your bill payment will begin processing (a Scheduled Payment Date of a non-Business Day will be considered to be the previous Business Day); and "Cutoff Time" means 8:00 a.m. and 3:00 p.m. Central Time on any Business Day and is the time by which you must transmit Payment Instructions to have them considered entered on that particular Business Day.

To gain access to Bill Pay, you must sign on to Online Services by entering your ID and PIN on the Bank's web page. Select "Bill Pay" from any Online Services screen.

To use Bill Pay, you must provide information online to us to identify your Payees. First select the "Add a Payee" tab located in Bill Pay. You can follow the on-screen prompts for paying a Company, a Person or a Bank or Credit Union to search the extensive database for existing Payees or set up a new Payee. You must provide sufficient information about a Payee to permit us to properly direct a payment and permit the Payee upon receipt of a payment to identify you as the payment source. You do this by filling in all required fields with accurate information, as directed by the Bill Pay screen messages. By providing us with the names and account information of those Payees to whom you wish to direct payment, you authorize us to follow the Payment Instructions that we receive through the payment system.

Payments will be delivered to payees in one of two ways:

1. *Electronic Payment* : This is the preferred method. When you enter Payee information while creating a new Payee, the Bill Pay program will search an extensive database for a match to an existing electronic payee. Electronic payments typically are delivered in 1-3 business days.
2. *Check Payment* : If the Payee is not in the electronic database, a check will be printed and mailed to the Payee. The check will have your bank account number on it, and will clear your account whenever the Payee deposits the check. Check payments are typically delivered in 3-5 business days.

Once the Payee has been created, you must schedule a payment. Bill Pay will provide an estimated delivery date; however, please note this is only an estimate and not a guarantee. When we receive a Payment Instruction, you authorize us to debit your Payment Account and remit funds to the Payee on your behalf.

Before an electronic payment is processed, available funds will be verified and withdrawn from your account. If there are insufficient funds, Bill Pay will attempt to pay the bill twice a day, at 8:00 am and at 3:00 pm, for each of the next five business days.

You will be able to set up the following types of bill payments:

1. *Single Payment:* You may schedule a payment to be made one time to a Payee. The payment may be scheduled on a future date, or on the same day that you enter the Payment Instruction provided you enter the Payment Instruction by the Cutoff Time. Enter a payment amount in the "Amount" box and select your payment date, then click the "Pay" button next to the payee you wish to pay.
2. *Recurring Payment:* You may schedule payments to Payees to be automatically initiated in a fixed amount on the same scheduled payment frequency. Click the button by the Payee that says "Make it Recurring" to schedule your recurring payment. You may make payments weekly, bi-weekly, semi-monthly, monthly, quarterly, semi-annually or annually. If the Scheduled Payment Date does not exist in a certain month, then the payment will be initiated on the last Business Day of the month. For example, if you schedule a payment for the 30th of each month, your payment for the month of February will be initiated on or before the 28th day of February. When establishing a recurring payment, you may elect to choose for the payment to "Pay Before" or "Pay After" a scheduled date that falls on a holiday or weekend.

You will be provided a confirmation number for each payment you schedule using Bill Pay. You will also see all pending payments in the Pending section of the Payments screen prior to the Scheduled Payment Date. Once payments are processed, they can be seen on the History screen.

You may schedule duplicate payments. A duplicate payment is one that is scheduled to be made to the same Payee on the same date for the same amount as a previously scheduled payment. A duplicate payment is different from a Recurring Payment. A Recurring Payment is scheduled for the same amount to the same Payee on a recurring schedule. You can make payments to any Payee in the United States.

