

SUNWARD FEDERAL CREDIT UNION
BUSINESS ONLINE BANKING AGREEMENT AND DISCLOSURE

By using the Sunward Federal Credit Union ("Sunward") mobile and online banking service (referred to herein as "Online Banking") to access your accounts, you agree to be bound by the terms and conditions of this Business Online Banking Agreement and Disclosure ("Agreement"). In this Agreement, the words "you" and "your" mean an internet banking user that is a business entity member of Sunward (and encompasses that business's agent(s) in their capacity as such, who are deemed to act on behalf of the business), and the words "we," "us," and "our" mean Sunward.

Please read this Agreement carefully. If you do not agree to the terms and conditions of this Agreement, you may not use Online Banking.

You may receive a copy of this document, as well as copies of other agreements that govern your accounts and services with us, by contacting us as shown below:

Sunward Federal Credit Union
P.O. Box 23040
Albuquerque, NM 87192-1040
Phone: 505.293.0500 or 800.947.5328

Other Agreements Incorporated into This Agreement

You warrant that you have received, understand, and agree to the terms of the Business Membership and Account Agreement. You understand and agree that access to your accounts via Online Banking is subject to the terms and conditions in this Agreement, the Business Membership and Account Agreement, and any other disclosures and agreements governing your Sunward services and accounts, including any change in terms notices.

You understand and agree that this Agreement is subject to change by Sunward in its sole discretion at any time and that you will receive notice of such changes as required by applicable laws and regulations. If we make a material change to this Agreement, we will notify you. Your continued use of Online Banking constitutes your agreement to the new terms.

General Information about Online Banking

Online Banking is an electronic banking service that allows you to access account information, check balances, transfer funds, manage certain functions of debit and credit cards, and deposit checks remotely (known as Remote Deposit Capture - see more details further below), among other functions. Online Banking also allows you to create Online Banking roles and authorize users in those roles to access its various accounts and products via Online Banking. Online Banking is accessible over the Internet by using a personal computer or a mobile access device, which includes a smartphone or a tablet. Depending on the services you wish to use in relation to Online Banking, Sunward may charge you a

fee for your use of Online Banking.

Online Banking may generally be accessed any time, day or night, seven days a week. However, the service may occasionally be temporarily unavailable due to credit union record updating or technical

problems. Interruption of service or access caused by your internet service provider or related to your wireless network will also prevent your use of Online Banking.

Sunward reserves the right to change, suspend, or discontinue Online Banking or your use of Online Banking or any of the functions available within Online Banking, including in cases of suspected fraud or account abuse. Sunward also reserves the right to deny Online Banking access to a specific account or to deny or block certain kinds of transactions. We may do so immediately and at any time without prior notice to you.

Creating Roles and Authorized Users; Scope of Responsibility

You will have the ability to create and manage Online Banking roles to access your various accounts and products via Online Banking and to authorize, manage, and remove individuals as authorized users ("Authorized Users") in those roles. You acknowledge that your creation, management, and/or removal of roles and Authorized Users within Online Banking may vary from the individuals you have designated as Authorized Signers (as that term is defined in the Business Membership and Account Agreement) on your savings, checking, and/or loan accounts, and that any and all risk, including loss, related to such variance is solely your responsibility. **All actions taken in Online Banking via your log-in credentials, as well as all actions taken via any of your Authorized Users' log-in credentials, will be attributed to you and be solely your responsibility.** Please also refer to the "Log-In Credentials and Security" section, below.

Access Requirements, Including Required Hardware and Software

To use Online Banking, you must be an account holder of accounts at Sunward and have a current, valid email address. Additionally, you will need the following:

- Internet access (though an internet service provider and/or a wireless network provider)
- A computer or mobile access device, including a smartphone or a tablet, running a supported browser and operating system, as follows:

Computer browsers

- Google Chrome: Latest 2 versions
- Firefox: Latest 2 versions
- Internet Explorer: v11 and newer (*Limited Support – some functionality may not work as expected.)
- Microsoft Edge: Latest 2 versions
- Safari: Latest 2 major versions

Computer operating systems

- Windows: versions that are still supported by Microsoft and support a browser listed above
- OSX / MacOS: versions that are still supported by Apple and support a browser listed above

Mobile browsers

- Chrome for Android: Latest 2 major versions
- Mobile Safari for iOS: Latest 2 major versions

Mobile operating systems

- Apple (iOS): Last 2 major versions

- Android: v6.0 and above

Updates about supported browsers may be found within Online Banking, under the “Browser Support” link. Updates about supported mobile operating systems may be found within the app store(s) from which the Online Banking app is available.

