

The Neffs National Bank

Consumer Mobile Deposit Capture Terms & Conditions

5/16/2023

Description:

The consumer remote deposit capture services ("Mobile Deposit") are designed to enable you to make deposits to your checking, money market checking or savings accounts from your camera-enabled mobile device capable of capturing check images and information and electronically delivering the items and associated deposit information to The Neffs National Bank. The device must capture an image of the front and back of each check to be deposited in accordance with the Procedures; must read and capture the magnetic ink character recognition ("MICR") line on each check; and must read and capture all such other data and information as is required by this Agreement or Federal Reserve regulations for the processing of these checks for payment. The Neffs National Bank offers the benefits and convenience of the Services to you free, but reserves the right to charge fees for Mobile Deposit in the future.

Hardware and Software requirements:

You must have a Mobile Device that is acceptable to us and a wireless plan from a compatible mobile wireless provider. You must also use the operating system(s) and software that satisfies all technical specifications and other requirements that we and/or our service provider(s) establish and specify. We and/or our service provider(s) may change these specifications and/or requirements from time to time. The Neffs National Bank is not responsible for any third party software you may need to use Mobile Deposit. You agree that you will perform, or cause to be performed by properly trained personnel, all vendor recommended maintenance, repairs, upgrades and replacements. Unless otherwise provided in this Agreement, you are solely responsible, at your own expense, for purchasing, installing, operating, testing and maintaining all hardware and software necessary to use the Mobile Deposit. You must install and test your Mobile Device, your system, and any other required hardware and software before you make your first deposit through Mobile Deposit. You accept any such software "as is" and subject to the terms and conditions of the software agreement that you enter into directly with the third party software provider at the time of download and installation. We are not responsible for, and you release us from, any and all claims or damages resulting from, or related to, any computer virus or related problems that may be associated with using Mobile Deposit, e-mail or the Internet. **You agree that all images and files transmitted to us through the Services will contain no viruses or any other disabling features that may have an adverse impact on our network, data, or related systems.**

Receipt of Items:

We reserve the right to reject any item transmitted through Mobile Deposit, at our discretion, without liability to you. We are not responsible for items we do not receive or for images that are dropped during transmission. An image of an item shall be deemed received when you get a confirmation e-mail from The Neffs National Bank that we have received the image. Receipt of such confirmation does not mean that the transmission was error free or complete.

Availability of Funds

You agree that items transmitted using Mobile Deposit are not subject to the funds availability requirements of Federal Reserve Board Regulation CC. In general, if an image of an item you transmit through Mobile Deposit is received **and accepted** before 11 PM EST on a business day that we are open, we consider that day to be the day of your deposit. Otherwise, we will consider that the deposit was made on the next business day we are open. Funds deposited using Mobile Deposit will generally be made available on the next business day following the day

of deposit. The Neffs National Bank may make such funds available sooner based on such factors as the length and extent of your relationship with us, transaction and experience information, and such other factors as The Neffs National Bank, in its sole discretion, deems relevant.

Deposit Limits:

The Neffs National Bank reserves the right to establish and assign to you deposit limits for Mobile Deposit (including limits on the dollar amount and/or number of checks that you may transmit through Mobile Deposit each day and month) and to modify such limits from time to time in The Neffs National Bank's sole discretion, and you agree to comply with all such limits. Our current deposit limits are \$2,500 or 5 checks per day, and \$5,000 or 10 checks per month.

Fees and Charges:

The Neffs National Bank offers the benefits and convenience of Mobile Deposit to you free. The Neffs National Bank reserves the right to charge fees for the Services in the future.

Endorsements and Procedures:

You agree to restrictively endorse any item transmitted through Mobile Deposit as "FOR NEFFS MOBILE DEPOSIT ONLY" or as otherwise instructed by The Neffs National Bank. You agree to follow any and all other procedures and instructions for use of Mobile Deposit as The Neffs National Bank may establish from time to time. 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. Any loss we incur from a delay or processing error resulting from an irregular endorsement or other markings by you will be your responsibility. For a check payable to **you and any or all joint owner(s)** of your account, the check must be endorsed by all such payees and you may only use Mobile Deposit to deposit such check into an account jointly owned by all such payees. If the check is payable to **you or a joint account owner**, either of you may endorse it. If the check is made payable to **you and any non-joint** account owner, you may **not** deposit the check into your account using Mobile Deposit, and, you agree never to re-present the item. If the check is payable to a **business**, you may only use Mobile Deposit to deposit such check into an account titled with the same business title, and, you agree never to deposit such item into your or any personal account. You will promptly provide any retained item, or a sufficient copy of the front and back of the item, to The Neffs National Bank as requested to aid in the clearing and collection process, to resolve claims by third parties with respect to any item, or for The Neffs National Bank's audit purposes.

