



## **IMPORTANT INFORMATION ABOUT YOUR TREASURY MANAGEMENT SERVICES AGREEMENT**

If you have Electronic Deposit Services (also known as “Remote Deposit Capture” or “RDC”) please know that changes will be made to the Treasury Management Services Agreement, effective September 1, 2025. These changes are as follows:

Changes to Part IX: Electronic Deposit Services of the Treasury Management Services Agreement (the “Agreement”) are as follows:

1. A sentence is added to the end of Section 1 as follows:

“Prior to using the Services, you represent and warrant that you have instituted policies and procedures regarding use of the Services and have trained your staff with access to the Services in accordance with such policies and procedures.”

2. Section 1.C. is deleted in its entirety and replaced with the following:

**A “Additional Company Responsibilities.** In addition to instituting policies and procedures regarding use of the Services and training its staff with access to the Services in accordance with such policies and procedures, Company also agrees as follows:

- (i) Company has implemented and continually maintains a cybersecurity program that includes administrative, technical, and physical safeguards designed to protect the confidentiality and the integrity of Electronic Files and IRDs;
- (ii) Company has shared previous three (3) years of Cybersecurity Events and remediation plans, if applicable;
- (iii) Company will report to us any successful Cybersecurity Event within three (3) business days of discovery by contacting your primary banking contact;
- (iv) Company has procedures in place to limit employee access to the history of deposits sent to Huntington via the Services;
- (v) Company retains records of Checks for the length of time required by your applicable state record retention laws;
- (vi) Company must shred any original Check after verification of deposit. Original Checks that have been deposited and verified must be destroyed within ninety (90) calendar days. Until you destroy any Check or image of the same, you must, at a minimum, keep such document in a secure locked area or in a password protected environment. If you create an image of the Check, you must create a read-only image that cannot be copied or reproduced; and,
- (vii) Company understands that appropriate scanner training and education materials can be accessed through the Web Portal.”



## TREASURY MANAGEMENT SERVICES AGREEMENT

This Treasury Management Services Agreement (this “**Agreement**”) is entered into by and between The Huntington National Bank (“**Huntington**,” “**Bank**,” “**we**,” “**our**,” or “**us**”), a national banking association with its main office located at Huntington Center, 41 South High Street, Columbus, Ohio 43287, and each Company as identified on the Authorization and Agreement for Treasury Management Services or other document requesting treasury management services (“**Authorization**”) and governs the treasury management services described in Parts II through XVI below (each a “**Service**”; collectively, the “**Services**”) to be provided by us. The terms “you” and “your” refer to each and every Company identified on the Authorization.

**Business Security Suite:** We have available certain products designed to discover or prevent unauthorized transactions, including unauthorized checks and ACH debits, forgeries, and alterations (Business Security Suite includes check positive pay, reverse positive pay, teller block, check block, ACH positive pay and wire block). While no such product is foolproof, we believe that the products we offer will reduce the risk of loss to you from fraud.

It is industry practice that business customers are responsible to discover and/or prevent unauthorized transactions. You agree that if your account is eligible for such products and you choose not to avail yourself of them, then we will have no liability for any transaction that occurs on your account that those products were designed to discover and/or prevent, nor will we have any duty to re-credit your account for any such losses. Please know that utilizing Business Security Suite does not prevent all losses. Huntington is responsible to act in good faith and with ordinary care, which does not include reviewing each transaction individually or insuring that you have no losses.

Huntington also recommends that all customers initiating Payment Orders use the following Security Procedure(s) based on the type of payment and method of submission:

**Payment Center (submit via Digital Tool):** Two unique User IDs assigned to two unique users: User ID #1 used to enter the payment request and User ID #2 subsequently used to approve the Payment Order request.

**Integrated Payables:** Two unique User IDs assigned to two unique Administrative Users who can approve batches (Company Program Administrator or Administrative User with Final Approver permission). User ID #1 used to enter the payment request and User ID #2 subsequently used to approve the request.

**Payment Center (submit via Payments Automation/File Transmission):** Payments Automation ID used to submit a payment request via direct file transmission and a unique User ID assigned to a human user used to subsequently approve each payment via the Payment Center online application.

**Direct ACH File Transmission:** ACH File Control Totals submitted via Direct ACH File Manager accessed via online application or by separate file transmission.

**Phone-In Wire Transfer (using PIN):** Two unique PINs assigned to two unique callers: PIN #1 used to phone in the wire request and PIN #2 subsequently used to approve the request.

If you decline these Huntington recommendations, please understand that you will be solely responsible to design and implement verification methods prior to submitting Payment Orders to Huntington via Huntington-provided applications or direct transmission. Therefore, Company acknowledges their authentication responsibility for Payment Orders manually input into or transmitted to a Huntington system. Huntington will be responsible for processing the Payment Order as received.

In order to limit risk exposures for you and us, we may institute or modify exposure limit parameters from time to time without notice, unless required by law. Examples of limiting exposures include setting limits based on frequency or dollar amount (increase or decrease) limits for particular transactions or payment rails, modifying dual authorization requirements, etc.

You may be required to sign additional agreements (i.e., amendments) or complete other Implementation Documentation before certain Services will be made available to you. Unless otherwise expressly provided, to the extent any terms or provisions of this Agreement directly conflict with the terms or provisions of any such additional agreements or Implementation Documentation, the terms and provisions of those additional agreements or Implementation Documentation shall control with respect to the Services they cover. Unless otherwise expressly provided, to the extent any provisions of the General Terms and Conditions set forth in Part I directly conflict with any other Part, the provisions of such other Part shall control with respect to Services described in that Part. You must maintain and designate checking/demand deposit accounts with us (each, an “**Account**”), which we will use for debiting or crediting with respect to all payments, debits, and deposits and related adjustments and charges. Except as otherwise provided, you must have collected and available funds on deposit in your Account(s) sufficient to cover your obligations under this Agreement.

## CONTENTS

PART I: GENERAL TERMS AND CONDITIONS.....	3
PART II: ACCOUNT RECONCILEMENT SERVICES .....	8
PART III: AUTOMATED CLEARING HOUSE ORIGINATION SERVICES .....	9
PART IV: AUTOMATED SWEEP SERVICES.....	13
PART V: BUSINESS SECURITY SUITE SERVICES .....	17
PART VI: CASH DEPOSIT AND FULFILLMENT SERVICES.....	20
PART VII: CONTROLLED DISBURSEMENT SERVICES .....	23
PART VIII: EBILL PRESENT & PAY.....	24
PART IX: ELECTRONIC DEPOSIT SERVICES .....	28
PART X: ESCROW SOLUTION SERVICES.....	30
PART XI: HUNTINGTON INSTANT PAYMENTS <sup>SM</sup> .....	32
PART XII: INFORMATION REPORTING SERVICES AND ELECTRONIC DATA TRANSMISSION .....	34
PART XIII: INTEGRATED PAYABLES .....	36
PART XIV: LOCKBOX SERVICES.....	37
PART XV: WIRE TRANSFER SERVICES.....	39
PART XVI: ZERO BALANCE ACCOUNTING SERVICES.....	41
PART XVII: GLOSSARY OF TERMS .....	43

## **PART I: GENERAL TERMS AND CONDITIONS**

**Section 1. Our Services.** We will provide you with each of the Services that you choose to use on the Authorization and any addendum or amendment thereto, or any subsequent Authorization, subject to the terms and conditions of this Agreement. We may offer additional services to you, which additional services may be represented by separately executed agreements that may incorporate the terms and conditions of this Agreement. Our Business Deposit Account Agreement and deposit account disclosures (e.g., Funds Availability Schedule) governing your Accounts ("**Account Rules**") shall continue to apply. In the event of any direct conflict between this Agreement and the Account Rules, the terms of this Agreement shall govern, but only to the extent reasonably necessary to resolve the conflict. Capitalized terms used in this Agreement that are not defined in the text are defined in the Glossary in Part XIV. You shall use the Services solely to carry on your lawful business, and you shall not use any of the Services to process or facilitate transactions for or on behalf of any third party without obtaining our prior written consent.