It is anticipated that most transactions will be processed on the next Business Day after your Scheduled Payment Date, and arrive approximately 3-5 Business Days after your selected Scheduled Payment Date. Due to circumstances beyond our control, particularly delays in handling and posting payments by slow responding Payees or financial institutions, some transactions may take a day or even a few days longer to be credited by your Payee to your account. For this reason, it is necessary that all Scheduled Payment Dates selected by you be no less than five (5) Business Days before the bill's actual due date if paid by check and three (3) Business Days before the bill's actual due date if paid by electronic funds transfer, not the late date and/or a date in the grace period. Payment instructions entered after the Cutoff Time or on non-Business Days will be considered entered in Bill Pay on the next Business

Day. For Recurring Payments, this means that you must allow additional time for months in which weekends or holidays reduce the number of Business Days between the Recurring Payment date and the bill's actual due date. If you properly follow the procedures described herein, and we fail to send a payment according to the Payment Instructions received, we will bear responsibility for late charges (up to a maximum of \$50.00 per scheduled payment per business Payee.) In any other event, including, but not limited to, choosing a Scheduled Payment Date less than five (5) Business Days before the bill's actual due date if paid by check and three (3) Business Days before the bill's actual due date if paid by electronic funds transfer, the risk of incurring and the responsibility for paying and all late charges or penalties shall be borne by you.

The system will calculate the Estimated Arrival Date of your payment. This is only an estimate, so please allow ample time for your payments to reach your Payees.

We will use our best efforts to make all your payments properly. However, we shall incur no liability if we are unable to complete any payments initiated by you through Bill Pay because of the existence of any one or more of the following circumstances:

1. If, through no fault of ours, your Payment Account does not contain sufficient funds to complete the transaction or the transaction would exceed the credit limit of your overdraft protection account;
2. Bill Pay or Online Services is not working properly and you know or have been advised by us about the problem before you execute the transaction;
3. The Payee mishandles or delays a payment sent by us;
4. You have not provided us with the correct or updated name, address, phone number or account information for the Payee, or you have not provided us with accurate personal information either during enrollment or on your Bill Payment Application, or you have otherwise provided incomplete Payment instructions; or,
5. Circumstances beyond our control (such as, but not limited to, fire, flood, or interference from an outside force) prevent the proper execution of the transaction and we have taken reasonable precautions to avoid those circumstances.

Provided none of the foregoing five (5) exceptions are applicable, if we cause an incorrect amount of funds to be removed from your Payment Account or cause funds from your Payment Account to be directed to a Payee which does not comply with your Payment Instructions, we shall be responsible for returning the improperly transferred funds to your Payment Account and for directing to the proper Payee any previously misdirected transactions.

A bill payment is a "Pending Payment" starting from the time you enter Payment Instructions until the payment is "Processed". A bill payment is "Processed" starting at the Cutoff Time on the Scheduled Payment Date. You may cancel or edit any Pending Payment (including Recurring Payments) by following the directions within Online Services

and Bill Pay. There is no charge for canceling or editing a Scheduled Payment. A canceled payment will not appear on your Payment History.

We may not have a reasonable opportunity to act on any stop payment or cancellation order given after a payment is "Processed". If you desire to cancel or stop any payment that has been processed, you must call the bank at 712-262-3340 or 800-249-3340. If you call, we may also require you to present your request in writing within fourteen (14) days after you call. Although we will make every effort to accommodate your request, we will have no liability for failing to do so. Stop payment requests will be accepted only if we have a reasonable opportunity to act on such requests. Stop payment requests sent to us via electronic mail or in any other manner may not reach us in time for us to act on your request. The charge for each stop payment order will be the then current charge for such service, as amended from time to time.

Once your scheduled bill payment is "Processed", we will relay your payment information to a third-party vendor, who in turn will remit payment to your Payee by one of the following means, at the vendor's sole discretion: (1) by electronic funds transfer; (2) by mailing your Payee a check drawn on your personal account. Electronic funds transfers will be withdrawn from your account on the Scheduled Payment Date. Payments by check will be withdrawn from your account when the check is presented to the bank for payment from your account.

Person to Person Payments

Person to Person Payment (P2P) is a secure online, person-to-person payment service that allows you to electronically send money to virtually anyone who has a U.S.-based email address and a deposit account at a U.S. financial institution.