Check Requirements (including Image Quality):

The image of an item transmitted to The Neffs National Bank using Mobile Deposit must be legible and contain images of the front and back of the check. The image quality of the items must comply with the requirements established from time to time by the American National Standards Institute ("ANSI"), the Board of Governors of the Federal Reserve Board, or any other regulatory agency, clearing house or association. These requirements include, but are not limited to ensuring the following information can clearly be read and understood by sight review of the check image: 1) the amount of the Check (both written and numeric); 2) the payee; 3) the signature of the drawer (maker); 4) the date; 5) the check number; 6) the information identifying the drawer and the paying financial institution that is preprinted on the check including the MICR line; and 7) all other information placed on the check prior to the time of an image of the check is captured (such as any required identification written on the front of the check and any endorsements applied to the back of the check).

Storage, Security and Destruction/Disposal of the Checks:

After you receive confirmation that we have received an image, you must securely store the original check for 15 days after transmission to us and make the original check accessible to us at our request. Upon our request from time to time, you will deliver to us within two business days, at your expense, the requested original check in your possession. If not provided in a timely manner, the amount of the requested check will be reversed from your account balance. Promptly after the 15-day retention period expires, you must destroy the original check by first marking it "VOID" and then destroying it by cross-cut shredding or another commercially acceptable means of destruction. After destruction of the original check, the image will be the sole evidence of the original check. You agree that you will never re-present the original check. You understand that you are responsible for the duplication of funds if an original check deposited by you through Mobile Deposit, that has already been paid, is re-presented for multiple payment.

Presenting a Check More than Once:

Once you have used Mobile Deposit to deposit a check, you agree not to present, or allow anyone else to present, that original check or a substitute check of that original check again for deposit through Mobile Deposit or by any other means. If you or anyone else present a check or substitute check for deposit more than once, in violation of this Agreement, you agree to indemnify, defend and hold The Neffs National Bank harmless from and against all liability and damages that may result from any claims, suits or demands from third parties with respect to such check or substitute check. You agree that we may debit from your account the aggregate amount of any checks that are deposited more than once. To the extent that funds in your account are insufficient to cover such amount, we shall debit the deficiency amount from any other of your account(s) with The Neffs National Bank in our sole discretion.

Your Authentication Method:

You agree that we are entitled to act upon instructions we receive with respect to Mobile Deposit under your user ID, password, test key or other code or authentication method that we require (these components are referred to herein collectively as your "Authentication Method"). You are liable for all transactions made or authorized with the use of your Authentication Method. We have no responsibility for establishing the identity of any person who uses your Authentication Method. You agree that if you give any component of your Authentication Method to anyone or fail to safeguard its secrecy, you will be in violation of your obligations under your Account Agreement and this Agreement. You agree to take appropriate steps to ensure that all components of your Authentication Method are protected and kept confidential. You agree to indemnify and release us from any and all liability, and agree not to make any claim or bring any action against us, relating to our honoring or allowing any actions or transactions that are conducted under your Authentication Method or acting upon instructions, messages or authorizations provided to us using your Authentication Method. By accessing Mobile Deposit with your Authentication Method, you authorize us to complete the requested transaction(s). Any requests or instructions we receive from you through Mobile Deposit using your Authentication Method shall be considered "in writing" under all applicable law and shall have the same force and legal effect as a writing signed by you. This includes, but is not limited to, inquiries, deposit transactions, checks deposited, check images, changes to accounts or services or any other communication you provide us through Mobile Deposit using your Authentication Method.

Rejection of Deposits:

After we receive check images and all other required deposit information from you through Mobile Deposit, we shall provisionally credit your designated account for the total amount of such checks. The provisional credit is subject to final payment of the checks and is also subject to your Financial Institution Account Agreement. You agree that all deposits received by us are subject to verification and final inspection and may be rejected by us in our sole discretion, and you shall be liable to The Neffs National Bank for any errors, inaccuracies, breach of warranties and any other loss sustained by, or claim made against The Neffs National Bank relating to such deposits. The Neffs National Bank is not liable for any service or late charges that may be imposed against you due to The Neffs National Bank's rejection of any check that you transmit for deposit through Mobile Deposit. In all cases, you are responsible

for any loss or overdraft plus any applicable fees to your account due to a check being returned. You acknowledge and agree that, while we normally provide notice of rejected deposits, we may reject any check transmitted through Mobile Deposit in our sole discretion without notice to you, and we will not be liable for any such rejection or failure to notify you of such rejection. If we reject a check for remote deposit, you must physically deposit the original check.