**Section 2. Fees; Funds Availability; Overdrafts.** You agree to pay us the applicable fees and charges disclosed to you for use of the Services. We reserve the right to change any fees at any time. Any new fees will take effect with the next account analysis or statement period after we send notice to you that a change in fees has occurred, unless some other effective date is set forth in such notice. Unless other arrangements are made with us, including reduction in fees through account analysis and compensating balances as calculated by us, you agree that we are authorized to charge the fees and charges to any of your Account(s) when due. You shall be responsible for payment of all sales, use or excise, value added, utility or other similar taxes relating to your use of the Services. Deposits made using any of the Services are subject to our Funds Availability Schedule. With respect to any Service, we may, at our sole discretion, allow an overdraft to occur in your Account. Except as we agree or advise you otherwise in writing, you must repay us immediately, without demand, the amount of such overdraft plus any overdraft fees, charges or interest. In such cases, the fact that we previously allowed an overdraft to occur does not obligate us to do so in the future. For purposes of satisfying your payment obligations, we may consider any overdraft line of credit or other arrangement you have with us.

**Section 3. Communication Methods; Online Services.** You will select during the implementation process for any Service a means of communicating with us for use of that Service and for executing transactions in connection with such Service, including telephone, facsimile, email, and electronic transmission (a "**Communication Method**"). Information and instructions may be sent and received by you using such Communication Method. Certain Services may require you to use a Web Portal or may otherwise not have all Communication Methods available for use. The terms of the agreements governing any Web Portal we provide are hereby incorporated herein. In the event of any direct conflict between this Agreement and agreements governing a Web Portal, the terms of the Web Portal agreement shall control, but only to the extent reasonably necessary to resolve the conflict. A Web Portal shall be deemed a Communication Method under this Agreement.

You are responsible for obtaining, installing, maintaining and operating all hardware, software, and internet access necessary and appropriate to access Services. You must obtain or have appropriate firewalls, anti-spyware software, anti-viral software, network security, and environmental security to prevent unauthorized access to Services through your facilities, networks, or equipment. You will be solely responsible for any loss, liability or damage relating to phishing, pharming or similar scams. You are responsible, at your sole cost and expense, for obtaining and maintaining your communications link to Services and to ensure that your use of such communications link is in compliance with applicable requirements, including any requirements of telecommunications companies and authorities.

**Section 4. Security Procedures; Your Responsibility.** You agree to comply with all of our Security Procedures with respect to Services covered by this Agreement ("**Security Procedures**"). Our Security Procedures are contained in this Agreement and in other written procedures we may provide to you, whether via a separate writing or via a Web Portal. Our Security Procedures may include the issuance of online login IDs, passwords, or personal identification numbers ("**Passwords**"). You agree that your use of the Services constitutes your acceptance of the Security Procedures (including the use of Passwords) as commercially reasonable in the context of your business operations. You agree to give all of our Security Procedures the same level of confidentiality you would give to your own Security Procedures and ensure that Passwords are not used by or accessible to anyone other than those individuals to whom they were issued. You agree that the Security Procedures are designed to prevent unauthorized access and not to detect errors in transactions. Notwithstanding any Security Procedures that may from time to time be in effect for detecting errors in transactions undertaken pursuant to any of the Services, we shall have no duty to discover or report to you any such errors, and neither shall we be liable to you for the failure of such Security Procedures to detect such errors.

You agree you shall be liable for all use of the Services under this Agreement and any and all transactions made, authorized, or blocked when we receive required information or instructions in accordance with our Security Procedures, including but not limited to, (i) use of Passwords assigned to your employees, even if the person sending information or instructions has exceeded his/her authority; (ii) does not have authority from you; (iii) has had his or her authority changed or revoked; or (iv) is not the same person as the employee whose Password is being used. If you permit any Affiliate or other Person to

access one of our Services through any Communication Method or Password, we will not be responsible or liable for such Affiliate or Person's use or misuse of our Services or access to Accounts for which you did not authorize that Affiliate or Person to have access and you agree to be liable for any such use of the Services. We may and will treat all instructions and information received by us through this arrangement as provided by and for the benefit of you and subject to all our rights under this Agreement with respect to the pertinent Services.

**Section 5. Confidentiality of Passwords and Access Devices.** You acknowledge and agree that Passwords are strictly confidential and should only be disclosed to the Administrator or Authorized Users (as defined in Part XIV) to whom they were assigned. You must instruct the Administrator and all Authorized Users that they should not disclose their Passwords to anyone, including your other employees. You agree to establish and maintain procedures reasonably adapted to assure the confidentiality of the Passwords and to be solely responsible for the security of Passwords. We are not responsible or liable for any loss or damages in connection with transactions made using Services if supplied with required Passwords.

If you believe a Password for an Administrator has become known by unauthorized persons (whether or not employed by you), then you must contact us immediately by telephone during a Business Day and we will, as soon as practical, remove the compromised information from the system, and issue new Passwords in accordance with our security requirements. You must also re-issue any Passwords for Authorized Users used to perform unauthorized transactions. If you believe a Password for an Authorized User has become known by unauthorized persons (whether or not employed by you), you must (i) immediately remove the compromised Password from access to the Services, (ii) issue a new Password to the Authorized User(s) whose Password was compromised, and (iii) immediately notify us of any unauthorized transactions. We reserve the right to change or suspend Passwords at any time upon notice.

**Section 6. User Administration and Alerts.** You acknowledge and agree that you are responsible for managing Authorized Users including but not limited to adding, deleting or updating Administrators and Authorized Users (each a "User"), User profiles, unlocking passwords, determining appropriate service permissions, settings, and which accounts should be accessible to specific services and/or functions for each User.

You may elect to receive notifications from us ("Alerts") for applicable services via email or other Communication Method offered by us. Since Alerts will be sent over the internet, you may not receive Alerts as expected. You are responsible for ensuring Users are entitled for appropriate Alerts; removing Alerts from Users as appropriate; and ensuring appropriate Alerts are established for Users as part of administrative or User changes. Please know you should not rely solely on Alerts. You should review activity via the Web Portal and take action before the applicable cut-off times as appropriate.

**Section 7 Your Duty to Review and Inspect.** You are responsible for promptly reviewing and inspecting any and all invoices and Records (as defined in Part XIV). Except as otherwise provided in the description of a particular Service, you agree to notify us of any errors or discrepancies with regards to fees or invoice charges within thirty (30) days after the invoice or Records which contain such errors or discrepancies are received by you or otherwise made available to you (including through any Web Portal). You must immediately notify us of any transactional errors or discrepancies. If you fail to notify us of such error or discrepancy within the afore-mentioned time periods in which such information or Records is received by you or otherwise made available to you by us (including through any Web Portal), then you shall be precluded from asserting such error or discrepancy against us. Notwithstanding the foregoing, we reserve the right, but are not obligated, in our sole discretion, to adjust transaction records for good cause at any time.

**Section 8. Financial Review.** You shall, upon our request, promptly provide us with financial information and statements as we determine to be reasonably necessary or appropriate. Such information may include, but shall not be limited to, audited financial statements, including balance sheets, income statements, statements of retained earnings, and consolidated statements of changes in financial position, all in reasonable detail and stating in comparative form the respective figures for the corresponding date and period in the prior fiscal year and all prepared in accordance with GAAP consistently applied. Notwithstanding the foregoing, if you are a publicly traded entity, you shall, upon our request, provide or make available to us your most recent publicly available annual consolidated statements of financial condition in lieu of the aforementioned financial information.

**Section 9. Indemnification.** You will indemnify and hold us harmless from and against any and all Losses arising out of or related to any claims and demands made, asserted, or threatened by any person (whether an individual or other legal entity) that is not a party to this Agreement which may be incurred by us relating to or arising out of this Agreement; other than those arising out of our gross negligence or willful misconduct. In addition, if we become involved in legal action to defend or enforce this Agreement against you, you agree to pay our reasonable attorneys' fees and costs if we prevail in any such action, to the extent not prohibited by law. The preceding two sentences may not apply if you are a public funds customer (e.g. government or public university) and the governing state law or rule, regulation or regulatory opinion prohibits indemnification by such entities.



You also agree to reimburse us for any and all fees, penalties, fines, costs or the like assessed against us by the National Automated Clearing House Association ("Nacha") for any violation of the ACH Rules, Electronic Check Clearing House Organization ("ECCHO") rules, or any other payment system rules or by any Governmental Authority with jurisdiction over us, that are incurred by us due to actions we take under this Agreement as instructed by you.