To schedule a P2P transaction, click the "Pay a Person" button. Indicate that you want to pay them by email. Follow the on-screen prompts to create your Payee and your Keyword. You will need to provide the Keyword to your Payee. When you establish a Payee in P2P, you must activate your Payee by have a code sent to a contact number on file. Once you have successfully added a Payee, he or she will receive an email with instructions to access a secure website to provide their bank information, plus enter the Keyword you gave them. The email link will be valid for 9 days. If not activated within 9 days, you will need to reset the key word in your Payee list. Payments typically settle within 1-2 business days after completion of activation.

GiftPay

GiftPay can be used to send gifts to people or make donations to charities.

For Gifts - Click the "GiftPay" button. Click the "Add Recipient" button to add your gift recipient. Follow on-screen prompts for adding Payee. To schedule a gift payment, click "Send gift" from the GiftPay payee

list. Key payment information and select the occasion. A variety of holidays or occasions are available. Enter your own customized message to appear on the check stub. Review a sample of your check. **Fees apply.**

For Donations - Click the "GiftPay" button. Click the "Add Recipient" button to add your donation recipient. Follow on-screen prompts for adding Payee. To schedule a donation payment, click "Send donation" from the GiftPay payee list. Key payment information. Donations may be customized to include recognition of someone, receive an acknowledgement and create email notifications. Enter your own customized message to appear on the check stub. Review a sample of your check. **Fees apply.**

Expedited Payments

Prior to daily cut-off times, check payments can be scheduled for overnight or 2nd day delivery. **Fees apply.**

- b) *Statements.* All your payments made through Bill Pay will appear on your monthly account statement(s). You can also view payment activity on the Online Services Account Activity screen.
- c) *Canceling the Bill Payment Service.* You may cancel your use of Bill Pay at any time by sending an electronic message or request or by calling the Bank at 712-262-3340 or 800-249-3340. If you notify us by telephone, we may request that you put your request in writing. We cannot cancel Bill Pay service until all Pending Payments have cleared your Payment Account. If you have Pending Payments and do not want to wait for them to clear, you may individually delete these future payments. You will not receive a refund of any service fee if you cancel. The Bank may cancel or suspend Bill Pay, in whole or in part, at any time without prior notice. Cancellation or suspension shall not affect your liability or obligations for any payments made under this Agreement on your behalf.
- d) *Returned Bill Pay Transactions.* In using Bill Pay, you are requesting that we 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 not sufficient funds in your Payment Account to cover the transaction), the transaction may not be completed. In some instances, you will receive an overdraft notice from the Bank. In such case, you agree that:
 - 1. You will reimburse us immediately upon demand for the transaction amount that has been returned to us;
 - 2. You will reimburse us for any fees imposed by the Bank as a result of the return;
 - 3. You will reimburse us for any fees we incur in attempting to collect the amount of the return from you; and,
 - 4. We are hereby authorized to report the facts concerning the return to a credit reporting agency.
- e) *Address Changes.* You agree to promptly notify the bank of any address change, electronic mail address change, and/or any change to your telephone

number.