Unpaid Checks:

Should you fail to produce the original check when requested during the required retention period, you authorize us to deduct the amount of the requested check from your account balance. You are solely responsible for verifying that checks that you deposit by using Mobile Deposit have been received and accepted for deposit by The Neffs National Bank.

The Neffs National Bank will provide you with notice of any deposited items that it is unable to process because checks were returned unpaid by the paying financial institution. You agree to accept such notices at your e-mail address on file with us, but we may choose any reasonable method for providing such notices to you. In the event that The Neffs National Bank credits your account for a check that is subsequently dishonored and returned, you authorize The Neffs National Bank to debit the amount of such check plus any associated fees from your account. To the extent that funds in your account are insufficient to cover such amount, we shall debit the deficiency amount from any of your other account(s) with The Neffs National Bank in our sole discretion. Our right to charge your account(s) will apply without regard to whether the check was timely returned or whether there is any other claim or defense that the check was improperly returned.

You understand and agree, that since the original check is/was in your possession, it is not the actual item that will be returned unpaid, and The Neffs National Bank may charge back an image of the check, an ACH debit, or other electronic or paper debit, as applicable, against your account. You further agree that any image that we charge back may be in the form of an electronic or paper reproduction of the original check or a substitute check. You may not use Mobile Deposit to deposit a substitute check, nor may you re-deposit an original check if it is returned unpaid. You agree to comply with any additional instructions we may provide to you in connection with returned checks.

Duty to Report Errors:

The Neffs National Bank will provide you with periodic statements that will include and identify the deposits that you make through Mobile Deposit. In addition, you may access The Neffs National Bank's Online Banking service for information about your deposits, return items, deposit adjustments, checks and other transactions on your accounts. You agree that it is your responsibility to review all such information that The Neffs National Bank makes available to you in a timely manner to verify that deposits made through Mobile Deposit have been received and accepted by The Neffs National Bank and are accurate. Receipt of a check by The Neffs National Bank through Mobile Deposit does not constitute an acknowledgement by The Neffs National Bank that the check is error-free or that The Neffs National Bank will be liable for the check. You agree to notify us promptly of any errors, omissions, or discrepancies regarding a deposit within the time periods established in your Account Agreement. You may notify us by e-mailing us at info@neffsnatl.com, by writing to The Neffs National Bank, 5629 Route 873, P.O. Box 10, Neffs, PA 18065, by telephoning us at 610-767-3875, or by submitting a secure message through The Neffs National Bank online banking. You agree to cooperate in any investigation by The Neffs National Bank of any unsuccessful or lost transmission. Subject to applicable law, any failure by you to notify The Neffs National Bank of any error, omission or other discrepancy in accordance with this Agreement and your Account Agreement shall relieve The Neffs National Bank of any liability for such error, omission or discrepancy.

Availability of Service/Contingency:

In the event you are unable to capture, balance, process, produce or transmit a file to The Neffs National Bank, or otherwise comply with the terms or the procedures for any reason, including but not limited to, communications, equipment or software outages, interruptions or failures, you must transport or mail the originals of all checks to The Neffs National Bank. The deposit of original checks at an office of The Neffs National Bank shall be governed by the terms and conditions of the Deposit Account Agreement and not by the terms of this Agreement.

Data Security:

Once you begin a deposit through Mobile Deposit, you must complete it promptly. If you are unable to complete your deposit promptly, you will ensure that your mobile device remains securely in your possession until the deposit has been completed. It is your responsibility to establish and maintain procedures to safeguard against unauthorized deposits. You will notify us immediately by telephone at 610-767-3875 *and* with written notice at The Neffs National Bank, 5629 Route 873, P.O. Box 10, Neffs, PA 18065, if you learn of any loss or theft of original checks. You will ensure the safety and integrity of original checks from the time you receive them until the time you destroy them. If warranted in our reasonable judgment, we may audit and monitor your compliance with the terms of this Agreement, and you agree to cooperate with us to permit such monitoring, to confirm that you have satisfied your obligations under this Agreement.

Cooperation with Investigations:

You agree to cooperate with us in the investigation of unusual transactions, poor quality transmissions, and resolution of customer claims, including by providing, upon request and without further cost, any originals or copies of items deposited through Mobile Deposit remaining in your possession and your records relating to such items and transmissions.

Termination of Service

The Neffs National Bank reserves the right to restrict or terminate the use of Mobile Deposit at any time, with or without notice to you, in the event we have reason to believe, but not limited to, your account is mismanaged in any way, such as unauthorized use of your login credentials, Mobile Deposit not being used for its intended purposes under this agreement, your deposit accounts are restricted or closed, use of Mobile Deposit in a malicious way by transmitting a virus or other type of malware to the bank's servers or system, or for any other reason The Neffs National Bank, in its sole discretion, deems relevant.