**Section 10. Limitation of Liability.** Notwithstanding any provision of this Agreement providing to the contrary, our liability to you for failure to exercise ordinary care resulting in a delay in executing, improper execution of, or failure to execute a transaction shall be limited to actual damages sustained by you that are a direct result of our failure to exercise ordinary care in providing the service. Failure to exercise ordinary care shall not be inferred by reason of a loss of a Check, deposit, transaction, or Entry, or any other Item. We shall not be responsible for your acts or omissions, those of your Vendor (as defined in Section 23 of this Part), agent or employee, any other party providing services to you, or any other person or entity, including, without limitation, Fed Wire, SWIFT, Telex, any automated clearing house, or any other financial institution. We shall not be responsible for any Loss arising from or in connection with any inaccuracy, act or failure to act on your part or on the part of any person not within our reasonable control. We shall not be responsible for any charges imposed by any Vendor or other third party not retained by us as our Processor (as defined in Section 24 of this Part). Our liability hereunder for interest losses will be calculated by using a rate equal to the average Federal Funds rate at the Federal Reserve Bank in Cleveland, Ohio and any such compensation shall be limited to the amount of interest lost for a period not exceeding thirty (30) days following your receipt of the confirmation advice, account statement or when we have otherwise made such information available to you (whichever comes first) less any interest actually earned on the funds. Except as expressly provided in this Agreement, we shall not be required to act upon any notice or instruction received from you or any other person with respect to any matter.

**IN NO EVENT WILL WE BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL LOSS OR DAMAGE OF ANY KIND INCLUDING, WITHOUT LIMITATION, LOSS OR DAMAGE FROM SUBSEQUENT WRONGFUL DISHONOR RESULTING FROM OUR ACTS OR OMISSIONS PURSUANT TO THIS AGREEMENT OR LOST PROFITS WHETHER OR NOT WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.**

**Section 11. Disclaimer of Warranties.** EXCEPT AS PROVIDED IN ANY APPLICABLE SERVICE DESCRIPTION, WE MAKE NO REPRESENTATIONS, WARRANTIES, EXPRESS OR IMPLIED, IN LAW OR IN FACT, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES OR ANY SOFTWARE OR EQUIPMENT USED IN CONNECTION WITH THE SERVICES TO BE PROVIDED BY US. NO DESCRIPTIONS OR SPECIFICATIONS, WHETHER OR NOT INCORPORATED INTO THIS AGREEMENT, NO PROVISION OF MARKETING OR SALES MATERIALS AND NO STATEMENT MADE BY ANY SALES REPRESENTATIVE IN CONNECTION WITH THE SERVICES SHALL CONSTITUTE REPRESENTATIONS AND WARRANTIES OF ANY KIND.

**Section 12. Events Beyond Our Control.** We will be excused from any delay or prevention in performance, and will not be responsible or liable for any loss of information, errors or delays in transmission and/or processing of your transactions, damage, cost, loss, or liability, arising out of causes beyond our reasonable control, including, but not limited to, strike, lockout, war, lack of energy, riot, insurrection, fire, flood, unavoidable accident, acts of God, acts of nature or any cause which is attributable to a third party, governmental acts or regulations, legal constraint, computer malfunction including, but not limited to, computer viruses, equipment breakdown, electrical or mechanical failure, or the enactment, or the issuance or operation of any adverse governmental law, ruling, regulation, order or decree. We will not be responsible for any error, delay or loss of information caused by any other person or entity not a party to this Agreement. In the event of any errors or delays by us, we will only be responsible to use ordinary care to correct any such errors or resume transmissions of information required to be made by us as soon as reasonably possible.

**Section 13. Termination of Service.** Unless otherwise specified in a separate Part, either of us may terminate this Agreement, or suspend or terminate any of the Services provided, at any time upon notice to the other party, effective thirty (30) days after such notice is received. In addition, we may terminate this Agreement, or suspend or terminate any Service or portion of such Service, immediately without notice (or immediately with notice if legally required), in the event (i) of fraud, suspected fraud, suspected illegal or suspicious activity, safety and soundness considerations, bankruptcy, receivership, merger, business necessity, regulatory compliance, administrative order, judicial order, or breach of this Agreement; (ii) in our good faith opinion your financial condition has become impaired or deteriorated; (iii) any actual or reasonably perceived breach of any Applicable Law (as defined in Part XVII), including the ACH Rules (or any other payment rules), (iv) your non-use of the Service(s) for a period of six (6) months or more; (v) your failure to respond to our request for information we reasonably require to provide the Service(s); or (vi) your default on any agreement or instrument between you and us or our Affiliate, or from you in our favor or our Affiliate's favor, but we will use commercially reasonable efforts to provide notice after termination if permitted by Applicable Law. The applicable Services will terminate automatically without notice in the event (a) your Account(s) associated with any of the Services is/are closed, (b) of termination of a Processor contract which is necessary for the performance of the Services, or

(c) either we are prohibited by Applicable Law from performing the Services or you are prohibited by Applicable Law from receiving the Services. In the event of any termination, all fees incurred in connection with the effected Services on or before termination will become immediately due and payable. If the funds in the Account used by a particular Service(s) does not have adequate funds available, we may use any other Account to collect any immediately due and payable amounts. No termination by either of us shall relieve the other from responsibility as to any Check drawn, presented, or paid prior to termination of any Service; or, termination initiated but not executed prior to the effective date of termination. We shall have no obligation to provide any Service or execute any transaction or transfer that was not initiated or transmitted prior to the effective date of termination. If you fail to submit necessary documentation, provide necessary access to your business (if applicable), or undertake necessary training (if applicable) during the implementation process for a Service, the Service may be terminated or suspended without notice.

**Section 14. Severability.** If any provision of this Agreement is determined by a court of competent jurisdiction to be unenforceable as written, that provision will be interpreted so as to achieve, to the extent permitted by Applicable Law, the purposes intended by the original provision, and the remaining provisions of this Agreement will continue intact.

**Section 15. Governing Law; Venue; Waiver of Jury Trial.** Except with respect to the UCC, this Agreement is governed by the laws of the State which governs your Accounts according to the Account Rules, without regard to its conflicts of laws rules. You hereby submit to the exclusive jurisdiction of such State's state and federal courts and waive any objection to venue and forum non-conveniens with respect to actions brought in such courts. Each of you and us expressly and irrevocably waive our right to trial by jury in any matter arising out of or related to this Agreement or any Service.

**Section 16. Complete Agreement.** This Agreement, together with (i) the Account Rules, (ii) any Web Portal agreements, and (iii) any amendments and/or Implementation Documentation, constitute the entire agreement between you and us. Any representations, promises or conditions in connection therewith not set forth in the foregoing or in a writing signed by all affected parties will not be binding. In the event performance of the Services in accordance with the foregoing would result in a violation of any present or future statute, regulation or government policy to which we are subject, then the foregoing will be deemed amended to the extent necessary to comply with such statute, regulation or policy.

**Section 17. Modification; No Waiver.** We reserve the right to modify, at any time and in our sole discretion, without your consent, and without notice to you unless required by law, any of the terms and conditions set forth in this Agreement, and we may notify you of such changes in writing or by electronic means (including via a Web Portal). Except as otherwise provided in this Agreement or as otherwise stated in the notice (if sent), any modification by us will be effective when we send notice to you. You may modify this Agreement only with signed written consent from us. Except for changes made in accordance with this Section, no deviation, whether intentional or unintentional, shall constitute an amendment or modification of this Agreement, nor constitute a waiver by us of any rights in this Agreement. No delay or omission on our part in exercising any right hereunder shall operate as a waiver of such right or any other right.

**Section 18. Assignment; Parties.** We may at any time assign or delegate our rights or duties under this Agreement. You may not assign your rights or obligations under this Agreement in any way without our prior written consent. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective legal representatives, successors and permitted assigns. No other person or entity is deemed to be a third-party beneficiary of this Agreement or any of the Services.

**Section 19. Notices.** Except as otherwise provided in this Agreement, all notices concerning the administration of the terms of this Agreement between you and us that are sent by either you or us shall be in writing and, if to you, addressed to the primary mailing address as shown on our records at such time, and if to us, addressed to our Treasury Management Client Services office at such address as we specify in writing. Any such notice will be effective either on the date it is actually received by the receiving party or five (5) days after it is mailed by first class mail whichever is earlier; provided, however, that any notice sent by you terminating this Agreement or a Service shall be rendered ineffective if you use or avail yourself of any such terminated Service after the date of termination contained in any such notice.