- f) *Payee Limitation.* We reserve the right to refuse to pay any Payee to whom you may direct a payment for security reasons or any other reason. We will notify you promptly if we decide to refuse to pay a Payee designated by you. This notification is not required, however, if you attempt to make a prohibited payment under this Agreement.
 - g) *Information Authorization.* Your enrollment in Bill Pay may not be fulfilled if we cannot verify your identity or other necessary information. Through your enrollment in Bill Pay, you agree that we reserve the right to request a review of your credit rating at our own expense through an authorized bureau. In addition, you agree that we reserve the right to obtain financial information regarding your account from a Payee to resolve payment-posting problems.
 - h) *Closed Accounts.* You are responsible for any outstanding Bill Pay payments if you choose to close your bill payment account. You are to inform the bank of any outstanding payments at the time you close your bill payment account.
- 4. Equipment.** You are responsible for obtaining, installing, maintaining and operating all computer hardware, software and Internet access services necessary for performing online services and any fees related thereto. The Bank will not be responsible for any errors or failures from the malfunction or failure of your hardware, software or any Internet access services. This includes upgrading your browser to maintain the level of encryption required to operate Online Services and Bill Pay, as that level may change from time to time.
- 5. Business Days/Hours of Operation.** The Bank's business days are Monday through Friday, except Federal Reserve holidays. Online Services and Bill Pay are available 24 hours a day, 7 days a week except during maintenance periods or circumstances beyond our reasonable control. All transactions initiated after 3:00 p.m. Central Time will be posted to the appropriate account on the next Business Day. The cut-off time for Bill Pay transactions is 2:00 a.m. and 12:00 noon Central Time. Because of our daily processing requirements, there will be a period of about 15 minutes per business day when you will not be able to post transfers to your account. Generally, that downtime will occur between 4:30 p.m. and 5:00 p.m. Central Time.
- 6. Fees.** The Bank will not charge you a fee for using Online Services or Bill Pay. Regular transaction fees may be in effect for your accounts. We may assess a fee for any bill payment request drawn against insufficient funds in your Payment Account. You will reimburse us for any fees imposed by the Bank as a result of the return and you will reimburse us for any fees we incur in attempting to collect the amount of the return from you.
- 7. Limitation of Access/Security.** The Bank may terminate Online Services and Bill Pay in whole or in part at any time without prior notice. The Bank reserves the right to limit or suspend your access to Online Services and Bill Pay at any time. In order to maintain secure communications and reduce fraud, you agree to protect the security of your ID and PIN. We reserve the right to block access to Online Services to maintain or restore security to our Site and systems, if we reasonably believe your access codes have been or may be compromised or are being used or may be used by an unauthorized person(s).

8. **Your Responsibility.** Use of your ID and PIN is the agreed security procedure to access Online Services. In order to prevent unauthorized access to your accounts and to prevent unauthorized use of Online Service, you agree, by using Online Services and/or Bill Pay, to keep confidential, and to not give or make available your ID and PIN to any person not authorized to access your accounts. The loss, theft or unauthorized use of your IDs and PINs could cause you to lose some or all of the money in your accounts, plus any amount available under your overdraft protection credit line. If you disclose your ID and/or PIN to any person(s) or entity, you assume all risks and losses associated with such disclosure. You are responsible for all transfers and Bill Payments you authorize using Online Services. If you permit any other person(s) or entity to use Online Services or to access or use your ID and/or PIN, you are responsible for any transactions and activities they authorize from your accounts. You agree to immediately notify us of any unauthorized use of your ID and/or PIN or of any other breach of security, or if you believe someone may attempt to use Online Services without your consent or has transferred money without your permission. You can contact us by calling 712-262-3340 or 800-249-3340 between 8:00 a.m. and 4:30 p.m. Central Time.

9. **Electronic Fund Transfer (EFT) Provisions For Consumers**

- a) *Applicability.* The provisions in this section apply only to electronic fund transfers that debit or credit a consumer's checking, savings or other asset account and are subject to the Federal Reserve Board's Regulation E (an "EFT"). Farmers Trust and Savings Bank may, when applicable, rely on any exceptions to the provisions in this Section that are contained in Regulation E. All terms not otherwise defined in this Agreement, which are defined in Regulation E, will have the same meaning when used in this section.
- b) *Your Liability.* Your liability for an unauthorized EFT or a series of related unauthorized EFTs will be determined as follows:
1. If you notify us within two business days after learning of the loss or theft of your password, your liability will not exceed \$50.
 2. If you do NOT tell us within 2 business days after you learn of the loss or theft of your password, and we can prove we could have stopped someone from accessing your account without your permission if you had told us, you could lose as much as \$500.
 3. Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.
 4. If your delay in notifying us was due to extenuating circumstances, we will extend the times specified in the immediately preceding paragraphs 1, 2 or 3 above to a reasonable period.
 5. You may notify us in person, by telephone, by e-mail, or in writing.
- c) *Telephone Number and Addresses.* The telephone number and address of the person or office to be notified when you believe that an unauthorized EFT has been or may be made are:
- In person at 125 W 4th St, Spencer, Iowa
 - By phone at 712-262-3340 or 800-249-3340, 8:00 a.m. to 4:30 p.m. Central Time Monday through Friday
 - By mail at Farmers Trust and Savings Bank, P.O. Box 7980, Spencer, IA 51301