You are responsible for charges assessed by your internet and wireless service providers (including for any alerts you request be delivered via text message) and for your computer and mobile access device hardware and software and the maintenance and operation thereof. Sunward is not responsible for any errors or failures from any malfunction of your computer or mobile access device, the computing platform you use, or your browser. Sunward is also not responsible for any computer virus or related problems that may be associated with the use of an online system.

Log-In Credentials and Security

You are responsible for (i) maintaining the confidentiality and security of your Online Banking log-in credentials, including your username, password, security question(s) and answer(s), account number(s), and any other security or access information used to log in to your accounts via Online Banking, and (ii) preventing unauthorized access to your accounts via your computer or mobile access device. **Sunward strongly recommends you do not share your Online Banking log-in credentials with, or otherwise permit access by, any unknown third parties; if you do decide to share, you do so solely at your own risk.**

If you believe your or your Authorized User’s password and/or other log-in credentials have been lost or stolen, an unauthorized party has attempted to use or has used Online Banking to access your account(s) without your consent, or an unauthorized party has transferred money via Online Banking without your permission, you must notify Sunward immediately.

If you or your Authorized User lose or forget the password associated with the respective log-in, please contact Sunward immediately so that we can assist you in setting up a new confidential password. Please keep your password secure. If at any time you believe your or your Authorized User’s password is no longer secure, you can update these passwords within Online Banking.

General Information about Card Management

Within Online Banking, you have the ability to manage certain functions of your debit and credit cards. For debit cards, you have the ability to turn your cards on and off. This function allows you to manage when a card may or may not be used for transactions. For credit cards, there will be a range of functionality, including but not limited to managing spending limits and activating a new card. To view all card management functions, log in to Online Banking and click on the Card Management widget.

General Information about Remote Deposit Capture

Remote deposit capture (“RDC”) is the service designed to allow you to make deposits to your Sunward savings, checking, and money market accounts by scanning checks and delivering images and associated deposit information (the “Deposit”) to Sunward or its designated processor over the internet using Online Banking. Any fees for the service are disclosed on our Business Schedule of Fees and Charges.

Access Requirements for RDC

To use RDC, in addition to the access requirements for Online Banking, you will also need: (A) an image of the item being deposited, if using Online Banking via a computer; or (b) the Online Banking mobile app and a supported smartphone or tablet that includes a camera, if using mobile banking.

You are responsible at your own expense for the installation, maintenance, updating and operation of your equipment. You agree to responsibly scan your equipment to detect and remove viruses. Sunward is not responsible for (i) any errors or failures from any malfunction of your computer, scanner, smartphone, tablet, browser, or software; or (ii) any computer virus or related problems that may be associated with the use of an online system. You agree that any losses or damage to your device(s) or any losses to your account as a result of a virus or other harmful software are your sole responsibility.

RDC Service Limitations

Sunward is not responsible for technical or other difficulties you may experience in using RDC. Sunward reserves the right to change, suspend, or discontinue RDC or your use of RDC. Sunward also reserves the right to deny RDC access to an account or to deny transactions under certain circumstances. We may do so immediately and at any time without prior notice to you.

Sunward also reserves the right to impose limits on the number of deposits or on the dollar amount of deposits you may make using RDC.

Items Eligible for Deposit via RDC; Prohibited Checks

You agree to scan and deposit only "check(s)" as that term is defined in Subpart A of Federal Reserve Board Regulation CC ("Reg CC"), and to the extent applicable, Subpart D of Reg CC. You also agree that the image of the check that is transmitted to Sunward shall be deemed an "item" within the meaning of Article 4 of the Uniform Commercial Code as enacted by the State of New Mexico.