Additionally, you and we each acknowledge and agree that certain notices and communications concerning the operation of Services may be provided by you or us to the other by telephone, fax or electronic means (including email) in accordance with the information provided by the receiving party as specifically set forth in this Agreement or in our Implementation Documentation. Any such notice or communication provided by fax or electronic means will be effective upon verified or successful transmission thereof to the receiving party, and any such notice given by telephone will be effective upon the receiving party's receipt thereof. Unless specifically stated otherwise, each of you and us may rely on such notices or communications given by fax or electronic means as though they are originals. Notwithstanding any terms in this Part to the contrary, any addition, deletion or change (including Administrator(s)) to any Services requested by you must be submitted in a form acceptable to us, and no such requested addition, deletion or change will become operative or effective until we confirm to you that such addition, deletion or change has been implemented, which we agree to do within a reasonable period of time.

**Section 20. Representations and Warranties.** You warrant and represent that (a) you are duly organized, validly existing, and in good standing in the jurisdiction in which you are organized; (b) there are no provisions of any law, or any certificate of incorporation, certificate of organization, by-laws, operating agreement, partnership agreement, or any agreement of any kind, nature or description binding upon you which prohibits you from entering into or performing under this Agreement; (c) your execution and performance of this Agreement has been duly authorized; (d) the person(s) executing this Agreement on your behalf is authorized by you to do so; (e) this Agreement is a binding obligation of yours; (f) all Accounts accessible pursuant to the Services were established only for business purposes; and the transactions made with respect to those Accounts will only be for business purposes; and (g) you are authorized to accept for deposit any Checks deposited in your Account(s) or an Account of your Affiliate using any of the Services. You will be deemed to repeat all of the foregoing warranties and representations each time we perform Services under this Agreement. We will be entitled to rely on any written notice or other communication believed by us in good faith to be genuine and to have been signed or authorized by an authorized representative of yours.

**Section 21. Compliance.** The Services are subject to all applicable laws, rules, and regulations, including, without limitation, the Uniform Commercial Code, the Bank Secrecy Act, as well as the rules and regulations of any money transfer systems, clearing houses, or Processors used by us in providing the Services. You and we agree to be bound by all applicable laws, rules, and regulations, as amended from time to time.

**Section 22. License, Copyright, Patents, Trademarks and Other Intellectual Property Rights.** You acknowledge that any and all of the copyright, trademarks, trade names, patents and other intellectual property rights subsisting in or used in connection with the Services and any versions thereof, including all Implementation Documentation and instructions relating thereto, are and shall remain our sole property or that of our Processors. You shall not during or at any time after the expiration or termination of this Agreement in any way question or dispute our ownership thereof. In the event that new inventions, designs or processes evolve in performance of or as a result of the use of any of the Services, you acknowledge that the same shall be our property, unless otherwise agreed in writing by us. If applicable, we grant you a license to use the Web Portals in connection with the Services provided hereunder during the term of this Agreement.

**Section 23. Vendor.** Any third-party servicer or vendor, including any value added networks (“**Vendor**”) used by you in connection with any of the Services shall be deemed to be your agent, and you will be liable for (i) any Vendor’s failure to comply with any Security Procedures or operating requirements relating to the Services hereunder, (ii) for all fees, costs and expenses owed to each Vendor for its services, and (iii) for any claims, damages, costs and expenses incurred as a result of any Vendor’s failure to perform, or delay or error in performing, its services. This paragraph shall survive termination of this Agreement.

**Section 24. Processor.** You acknowledge and agree that we may arrange for some parts of the Services to be performed or provided by a third-party service provider, vendor or processor (each a “**Processor**”). Our use of a Processor shall not relieve us of our obligations under this Agreement, and we and any Processor shall only be responsible for the acts or failures to act by such Processor to the same extent we would incur responsibility therefore under this Agreement if we had so acted or failed to act. You agree not to bring a claim or any form of legal action against any Processor and agree to hold any such Processor harmless in connection with this Agreement and acknowledge that any such claims will be brought only against us.

**Section 25. Unfair, Deceptive or Abusive Acts or Practices.** Where you or your third parties utilize the Services provided herein to display or otherwise present content to consumers, and you create, add, modify or otherwise modify such display or content (your “**Modifications**”), you acknowledge and agree that we shall not be responsible for your Modifications. Notwithstanding the foregoing, you further agree that Modifications shall be clear, concise and not misleading. If we receive notice that the Modifications may be or is violative of this provision, as determined in our sole discretion, you agree to amend or cease use of the Modifications upon our request.

**Section 26. Survival.** All warranties, indemnities, limitations of liability, and confidentiality requirements will survive the performance and termination of this Agreement.

**Section 27. Recording.** We are authorized (but not obligated) to electronically record and retain telephone conversations between you (and your purported authorized representatives) and us.

**Section 28. Headings.** The headings used in this Agreement are for reference and convenience purposes, only, and shall not in any way limit or affect the meaning or interpretation of any of the terms hereof.

**Section 29. Acceptance.** You may accept the terms and conditions of this Agreement by signing the Authorization for this Agreement. Delivery of an executed Authorization via facsimile transmission or other similar method of electronic transmission shall be effective as if it were delivery of a manually delivered, original, executed counterpart thereof. Additionally, your use of any Service shall be deemed an acceptance of all the terms and conditions in this Part I and the Part for that particular Service.



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**PART II: ACCOUNT RECONCILEMENT SERVICES**

**Section 1. Disbursement Reconciliation and Deposit Reconciliation Services.** We will provide Deposit Reconciliation Services and/or Disbursement Reconciliation Services to you as set forth in this Part. The Services to be provided to you may consist of any or all of the following as selected by you on the Implementation Documentation:

For Deposit Reconciliation Services: deposit reconciliation, which includes a report of multiple locations depositing into a single Account.

For Disbursement Reconciliation Services:

- A. Partial reconciliation, which will include a list of Checks paid and items posted by us.
- B. Full reconciliation that will include a list of both the paid Checks and the outstanding Checks still on file (information provided as to outstanding Checks is contingent upon information supplied by you).

**Section 2. Check/Deposit Stock.** In ordering Checks and/or deposit tickets, you agree to use the specifications provided by us. Your Check(s) must be business sized (8" X 3 3/8"), not personal or consumer sized. If, for any reason, your Checks or deposit ticket stock are substituted with blank stock or stock other than your stock, you hold us harmless from any Losses arising out of the use of such stock. We reserve the right to charge a reject rate or additional fees for any items rejected (i.e., Check quality causing manual intervention) over 2% of the items processed per month. Upon completion of a serial number digit sequence of Check stock, you will not re-use or recycle the same check serial number until at least three (3) months have passed.

**Section 3. Check Issue Data.** If you have full reconciliation, you will provide the check issue file information prior to the checks posting for proper reconciliation.

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### **PART III: AUTOMATED CLEARING HOUSE ORIGATION SERVICES**

**Section 1. ACH Origination.** We will act as an Originating Depository Financial Institution with respect to Entries initiated by you pursuant to this Agreement and the ACH Rules. Unless otherwise defined in this Part, Part I or Part XIV, all capitalized terms in this Part shall have the meanings ascribed to them in the ACH Rules.

**Section 2. Settlement Account.** You must maintain an appropriately designated deposit account (the “**Settlement Account**”) with us for settlement of your ACH transactions. Changes to your Settlement Account may only be made by us through established procedures and the use of set-up forms outlined within the Implementation Documentation. We may, without prior notice or demand, obtain payment of any amount due and payable (including both fees for services and transaction settlements) to us under this Part by debiting your Settlement Account, and shall credit the Settlement Account for any amount received by us for which we have previously received payment from you. You shall maintain a balance of available funds in the Settlement Account or receive credit approval for exposure limits sufficient to cover your settlement obligations. In the event there are not sufficient available funds in the Settlement Account to cover your obligations, you acknowledge that we may debit any other Accounts with us and maintained by you or that we may set off against any amount we owe to you, in order to obtain payment of your obligations.

**Section 3. Transmittal of Entries by You; Transaction Limits.** You shall transmit Entries to us to the location(s) and in compliance with the formatting and other requirements set forth in the ACH Rules and as specified by us. You may transmit Entries using one of the secure Communication Methods as permitted by us from time to time, including, but not limited to, our Web Portals or direct transmission, as set forth in the Implementation Documentation. The total dollar amount of Entries transmitted by you to us on any one day or on consecutive days shall not exceed the transaction limits set by us from time to time.