- By e-mail at farmersinfo@farmerstrust.com or clicking on the e-mail tab in Online Banking or tapping Message in Mobile Banking.

Damages. THE FOREGOING SHALL CONSTITUTE OUR ENTIRE LIABILITY AND YOUR EXCLUSIVE REMEDY. IN NO EVENT SHALL WE BE LIABLE FOR INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, CAUSED BY OR THE USE THEREOF, OR ARISING IN ANY WAY OUT OF THE INSTALLATION, USE OR MAINTENANCE OF YOUR PERSONAL COMPUTER HARDWARE, EQUIPMENT, SOFTWARE OR ANY INTERNET ACCESS SERVICES.

Warranties Disclaimer. THE ONLINE SERVICES AND RELATED DOCUMENTATION ARE PROVIDED "AS IS", AND WE DO NOT MAKE ANY WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, CONCERNING THE HARDWARE, SOFTWARE OR ANY PART THEREOF, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Errors or Questions. In cases of errors or questions concerning transactions completed with Online Services, do one of the following, as soon as possible:

- Contact us in person at 125 W 4th St, Spencer, Iowa;
- Telephone Farmers Bank at 712-262-3340 or 800 249-3340;
- Write to us at Farmers Trust and Savings Bank, Attn: Online Services, P.O. Box 7980, Spencer, IA 51301-7980;
- Initiate a payment inquiry on your PC through e-mail to farmersinfo@farmerstrust.com.

We must hear from you within 60 days after you receive the first statement or notification in which the error or problem appeared. Please include the following information:

- Name
- Account Number(s)
- Description of the error or what you are unsure about, plus an explanation of why you believe it is an error or why you need more information
- The amount of the error(s)
- For Pay Bill Pay, also tell us:
 - Checking account number used to pay the bill
 - Payee name
 - Date the payment sent
 - Confirmation number
 - Payment amount
 - Payee account number for the payment in question

We will determine whether an error occurred within 10 business days (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) 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 or question in writing and we do not receive it within 10 business days, we may not credit your account. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.

Miscellaneous Terms. In addition to this Agreement, you agree to comply with all applicable account agreements, including, without limitation, the Loan and/or Deposit Account Agreement that you received when opening your account, as amended, and with all applicable State and Federal laws and regulations.

The Bank may amend or change this Agreement (including applicable fees and service charges) by sending you written notice by electronic mail or by regular mail sent to your address as it appears on your account records. You agree that the Bank may also send you future notices and disclosures about your accounts with the Bank by electronic mail, where permitted by law. Any use of the Online Services after we send you a notice of change will constitute your agreement to such change(s). Further, we may, from time to time, revise or update the programs, services and/or related material, which may render all such prior versions obsolete. Consequently, we reserve the right to terminate this Agreement as to all such prior versions of the programs, services, and/or related material, and to limit access to Online Services more recent revisions and updates.

We shall not be deemed to have waived any of our rights or remedies hereunder unless such waiver is in writing and signed by us. No delay or omission on our part in exercising any rights or remedies shall operate as a waiver of such rights or remedies or any other rights or remedies. A waiver on any one occasion shall not be construed as a bar or waiver of any rights or remedies on future occasions.

We refer you to the Agreement that you received when opening your loan and/or depository account, as amended, for additional terms and conditions and disclosures that apply to your accounts with the Bank, as this Agreement is an addendum to such Loan and/or Deposit Account Agreement.

The Bank has the right to change or terminate this agreement at any time.