You agree that you will not use RDC to deposit any check(s) or other item(s) that:

1. are payable to any entity other than you or that include a third-party endorsement;
2. are dated more than 12 months prior to the date of deposit;
3. contain obvious alterations on the front of the check or item, or which you know or suspect, or should know or suspect, is fraudulent or otherwise not authorized by the owner of the account on which the check is drawn, including checks received via Internet solicitations;
4. are a "substitute check" or were previously converted to a "substitute check" or "electronic check," as those terms are defined in Reg CC;
5. are drawn on financial institutions that are located outside of the United States or that are not payable in U.S. dollars;
6. are a "remotely created check," as that term is defined in Reg CC; or
7. are not acceptable to Sunward for RDC, including Savings Bonds or Mutilated Checks;
8. are from a foreign lottery, whether you entered the foreign lottery or not; or are from a "work from home" or similar program that you find or finds you on the internet such as via Craigslist, etc.; or
9. are otherwise not acceptable under the terms of your Sunward account, or are in violation of any law, rule, or regulation.

Checks and items described in clauses (1) through (9) above are each a "Prohibited Check." If any check deposited to your account is a Prohibited Check, you agree to indemnify and hold Sunward harmless from all losses, costs and expenses (including attorneys' fees) we may incur associated with any warranty, indemnity or other claim related thereto.

RDC Deposit/Image Quality

Each Deposit you transmit to Sunward using RDC must be legible, and the image quality must meet all standards established by the American National Standards Institute ("ANSI"), the Board of Governors of the Federal Reserve or any other regulatory agency, clearing house or association.

Your scanner or camera must capture an image of all information on the front and back of each check ("Image"), including reading and capturing the full-field magnetic ink character recognition ("MICR") line on each check, and such other data and information as is required by this Agreement.

RDC Endorsements and Other Procedures

You agree to endorse each item transmitted through RDC with your signature and indicate the item is intended "For Mobile Deposit" and to follow such other procedures as we may establish from time to time and disclose to you, including without limitation security procedures. You agree to keep confidential and secure any security procedures that we establish and to notify us immediately if you have reason to believe that confidentiality or security pertaining to the RDC service or any check transmitted through RDC has been or may be breached.

Your Treatment of Items after Deposit; RDC Indemnity

You agree that after you receive our confirmation of Sunward's receipt of a Deposit you will 1) never re-present the check for payment, 2) keep it securely for sixty (60) days to ensure that it may not be re-presented, and 3) then destroy it to ensure that it may not be re-presented. You promise to keep any copies of the Deposits in a secure manner and, if requested, provide Sunward promptly with assistance, such as copies of the Images or of the original check (before it is destroyed), to aid possible clearing and collection processes, to resolve disputes with third parties, or to meet our audit needs.

If any check deposited to your account via RDC is subsequently deposited again to any account at Sunward or deposited at another institution, you agree to indemnify and hold Sunward harmless from all losses, cost and expenses (including attorneys' fees) we may incur associated with any warranty, indemnity or other claim related thereto.

Sunward's Receipt of Items via RDC

You agree that we have no obligation to accept a Deposit, and that Sunward reserves the right to reject any item at our discretion and without obligation or liability to you. We are not responsible for items we do not receive or that are dropped during transmission. An item is deemed to be received by us only when you receive a confirmation from us that we have received the Deposit. However, your receipt of such confirmation does not mean that the transmission was error-free or complete. We have no obligation to notify you of our rejection of a Deposit. To confirm the status of a transmission, contact us at 505.293.0500 or 800.947.5328 at any time we are open for business. You agree to indemnify us for any loss we sustain for accepting a Deposit.

RDC Provisional Credit and Availability of Funds; Presentment

Upon receipt of the Deposit, Sunward will grant the designated account credit in the amount of the check(s) provisionally, subject to final payment of the check(s) and subject to the terms of this Agreement. You shall remain liable to Sunward for any errors, inaccuracies, breach of warranties and any other loss sustained by, or claim made against, Sunward.

To be eligible for processing on the day transmitted by RDC, the Deposit must be technically conforming as determined by Sunward in its sole discretion. You agree that checks transmitted through RDC are not subject to the funds availability rules of Part B of Reg CC.

Subject to change with notice or adjustment on a case-by-case basis in Sunward's sole discretion, checks transmitted to us via RDC will have funds available according to the following schedule:

- The first \$2,500 of your deposit will be available immediately. Up to the next \$3,025 (total of \$5,525) will be available in two business days, and the remaining funds will be available in five business days.

We reserve the right to place an exception hold (in which case notice will be sent) and hold your funds up to seven business days on all Deposits.