**Section 4. Processing, Transmittal and Settlement by Us.** Except for On-Us Entries (defined further in this Section) or rejected Entries, we shall (i) process Entries received from you which conform with the instructions provided by us, (ii) transmit such Entries as an Originating Depository Financial Institution to the Federal Reserve Bank or any other ACH Operator, and (iii) settle for such Entries as provided in the ACH Rules. Funds transfers will be originated based on the Entries transmitted or otherwise communicated to us by you, or on your behalf using a Third-Party Service Provider (a “**TPSP**”) which shall be deemed your Vendor under this Agreement (regardless of any referral by us). Each such Entry shall be deemed a “Payment Order.” You agree that any Entries or Payment Orders originated by you or your TPSP will be solely for your own account and not for the benefit of a third party, unless you are a Third-Party Sender. You agree to be obligated and liable for any Payment Order submitted by you or by a TPSP on your behalf. The types of funds transfers that you wish to originate will be documented in our Implementation Documentation and must have our approval before you may use the ACH Services. If you are a Third-Party Sender, you agree to enter into a Third-Party Processing Agreement with us, in addition to this Agreement. Please note that we do not provide or support ACH Services to a Third-Party Sender which has an agreement with another Third-Party Sender to act on behalf of an Originator but does not have a direct agreement with us (a “nested Third-Party Sender”).

(a) **General Requirements for Payment Orders.**

① ***Compliance with Laws.*** You acknowledge and agree that each Payment Order, whether submitted by you or a TPSP, will comply with all Applicable Law. You further acknowledge and agree that we may limit or restrict the type of Entries that you may originate. The specific types of Entry limitations are set forth in the Implementation Documentation or other notice we have separately provided to you. Upon our request therefore, you will promptly furnish to us evidence of your compliance with Applicable Law relating to any Payment Order or resulting funds transfer.

② ***Compliance with Bank’s Requirements; Accuracy of Information.*** We may, from time to time, prescribe rules or requirements relating to the format of Payment Orders, cut-off times for delivery of Payment Orders for processing, and other administrative rules relating to funds transfers, Payment Orders and the Services governed by this Part. You agree to comply with such rules and requirements. We have no obligation to (a) process or act on any Payment Order that is not received in compliance with this Agreement or the Implementation Documentation or (b) correct, adjust or reverse any Payment Order received, resulting from non-compliance with the terms of this Agreement. You are solely responsible for the accuracy and completeness of all Payment Orders and for obtaining and documenting all authorizations and consents for any and all Payment Orders (and the related funds transfers) as required by Applicable Law (including ACH Rules), and for undertaking appropriate identity verification and other matters as may be required by Applicable Law. You may elect to use a third-party verification or compliance provider, which shall be deemed your Vendor under this Agreement (regardless of any referral by us). We are not responsible for detecting errors in any Payment Order and are entitled to rely on any Payment Order and other information in the form received from you. Any Payment Order received by us after the cut-off time established by us may be treated by us as being received on the next succeeding Business Day. In the event of a discrepancy between our records and your records with respect to any Payment Order, our records will be presumed to be correct.

(b) Security Procedures. Your use of the ACH service constitutes your acceptance of our Security Procedures as a commercially reasonable means of authenticating a Payment Order communicated to us by you or on your behalf. You acknowledge that the Security Procedures are used to verify the authenticity of, and not to detect errors in, any Payment Order. Any Payment

Order communicated by you or on your behalf shall be effective as your Payment Order, and shall be enforceable against you, whether or not authorized and regardless of the actual identity of the signer, sender or transmitter thereof, if such Payment Order is received in accordance with the applicable Security Procedures, and if we accept such Payment Order in good faith. In addition, if any Payment Order was actually communicated or authorized by you or you otherwise benefited from such Payment Order (or resulting funds transfer), then you will be obligated to pay us the amount of the related funds transfer without regard to whether we complied with the Security Procedures. We may, in our discretion, use additional procedures to verify the authenticity of any Payment Order. You agree to implement any other reasonable authentication or Security Procedures established by us. You expressly agree that the funds transfers and Payment Orders communicated by a TPSP via direct connection with us or our ACH Operator shall be deemed in compliance with the Security Procedures and commercially reasonable.

(c) Compliance with Security Procedures. If you choose to communicate any Payment Order (including any cancellation thereof) to us in a manner that varies from the established Security Procedures, and if we accept such Payment Order in good faith, then you agree to be bound by such Payment Order, whether or not authorized, and you will be deemed to have refused the Security Procedures that we offer and recommend as “commercially reasonable,” and be obligated to pay us the amount of such Payment Order (or resulting funds transfer). However, we have no obligation to accept any Payment Order that is not communicated in compliance with the established Security Procedures. We are not responsible for refusal to act upon any Payment Order received which does not comply with this Agreement, including where our reasonable efforts to verify the Payment Order in accordance with the Security Procedures have failed or where such action is delayed until verification can be obtained.

(d) Rejection of Payment Orders. We have the right to reject, and refuse to accept, any Payment Order for any reason, including your failure to maintain a sufficient balance of collected funds in an Account; *provided, however*, that in rejecting, or refusing to accept, any Payment Order, we shall act in good faith and use our reasonable business judgment. We will have no liability to you, or any Affiliate based on such rejection or refusal of any Payment Order. If we determine that processing or honoring any Payment Order would cause the Settlement Account to be overdrawn, we may, but have no obligation to, execute the Payment Order and (i) create an overdraft in Settlement Account or (ii) transfer to the Settlement Account from another Account, funds sufficient to cover the deficiency in the Settlement Account. If any Payment Order is rejected by us or any funds transfer system as a result of incomplete information or a formatting or other similar error, it will be your responsibility to re-transmit a corrected Payment Order to us.

(e) Cancellation or Amendment of Payment Order. You have no right to cancel or amend any Payment Order after it has been received by us. However, to the extent permitted by Applicable Law (including ACH Rules), we will use reasonable efforts to act on your request to cancel any such Payment Order before we process it, but we will have no liability if such cancellation is not affected. To the extent permitted by Applicable Law, we will also use reasonable efforts to, upon your request, reverse an Entry after we have processed such Entry, but we will have no liability if such reversal is not affected.

(f) Transmittal and Settlement of On-Us Entries. We will transmit each Entry (other than an Entry where we, or at our option, our Affiliate, is also the Receiving Depository Financial Institution (“RDFI”) (an “**On-Us Entry**”)) that complies with this Agreement to the ACH network before the applicable deadlines if you timely deliver to us a complete and conforming Payment Order. We will settle for each such Entry in accordance with the Applicable Law and industry practice. In the case of an On-Us debit Entry, we will debit, if funds are available, the account of the Receiver in the amount thereof on the effective date contained in the related Payment Order provided that the effective date is a Business Day. In the case of an On-Us credit Entry, we will credit, as appropriate, the account of the Receiver in the amount thereof on the effective date (or up to two days in advance), contained in the related Payment Order provided that the effective date is a Business Day. You hereby acknowledge that credit given by the RDFI to the Receiver for payment made via Entry is provisional until the RDFI receives final settlement for such Entry. You are hereby notified and agree that if the RDFI does not receive final settlement, the RDFI is entitled to a refund from the Receiver in the amount of the credit to the Receiver’s account, and you will not be considered to have paid the amount of the Entry to the Receiver.

(g) Inconsistency of Name and Account Number. We are not responsible for detecting errors in any Payment Order, including the identifying number of any intermediary bank or beneficiary’s bank, even if that number does not correspond to the bank identified by name. You acknowledge and agree that funds transfers may be made on the basis of account number or other identifying number (including a bank transit routing number, SWIFT BIC or CHIPS UID Code). We and any receiving

bank (including any beneficiary's bank and any intermediary bank) may rely on the account number or other identifying number of any bank (including a bank transit routing number, SWIFT BIC or CHIPS UID Code), person or bank account specified in the Payment Order even if such number identifies a bank, person or bank account different from the bank, person or bank account designated by name, and your obligation to pay the amount of the Payment Order (or resulting funds transfer) to us is not excused in those circumstances.

(h) **Additional Warranties for Origination of WEB Entries.** If you are permitted to make WEB Entries, and you obtain authorization from a Receiver over the internet or a mobile device, you represent and warrant that: (a) you utilize a commercially reasonable fraudulent detection system to screen each WEB Entry; (b) employ commercially reasonable methods of authentication to verify the identity of the Receiver; (c) take commercially reasonable steps to verify that routing numbers are valid; and (d) conduct annual audits to ensure that the financial information you obtain from consumers is protected by security practices and procedures that include, at a minimum, adequate levels of: (i) physical security to protect against theft, tampering, or damage, (ii) personnel and access controls to protect against unauthorized access and use, and (iii) network security to ensure secure capture, storage, and distribution.

