

Business Online Banking Agreement



The following disclosures set forth your and our rights and the responsibilities concerning use of the iQ Credit Union Online Banking service. In this agreement the terms "Credit Union," "we," "us," and "our" refer to iQ Credit Union. The terms "you" and "your" refer to the business, business member/account owner, and each Business Administrator or Business User.

ELECTRONIC COMMUNICATIONS

iQ Credit Union Online Banking for business is an electronic Internet based service. Therefore, you understand you are entering into this agreement electronically.

- You have the right to have this disclosure provided or made available on paper or in non-electronic form;
 - You have the right to withdraw your consent to have the disclosure provided or made available in an electronic form, but this will result in the termination of your Online Banking. You may withdraw your consent by contacting the Member Contact Center at 800.247.4364;
 - The consent to receive electronic disclosures applies to this disclosure, and all future required disclosures in connection with Online Banking for business;
 - You can update your e-mail address by using the Member Service function within Online Banking or calling our Member Contact Center;
 - After clicking the "I Agree" button, you may obtain a copy of this disclosure on the credit union website or by calling the Member Contact Center;
 - You understand that to access and retain this disclosure and to use Business Online Banking, you must have the following: a computer with an Internet browser that has "cookies" enabled and supports 128 bit encryption, an Internet connection for the computer, an Internet e-mail address, and either a printer or sufficient electronic space to store this disclosure.
1. **Administration.** The Administration module enables Business Administrators to create, edit, delete and maintain key services including the resetting of user passwords.
 - a. **Business Administrators.** A Business Administrator may create, edit, delete and maintain key services including the resetting of usernames and passwords. Your primary Administrator is automatically permitted to use all accounts, modules and services entitled to your business by the Credit Union. Administrators may add, edit or delete Business Users, unlock and create new passwords. Administrators designate the level of access available to each individual user. Administrators may not perform administrative tasks on themselves. Only users designated as Administrators and the Credit Union have the ability to add, edit or delete your Business Profile.
 - b. **Users.** Anyone who is granted access to your account via Online Banking. Unless a user's access to particular accounts or services is specifically restricted by an Administrator, the User may have access to all of your accounts or services.

- c. **Account Access.** The Online Banking service may be accessed using any computer with access to the Internet. To login, each User will need a username. that meets minimum password security requirements. The credit union also utilizes multi-factor authentication to ensure security of your Personal Online Banking. If you attempt to sign on from a device that has not previously been used, you will be sent a one-time code that will authenticate the device you are using. As an extra security precaution, you may enable multifactor authentication to occur upon every login attempt.
Each User must use their password along with any other required information to access the account. You are responsible for the proper operation and maintenance of any computer software and supported browsers being utilized for Online Banking. The Credit Union will not be responsible for any errors or failures involving telephone service, internet service provider, your software installation or your computer's operation.
- d. **Entitlements.** Any service, module or activities within each module may be entitled to any User of Online Banking. Unless otherwise indicated, any account held by our Business Member may also be further entitled for use within each module.

2. Services

- a. **Types of Transactions.** Not all services are available to all business members, and the services may change from time to time. At the present time, approved business members may use the Online Banking services to conduct the following activities:
 - i. Account Summary allows a User to view real-time balance information for the accounts the User is entitled to view in a single location organized by account type.
 - ii. Review account balance and transaction information for any of your accounts.
 - iii. The Web Connect service supports popular Web Connect programs including Microsoft® Money, Quicken® and QuickBooks®. Available Web Connect download formats are subject to a User's entitlements.
 - iv. Electronic Delivery provides you access to electronic versions of your statements and daily notices, you must opt-in for this service. The electronic statements and notices service can be entitled, but access to account information found on statements or notices cannot. Failure to login to your Personal Online Banking service within a 365-day period will disable your online banking profile and opt you out of the e-delivery service.
 - v. The Transfer Module allows Users to transfer funds from accounts held at the Credit Union to other accounts at the Credit Union or another Financial Institution (i.e. checking, savings, and loan accounts) and create repetitive transfer templates. The Transfer Module supports a range of frequencies including immediate, single (future-