There is a limit on the amount that a business entity may deposit per business day (by 6pm Mountain Time, Monday-Friday, excluding federal holidays) through RDC. We may make funds available earlier on a case-by-case basis depending on factors in our sole discretion such as your history with us, your credit and transactions history and such other factors as we in our sole discretion may apply.

Sunward has sole discretion as to the manner in which checks are cleared, presented for payment, and collected, subject to our agreements with you.

RDC User Warranties and Indemnity

You warrant that:

1. You will only transmit eligible checks (that is, you will not transmit Prohibited Checks);
2. The original item was a paper check that you scanned or took a picture of with your smartphone or tablet;
3. Images will meet image quality standards;
4. You will not transmit duplicate items;
5. You will not deposit or re-present the original item;
6. All information you provide to Sunward is accurate and true; and 7. You will comply with this Agreement and all applicable laws and rules.

You agree to indemnify and hold harmless Sunward from any loss, cost and expenses (including attorneys' fees) for breach of this warranty clause or of this Agreement.

RDC Errors

Sunward has no obligation to detect errors by you or others, even if we take certain actions from time to time to do so. To ensure accuracy, you agree to accurately enter the dollar amount of each Deposit according to the legal amount rather than the courtesy amount if they differ. The legal amount is the written amount and the courtesy amount is the digital amount on a check.

You also agree to notify us of any suspected errors in the RDC Deposit(s) promptly and in no event later than sixty (60) days after the periodic account statement for that account is sent. Unless you notify us within 60 days, such statement regarding deposits made through RDC will be deemed correct, and you are prohibited from bringing a claim against us for an alleged error.

Limitation of Liability

You agree that we will not be liable for any direct, indirect, consequential, special, or exemplary damages, including without limitation damages for loss of use, data, goodwill or other losses resulting from use or inability to use Online Banking, including card management or RDC, regardless of the form of action or claim, even if Sunward has been informed of the possibility thereof.

If either you or we end your rights to use Online Banking, we will no longer have to complete any of your Online Banking transactions. You will remain obligated to us under this Agreement for all your Online Banking transactions even if they occur or are completed after this Agreement is ended.

Meeting Your Obligations

If your use of Online Banking, including RDC, results in your becoming indebted to Sunward, you agree to pay what you owe us upon our demand. If you do not do so, you agree to pay reasonable collection costs we incur before taking legal action against you. If we take legal action to collect what you owe, you agree to pay our reasonable attorneys' fees and court costs in addition to any other remedy the court finds proper. We reserve the use of the right of offset (as explained in the Business Membership and Account Agreement), against any account in which you may have an ownership right, to remedy any loss or account deficiency resulting from your use of RDC.

Severability

In the event that any portion or provision of this Agreement is declared invalid or void by statute or judicial decision, such action shall not invalidate the entire Agreement. All other provisions not declared invalid or void shall remain in full force and effect.

Assignment

You may not assign this Agreement to any other party. Sunward may assign this Agreement to any present or future, directly or indirectly, affiliated company or successor in interest. Sunward may also assign or delegate certain of its rights and responsibilities under this Agreement to independent contractors or other third parties.

No Waiver

Sunward shall not be deemed to have waived any of its rights or remedies hereunder unless such waiver is in writing and signed by Sunward. No delay or omission on the part of Sunward in exercising any right or remedy shall operate as a waiver of such right or remedy or any other rights or remedies. A waiver on any particular occasion shall not be construed as a bar or waiver of any rights or remedies on future occasions.

Governing Law

This Agreement shall be governed by the laws of the State of New Mexico and by applicable Federal law.

Consent to Electronic Communication and Signature of this Agreement

By acknowledging and accepting this disclosure, the individual acting on your behalf indicates that he or she has the authority to enroll you in Online Banking (or enroll him- or herself as your Authorized User) and that you:

- agree to access, and will require your Authorized Users to access, Online Banking and RDC in accordance with this Agreement;
- acknowledge you have received and agree to accept this Agreement electronically;
- agree that any requests you send (or that are sent by your Authorized User(s)) via Online Banking's secured message system and/or live chat platform will be deemed to bear your valid electronic signature and will serve as your consent to receive any notices related to those requests electronically, including via return secure message and/or live chat; and
- agree that your clicking of "I agree" or "I accept" or a similar indicator as presented with this disclosure constitutes a valid electronic signature on your behalf.