(i) **TEL Entries.** If you are permitted to make TEL Entries, you must make an audio recording of the consumer's oral authorization and/or provide the Receiver with written notice confirming the oral authorization prior to the Settlement Date of the Entry. At our request, you must provide a copy of the written notice or duplicate audio recording of the oral authorization for our use or for the use of the RDFI requesting the information. The authorization must be readily identifiable as an authorization and its terms must be clear and readily understandable. The authorization must contain the following minimum information: (i) the date on or after which the ACH debit to the Receiver's account will occur; (ii) the amount of the entry; (iii) the Receiver's name; (iv) a telephone number for Receiver inquiries that is answered during normal business hours; (v) the date of the Receiver's oral authorization; (vi) language that clearly states whether the authorization obtained from the Receiver is for a single entry, recurring entries, or one or more subsequent entries initiated under the terms of a standing authorization and (vii) language that instructs the Receiver how to revoke the authorization directly with the Originator.

(j) **ARC, BOC, POP and RCK Entries.** If you are permitted to make ARC, BOC, POP, and RCK entries, authorization consists of: (i) notice from you to the Receiver, before receipt of Receiver's source document or the item, that your receipt of the source document (for ARC, BOC, and POP entries) or item (for RCK entries) constitutes authorization of the ACH debit entry in accordance with the terms of the source document or item; and (ii) your receipt of the source document or item.

**Section 5. Payment by You.** You authorize us to debit your Settlement Account to initiate Entries based on the Payment Orders received by us, and you agree to pay to us the amount of each Entry no later than the date the Entry is processed by us as set forth in the Implementation Documentation, and you hereby authorize us to charge your Account for payment of each Entry, including, but not limited to, any reversed or returned debit Entry. You agree to be obligated and liable for any Payment Order submitted by a TPSP as if such Payment Order was submitted directly by you. We may in our sole discretion (i) refuse to originate any credit Entry or any batch of credit Entries for which adequate funds are not on deposit in your Settlement Account at the time the Entry is to be sent, even though such credit Entry may have already been received or accepted for processing, (ii) at any time without prior notice require you to pay the aggregate sum of the credit Entries in any batch or any credit Entries before you send such Entries to the ACH network, or before crediting a Receiver's account in the case of an On-Us Entry ("Prefunding", as further described in the Implementation Documentation). If we request that you Prefund a batch of credit Entries, and you fail to so pay for such Entries, then we are not obligated to process any of those Entries or send any Entries to the ACH network or debit or credit the account of a Receiver in the case of an On-Us Entry. If any Entry, including a reversed or returned debit Entry, creates an overdraft in the Settlement Account, then you agree to promptly pay us on demand and in immediately available funds, the amount of any such overdraft and any applicable overdraft fees. The foregoing payment obligations will survive termination of this Agreement and this Part.

**Section 6. Notice of Returned Transfers.** We will endeavor to notify you through one of our Web Portals or by other reasonable means within the time frames indicated in the Implementation Documentation of the receipt of a returned Entry, but we will have no liability to you based on the fact that such notice was not given at an earlier time. Provided that we have complied with the terms of this Agreement in connection with such an Entry, we will have no liability to you based on the return thereof.

**Section 7. Data Retention; Audit.** You shall retain data on file adequate to permit remaking of Entries for seven (7) days following the date of their transmittal to us as provided herein and shall provide such data to us upon our request. Also, upon our request, you agree to promptly provide copies of information maintained by you as required by Applicable Law. In addition, upon request and during reasonable business hours, you agree that we, our regulators, and our auditors shall have access to your records relating to your use of the ACH services as required herein, and by Applicable Law, to evaluate your compliance with Applicable Law. Failure to allow such access shall be deemed a material breach of this Agreement.

**Section 8. Your Representations and Warranties.** You represent, warrant and covenant that (i) any Payment Order submitted by you to us, or on your behalf by a TPSP, authorizes us to initiate Entries in accordance with the terms thereof; (ii) all Payment Orders and resulting funds transfers, and the origination thereof, comply with this Agreement and all Applicable Law, and all authorizations therefor will be obtained and all notifications related thereto will be provided by you before any Payment Order is communicated to us; (iii) any and all Payment Orders are and shall be accurate and complete; (iv) you will maintain all records relating to Transfers as required by Applicable Law; and (v) you shall originate Payment Orders only for your Accounts and not as agent or on behalf of any other third party, and you will notify us of your use of any TPSP or any other Vendor for the ACH services and you shall be responsible for the acts of any such Vendor as if they were your own. You shall be deemed to make on your own behalf, and on behalf of any TPSP, the same warranties to us with respect to Payment Orders and funds transfers as (A) we are deemed to make under the Applicable Law and the ACH Rules with respect thereto and (B) as you would make in connection with items endorsed and deposited to any of your Accounts under the UCC. Moreover, with respect to On-Us Entries, you shall be deemed to make the same warranties with respect thereto as we are deemed to make under Applicable Law with respect to Entries that do not constitute On-Us Entries. Each time a Payment Order is communicated or delivered by you or your TPSP to us, you reaffirm the representations and warranties set forth in this Section.

**Section 9. Cross-Border Entries.** To the extent permitted by us, cross-border Entries are transmitted by us in U.S. dollars and converted to the local currency for receipt in the foreign country at the exchange rate determined by our Processor on the date determined by our Processor, unless you have specifically agreed with the Receiver to send U.S. dollars and the Receiver has an account able to accept such currency. All risk of fluctuation in the applicable exchange rate is borne by you. In the event of a returned cross-border Entry, consumer payments will be credited to you at the originated U.S. dollar amount; corporate payments will be credited to you at the exchange rate determined by our Processor at the time of return.

**Section 10. Notification of Change.** We shall notify you of all Notifications of Change received from the ACH operator relating to Entries previously transmitted by you via the method selected by you, and repair any Entries at such time, for which we will charge a fee. You agree to promptly reflect such changes in your own records and pay the applicable fee we charge for such repair. The fee will apply each time we have to repair an Entry for you.



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## PART IV: AUTOMATED SWEEP SERVICES

**Section 1. Automated Sweep Services.** Pursuant to this Part, you may choose to establish Automated Funds Investment (“AFI”) or Automated Credit Sweep (“ACS”) services in connection with your Account(s). For AFI, you may designate multiple Accounts to have the service (hereafter, the “**AFI Account(s)**”). For ACS, you may designate only one Account for the service (hereafter, the “**ACSA**”).

**Section 2. Definitions.** For purposes of this Part the terms below shall be defined as follows:

- A. “**Available Balance**” means the book or ledger balance minus uncollected funds and hold items.
- B. “**Daily Activity Report**” means the written daily confirmations of securities purchase transactions for the repurchase agreement or collateralization option provided to you via our Web Portal or other agreed Communication Method.
- C. “**FDIC**” means the Federal Deposit Insurance Corporation.
- D. “**ICS® Network**” means the network of federally insured banks provided by IntraFi, LLC as part of its IntraFi Cash Services®.
- E. “**Insured Cash Sweep**” means obtaining FDIC Insurance for amounts over the FDIC maximum covered amount by placing funds in various demand deposit and savings accounts throughout the ICS Network.
- F. “**Minimum Transfer Amount**” means an amount initially established by us that represents the minimum amount required before we will transfer funds to the ACSA from your line of credit, or from the ACSA to your line of credit. Before a transfer occurs to or from the ACSA, the Available Balance in your ACSA must vary from the Target Balance by at least the Minimum Transfer Amount. The Minimum Transfer Amount is subject to change at our discretion and we will notify you of such change.
- G. “**Money Market Fund**” means any of the money market mutual funds as made available from time to time by us as part of the AFI services.
- H. “**Sweep Amount**” means the Available Balance in your AFI Account in excess of the Target Balance, which is available to be transferred from your AFI designated Account(s) to the Sweep Target Account. However, funds will only be transferred to Sweep Target Account if they meet the Variance Amount.
- I. “**Sweep Target Account**” means the deposit or investment option to and from which funds are swept in connection with the AFI services pursuant to the procedures described in Section 3 of this Part.
- J. “**Target Balance**” means an account balance which will be mutually established by you and us prior to any sweep transactions occurring and which represents the amount of money you elect to remain in each AFI Account after the Sweep Amount is transferred using the AFI services, or the money you elect to remain in the ACSA before or after transfers to or from your line of credit, as applicable. In no event will the Target Balance be less than a minimum amount we will establish from time to time by notifying you.
- K. “**Variance Amount**” means an amount initially established by mutual agreement of you and us of the minimum transfer amount to and/or from the AFI Account(s). Before a transfer from a particular AFI Account occurs, the Available Balance in that AFI Account must exceed the Target Balance by the Variance Amount. The Variance Amount is subject to change at our discretion and can vary depending upon your sweep option and other factors. In no event will the Variance Amount be less than a minimum amount we will establish from time to time by notifying you.