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- dated) and recurring transfers. Note: Transfers are reflected in real-time in your Accounts module.
- vi. Make bill payments using the online bill payment service. The bill payment service can be entitled, but entitlement allows payment from any checking account.
 - vii. Obtain tax information regarding dividends earned and interest paid on your accounts.
 - viii. Request stop payment orders on your checking account.
 - ix. View check images.
 - x. Communicate with the Credit Union using the Member Service message system within Online Banking which provides a secure channel for communications between you and the Credit Union.
 - xi. Transactions involving your deposit accounts will be subject to your Business Membership and Account Agreement and transactions involving a loan account will be subject to your Loan Agreement and Disclosures.
 - xii. Initiate Wire Transfers (subject to a separate agreement).
 - xiii. Treasure Management Service (Subject to a separate agreement)
3. **Service Limitations.** Online Banking is accessible 24 hours a day, seven days a week. Online Banking may be inaccessible for a reasonable period weekly to perform system maintenance. We reserve the right to suspend or terminate access to Online Banking for any reason without notice.
- a. **Transfers.** You may make funds transfers to your accounts or other accounts you authorize as often as you like. However, transfers from a Share Savings Account or Money Market Account will be limited to a total of six (6) in any one month. You may transfer or withdraw up to the available balance in your account or available credit line at the time of the transfer, except as limited under other agreements. The Credit Union reserves the right to refuse any transaction that would draw upon insufficient or unavailable funds, lower an account below a required balance, or otherwise require us to increase our required reserve on the account.
 - b. **Account Information.** The account balance and transaction history information may be limited to recent account information. The availability of funds for transfer or withdrawal may be limited due to the processing time for ATM transactions and our Funds Availability Policy.
 - c. **Alerts.** The Alerts Service allows you to request and receive messages about your account(s). You may receive Alerts via Internet email addresses and SMS on a Mobile device, subject to the terms and conditions of your service provider(s). Receipt of each Alert may be delayed or prevented by factor(s) affecting your service provider, and such other relevant entities. We neither guarantee the delivery nor the accuracy of the contents of any Alert, so this service is provided as only a convenience to you. The Credit Union will not be

- liable for losses or damages arising from (a) a non-delivery, delayed delivery, or wrong delivery of an Alert; (b) inaccurate content in an Alert; (c) your use or reliance on the contents of any Alert for any purposes. We reserve the right to terminate any request from you, for any Alert, at any time. The information in any alert may be subject to certain time lags and/or delays. The types and frequency of your Alerts will be managed by you, and the Alerts may be stopped, or suspended by you at any time.
- d. **E-Mail and Stop Payment Requests.** The Credit Union may not immediately receive sent e-mail communications, and we will not take action based on e-mail requests until we receive your message and have a reasonable opportunity to act. Any stop payment request you transmit electronically is deemed to be a written request and will expire in one-hundred eighty (180) days unless confirmed in writing in accordance with your Membership and Account Agreement. If you need to contact the Credit Union immediately regarding an unauthorized transaction or stop payment request, see Section 6. The Stop Payment Service allows you to submit single or a range of stop payment requests online. Users must be entitled to the service in order to access and execute stop payment requests. Important: Online Stop Payment requests are restricted to checks issued by your business on actual checks and do not apply to ACH, Wire or Bill Payment transactions. If your business has Bill Payment, a stop payment request may be issued by contacting the Credit Union or calling the Bill Payment Customer Service Number located in the Bill Payment Module.
4. **Mobile Banking.** The Mobile Banking service provides access to most services available through Online Banking. Some functions may not be available or may operate differently than in Online Banking. In addition, use of the Mobile Banking service is subject to the following terms and conditions:
- Your mobile device must be a web supported device and meet all technical requirements for the proper delivery of Mobile Banking.
 - You understand and agree that you are obligated to ensure your mobile device allows you to maintain secure access to Mobile Banking services.
 - You understand and agree that you are responsible for the operation, maintenance and updating of all equipment, software and services used in connection with Mobile Banking and the cost thereof, and you hereby agree that you will perform, or cause to be performed, all vendor recommended maintenance, repairs, upgrades and replacements to your Mobile Device or software.
 - You understand and agree that you are responsible for the payment of any and all costs and expenses associated with meeting and maintaining all technical requirements and additional items necessary for the proper use of Mobile Banking.
 - All Bill Payment payees must be established within Online Banking before payments can be made to the payee via Mobile Banking.