**Section 3. Automated Funds Investment Service.** At the end of each Business Day, we will automatically transfer the Sweep Amount to or from your AFI Account(s) and your Sweep Target Account according to our procedures as described in this Section and the Implementation Documentation. You appoint us and we accept the appointment to act as agent for you for the purpose of depositing, withdrawing, transferring and investing funds as described in this Section.

- A Sweep Target Account Options.** At the time you establish AFI services, you will choose from one of the Sweep Target Account options offered by us from time to time. You designate the Sweep Target Account option to which its funds are swept based upon your risk tolerance. You must designate only one Sweep Target Account option for the AFI Account(s). *If you invest Public Funds, you must determine which Sweep Target Account option is permissible under applicable state or federal law.*

**1. Repurchase Agreement (NOT FDIC INSURED)**

In the event that you select this option, this Agreement shall constitute a written repurchase agreement as required by law. Each Business Day, we will automatically debit the Sweep Amount from your AFI Account and will transfer to you, as noted on our records, securities with a market value equal to or greater than the Sweep Amount. The securities are held in our account with a Federal Reserve Bank or such other financial institution as we determine, which may be us. The transfer of the securities to you shall be reflected in the Daily Activity Report. We will repurchase the securities from you on the next Business Day. The repurchase price is the Sweep Amount plus the return provided by us as indicated on the Daily Activity Report. We do not retain any right to substitute securities.

We are acting solely as agent for you pursuant to this option in connection with the securities transfer and repurchase transactions described above. Such transactions are intended by both you and us to be sales and purchases. However, if any such transaction is determined to be a loan by you to us, we hereby pledge and grant to you, as security for the performance of our obligation to repay the loan, a security interest in the securities transferred to you.

Such security interest shall automatically attach upon withdrawal of the Sweep Amount from your AFI Account(s) by us pursuant to this Agreement. In the event of a bank failure or default by us in repurchasing the securities, you have the right to direct us to sell the securities and apply the proceeds in satisfaction of our obligation to repurchase. If the value of the securities transferred to you is less than the repurchase price to be paid by us, you may be deemed an unsecured creditor of ours for such deficiency.

FUNDS HELD FOR INVESTMENTS MADE IN THE REPURCHASE AGREEMENT OPTION, AND THE SECURITIES TRANSFERRED TO YOU, ARE NOT A DEPOSIT OR OTHER OBLIGATION OF, OR GUARANTEED BY, THE HUNTINGTON NATIONAL BANK, OUR AFFILIATES OR ANY OTHER BANK, AND ARE NOT INSURED BY THE FDIC OR GUARANTEED IN ANY WAY BY THE U.S. GOVERNMENT OR ANY AGENCY THEREOF.

Our repurchase agreement collateral pool from which securities transferred to you are purchased consists of investment grade debt securities issued by private corporations and private label collateralized mortgage obligations. All securities will be rated by Standard and Poor, Moody's, or Fitch as A or higher. This collateral pool also includes single and/or multi-family mortgages, home equity loans, credit card receivables and other debt issuances which have been securitized and structured to create short, intermediate, and long-term mortgage-backed and asset-backed securities. These securities generally have an expected weighted average life maturity of less than five (5) years.

**The collateral pool for public funds customers consists solely of treasury notes and debt securities issued by the U.S. Treasury, and federally guaranteed or sponsored agencies such as FHLB, FNMA, FFCB, FHLMC or SLMA; however, we transfer securities from the collateral pool with a market value equal to or greater than 102% of any public funds Sweep Amount.**

**2. Money Market Account (the "Money Market Deposit Account")**

Please note that automated funds transfers between your AFI Account and the Money Market Deposit Account are subject to federal regulations which impose limits as set forth in the "Rules and Regulations for Business Checking Accounts and Business Money Market Accounts."

**3. Money Market Mutual Funds (NOT FDIC INSURED)**

If you select one of the Money Market Funds made available by us from time to time, there is no assurance that a fund will be able to maintain a stable net asset value of \$1.00 per share. The rate of return is not guaranteed. We will endeavor to forward to you any proxies, financial statements or other literature received by us in connection with or relating to the shares held in the investment, but we shall be under no obligation to forward such proxies, financial statements or other literature. Your interest in the Money Market Funds may not be transferred, participated, assigned or hypothecated and any such transfer participation, assignment, or hypothecation shall be of no force or effect.

You acknowledge that shares of the above Money Market Funds (i) are not insured by the FDIC; (ii) are not deposits or other obligations of ours and are not guaranteed by us; and (iii) are subject to investment risks, including possible loss of the principal invested. Our sole duty with respect to the Sweep Target Account and the agency relationship with you is to execute purchases and redemptions of shares in the Money Market Funds as you have ordered pursuant to this Agreement. We have not made, and will not make, any recommendations with respect to the nature or investment quality of the Money Market Funds or shares therein, and expressly disclaim any responsibility for your decision to invest in the fund, which decision you represent has been made and will be made without our participation or advice. No officer or representative of ours is or shall be authorized to provide any information to you about the funds other than by the delivery of a prospectus or other related material.

#### 4. *Insured Cash Sweep (FDIC INSURED)*

If you select the Insured Cash Sweep you will enter into additional agreements where we are custodian of your funds which will be placed through the ICS® Network. Funds in excess of the Target Balance will be swept into the ICS Network, which will divide your amount into less than the FDIC insured amount and place them with other financial institutions. You acknowledge that you must identify financial institutions that you do not wish to include with the ICS program where you currently hold funds.

If we decide to terminate a Sweep Target Account option that you have chosen, then we will provide advance notice to you of such termination effective thirty (30) days after we send notice unless a shorter time period is required due to closing of an investment firm. During such thirty (30) day period, you must choose another available Sweep Target Account option or terminate the AFI service.

*For the Money Market Funds, the Money Market Account Options and the Insured Cash Sweep.* If, after posting all credits and debits, the Available Balance in your AFI Account(s) is below the Target Balance by an amount equal to or greater than the Variance Amount and if there are sufficient funds in the Sweep Target Account, funds are swept back into the AFI Account from the Sweep Target Account to increase the AFI Account balance to the Target Balance.

#### **B. Interest and Dividends.**

ⓐ For the Repurchase Agreement Sweep Target Account Options. At the opening of the next Business Day, the available balance in your AFI Account(s) will reflect the amounts in your Sweep Target Account so that the funds are immediately available to you for intra-day banking needs. Interest, or rate of return, is calculated on the Sweep Amount and is credited as a separate transaction to your AFI Account(s) at the end of the next Business Day.

ⓑ For Money Market Account Sweep Target Account Option. The Money Market Deposit Account will earn interest as described in, and is otherwise subject to, the terms set forth in our Account Rules. Interest is credited as a separate transaction to your Money Market Account monthly.

ⓒ For Non-FDIC Insured Money Market Fund Options (Including those affiliated with The Huntington National Bank). All income earned on the investment will be termed "Dividends." Dividends shall be calculated at a rate determined by the fund, net of all service and transaction charges imposed by (i) the fund, (ii) its custodian and/or (iii) its transfer agent. Such Dividends shall also be calculated net of our fees pursuant to our current fee schedule which may be amended as set forth in Part I. Dividends are credited as a separate transaction monthly. We may also receive investment management and other administrative fees with respect to your shares of the money market funds from such funds, their distributors or investment advisers. These fees are set forth in the prospectuses of the money market funds.

ⓓ For the Insured Cash Sweep Options. The interest rate for the deposit Accounts at destination institutions will be the then-current rate that we specify, which may be any rate (including zero) and which we may modify at any time. Interest compounds daily. Payment of the full amount of all accrued interest on a deposit account at a destination institution will be solely the responsibility of the destination institution. Neither we nor any other person or entity will be indebted to you for such payment.