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- f. You will not be able to access all functions/services that are accessible via Online Banking. Examples include, but are not limited to, electronic statement, check reordering, third party account transfer, and account aggregation services.
 - g. You are obligated to pay any and all expenses related to the use of your mobile device, including but not limited to, wireless carrier service or Internet service charges. Please check with your mobile service provider for details on specific fees and charges that your provider may impose.
 - h. We are not responsible for, and you hereby 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 your mobile device, or failures of or interruptions in any electrical, wireless carrier or Internet services.
 - i. You are solely responsible for safeguarding all passwords associated with giving access to this service. See paragraph 6 for more liability.
5. **Security of Access Information.** The Username and password information established for all Users is for security purposes, should be considered confidential and should not be disclosed to third parties. On certain mobile devices, biometric login may be used as your access code. Any biometric login authorized to unlock the mobile device will also serve as your access code. Users are responsible for safekeeping this information. Users should agree not to disclose or otherwise make their access information available to anyone not authorized by the Business member/Account Owner or Business Administrator to conduct transactions. Anyone authorized to have or use a Username and password which is entitled by the Business Administrator may use the Online Banking service to review account information and make account transactions. Therefore, we are entitled to act on transaction instructions received using such information and the use of such information will have the same effect as your signature authorizing transactions. If a Business Administrator authorizes anyone to use a Username and Password in any manner, that authority will be considered unlimited in amount and manner unless the Business Administrator has specifically limited that Username or until such authority is revoked. The Account Owner is responsible for any transactions entitled by any Business Administrator and made by any User until access by that Username person is disabled or the Password code is changed. If the Business Administrator fails to maintain or change the security of access information and the Credit Union suffers a loss, we may terminate your Online Banking and account services immediately.
6. **Member Liability.** The Business Member/Account Owner is responsible for all transfers by Authorized (entitled) Users (or anyone to whom Authorized User access information is given) using Online Banking Services under this Agreement. However, tell us at once if anyone has used your Account or access information and accessed your accounts without your authority. If

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you believe that someone has used your User Name or access code without your permission contact us immediately by calling or writing:

Member Contact Center
iQ Credit Union
PO Box 1739
Vancouver, WA 98668-1739
360.695.3441 or 800.247.4364

7. **Fees and Charges.** There may be certain charges for Online Banking Services as set forth on the Rate and Fee Schedule related to the Business Membership, as amended from time to time. If you request a transfer from a loan account, such transactions may be subject to charges under the terms and conditions of the applicable loan agreement.
8. **Credit Union Liability for Failure to Make Transfers.** If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your actual losses or damages. However, there are some exceptions. We will not be liable for instance:
 - a. If, through no fault of ours, you do not have adequate funds in your account to complete a transaction, your account is closed, or the transaction amount would exceed your credit limit on your line of credit.
 - b. If you used the wrong access code or you have not properly followed any applicable computer, Internet or Credit Union instructions for making transfer and bill payment transactions.
 - c. If your computer fails or malfunctions or any of the Credit Union's Online Banking services was not properly working and such problem should have been apparent when you attempted such transaction.
 - d. If circumstances beyond our control (such as fire, flood, telecommunication outages, postal strikes, equipment or power failure) prevent making the transaction.
 - e. If the funds in your account are subject to legal process or other claim.
 - f. If your account is frozen because of a delinquent loan.
 - g. If the error was caused by a system beyond the Credit Union's control such as your Internet Service Provider.
 - h. If you have not given the Credit Union complete, correct and current instructions so the Credit Union can make a transfer or bill payment.
 - i. If the error was caused by a system other than our own.
 - j. If there are other exceptions as established by the Credit Union.

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9. **Termination of Online Banking Services.** You agree that we may terminate this Agreement and your use of any Online Banking Services, if:
- a. You, or any authorized user of your account or access code breach this agreement with us;
 - b. We have reason to believe that there has been an unauthorized use of your card, account or access code; or
 - c. You breach any provisions of your Membership and Account Agreement or any other agreement with the Credit Union.
 - d. You fail to login to the Personal Online Banking Service in a 365-day period.

You or any other party to your account can terminate this Agreement by notifying us in writing. Termination of service will be effective the first business day following receipt of your written notice. However, termination of this Agreement will not affect the rights and responsibilities of the parties under this Agreement for transactions initiated before termination.

10. **Notices.** The Credit Union reserves the right to change the terms and conditions upon which this service is offered. Use of any Online Banking service is subject to existing regulations governing the Credit Union account and any future changes to those regulations.
11. **Billing Errors.** In case of errors or questions about your electronic transfers, telephone us at 800.247.4364 or write us as soon as you can and send to P.O. Box 1739, Vancouver, Washington 98668-1739.

Contact the Credit Union with your questions:

Member Contact Center 360.695.3441
Toll Free 800.247.4364
FAX 360.695.3658
Visit us at: iQcu.com