**C. Changing Investment Options.** You may change your Sweep Target Account option only by completing and delivering to us the appropriate form approved by us, and you must notify us by contacting your account officer or Treasury Management representative. Changes in the Sweep Target Account option may require opening a new Sweep Target Account and closing the existing Sweep Target Account. In such case, you authorize us to deposit, withdraw or otherwise transfer money, or to purchase or sell securities, as required to accomplish the change to your Sweep Target Account.

**D. End of Year Reporting Requirements.** We are required to report to the Internal Revenue Service (IRS) interest or other income paid in connection with the Repurchase Agreement, taxable Money Market Funds, and Money Market Accounts. We will provide you an IRS Form 1099 if you elect to sweep funds to any of the Sweep Target Account options described in the prior sentence any time during the tax year. We will not provide IRS Form 1099 for Insured Cash Sweep.

**Section 4. Description and Terms of Automated Credit Sweep Services.** In order to maintain your Target Balance in your ACSA, you authorize us to draw on your revolving line of credit ("LOC") from time to time and deposit such advances to your ACSA and to debit your ACSA from time to time to make payments on your LOC. ACS services are available only with lines of credit with maximums and minimums as established by us from time to time. Even if the principal amount of your LOC falls below any minimum principal amount we have so established, you may not lower your Target Balance below any minimum we have established.

After the end of each Business Day, we will post all credit and debit transactions to your ACSA, and we will calculate your Available Balance.

- (i) If your Available Balance is above the Target Balance by an amount greater than or equal to the Minimum Transfer Amount, we will debit the amount by which such balance exceeds the Target Balance and apply such amount to repayment of your LOC in accordance with the promissory note and/or loan agreement executed by you.
- (ii) If your Available Balance is less than the Target Balance by an amount that is greater than or equal to the Minimum Transfer Amount, you authorize us to draw on your LOC in the amount necessary to attain a balance equal to the Target Balance (up to the LOC maximum principal amount), and we will credit such advance to the ACSA.
- (iii) If the Available Balance is above or below the Target Balance by an amount less than the Minimum Transfer Amount or if the Available Balance equals the Target Balance, no transfers to or from your LOC are made.

If you desire to use funds from multiple checking/demand deposit accounts for purposes of determining your Available Balance, you may do so only by using our Zero Balance Accounting service (described in Part XII). In such instance, the Concentration Account used in connection with that Service will be designated as the ACSA used to determine your Available Balance.

### **Section 5. Important Notice about FDIC Insurance Coverage in Connection with your Automated Sweep Services**

The Federal Deposit Insurance Corporation (“**FDIC**”) is requiring all banks to provide certain disclosures to their customers regarding sweep features linked to deposit accounts in the event the bank fails and is taken over by the FDIC. The requirement to provide this disclosure is general for all banks and is not related in any way to the current or expected condition of any bank. If the FDIC takes over a bank, the FDIC has indicated that it will complete all internal transfers but will attempt to block transfers from coming into or going outside of a bank.

Currently the applicable FDIC insurance limits for deposits with us are combined with other funds on deposit with us by you in accordance with the FDIC’s aggregation rules (“**Applicable FDIC Insurance Limits**”). Funds in your checking account prior to being swept out are insured up to the Applicable FDIC Insurance Limits.

If the FDIC takes over the Bank, funds swept from your checking account to another loan or credit account you have with us are not FDIC insured, but the FDIC will recognize your claim for the reduction of the balance of such other loan or credit account you have with us by the amount of the swept funds.

If you have selected our AFI services, where funds in your checking account are periodically swept into one of the following options that you have selected:

- Into a money market deposit account with us; or
- Into a non-FDIC-insured investment product.

If the FDIC takes over the bank, funds swept from your checking account to a money market deposit account with us continue to be FDIC-insured up to the Applicable FDIC Insurance Limits. Funds in the money market deposit account in excess of the Applicable FDIC Insurance Limits are treated by the FDIC as uninsured deposits.

If the FDIC takes over the Bank, funds swept from your checking account to a non-FDIC-insured investment product will be treated by the FDIC as follows:

- *Sweeps to a Mutual Fund.* Funds swept to a mutual fund are not FDIC-insured if the sweep is completed, but the FDIC will recognize your claim for the value of your ownership interest in the mutual fund. If the sweep is not completed, the FDIC will treat the funds as if they remain in your checking account. The funds in your checking account will be insured up to the Applicable FDIC Insurance Limits and funds in excess of the Applicable FDIC Insurance Limits will be treated by the FDIC as uninsured deposits.
- *Repurchase Agreement Sweep.* Funds swept to the Repurchase Agreement option are not FDIC-insured, but the FDIC will recognize your claim for the value of your interest in the securities. If the value of your interest in the securities is less than the amount of our repurchase obligation, the FDIC will treat such deficiency amount as a general unsecured obligation of ours. If the sweep is not completed, the FDIC will treat the funds as if they remain in your checking account. The funds in your checking account will be insured up to the Applicable FDIC Insurance Limits and funds in excess of the Applicable FDIC Insurance Limits will be treated by the FDIC as uninsured deposits.
- *Insured Cash Sweep.* Funds swept to an Insured Cash Sweep account are FDIC-insured up to the applicable limits if the sweep is completed. If the sweep is not completed, the FDIC will treat the funds as if they remain in your checking account. The funds in your checking account will be insured up to the Applicable FDIC Insurance Limits and funds in excess of the Applicable FDIC Insurance Limits will be treated by the FDIC as uninsured deposits.

## **PART V: BUSINESS SECURITY SUITE SERVICES**

Our Business Security Suite services permit you to return Checks and Entries which do not match the Check issue data or Entry data provided by you in advance, among other services described in this Part.

**Section 1. Check Positive Pay Services.** Each Business Day, you shall provide us a report listing the Checks drawn on your Account(s) that day (hereinafter the “**Check Register File**”) using an agreed upon Communication Method and in the timeframe specified by us. Each Check Register File submitted shall accurately list all Checks drawn on the Account(s), by check number, dollar amount and any other criteria communicated by us to you, since the last Check Register File was submitted. If you have signed up for the “Payee Positive Pay” option, you must also provide the exact payee name for all Checks in the Check Register File. You agree that we may delay activation of or suspend services unless and until you provide test files to verify that the service is functioning as required and we notify you that the service is active.

Each Business Day, we will process Checks presented against the Account(s) through the check collection system in accordance with our normal procedures. In addition, we will compare the Checks presented against the Account(s) to the Check Register File provided by you. We will pay each Check that matches a Check listed on the Check Register File and charge the respective Account(s). We will create a list (hereinafter an “**Exception List**”) of any Checks presented for payment against the Account(s) which do not match a listing on the Check Register File (hereinafter “**Exception Checks**”). Exception Checks may include stale-dated Items (using the time period elected by you for a Check to qualify as “stale dated” in the Implementation Documentation and on the face of the Check). If you have signed up for our Payee Positive Pay option and the payee name or a reasonable variation thereof does not match the Check Register File, those checks will become Exception Checks and become part of the Exception List. If you use the “Pay but Correct” option, you may correct Exception Checks for the Check number or dollar amount. If you correct the amount, it must match the written (not numeric) amount of the Check. The Exception List may also contain items that were originated by you as Checks but were converted into an Entry. We will make the Exception List available to you through one of the Communication Methods now or hereafter made available by us as early as is reasonably practical on the next Business Day after the Checks are presented. On the same Business Day an Exception List is made available, you agree to review the Exception List and instruct us, prior to the cut-off time disclosed to you, which Exception Checks to pay and which Exception Checks to return unpaid. In the event that we experience system issues where an Exception List was created that includes all Checks attempting to clear your account, whether or not they appear on the Check Register File, you will then be responsible to make a decision whether to pay or return each item by the cut-off time disclosed to you. We will not be liable for any items over \$10,000 that you fail to decision by the cut-off time disclosed to you. If you decision a Check to be returned, you agree the default return reason will be “Refer to Maker”. If you select an alternative return reason, you agree that the return reason selected is accurate.

If you do not instruct us by the cut-off time using an approved Communication Method on each day Exception Checks are presented, then we will return the Exception Checks unpaid and reverse the provisional debit against the Account(s).

Regardless of any pay decision by you, we have no obligation to pay any Check for which there is a stop payment order or which would create an overdraft. Each Check we pay in accordance with the provisions of this Section shall be deemed properly payable, and you waive any right to assert that any such Check was not properly payable, including with respect to any Check which is a counterfeit, is altered, bears a forged or unauthorized signature, or was otherwise not validly issued.

You may elect to receive notifications from us (“**Alerts**”) regarding pending Exception Checks via email or other Communication Method offered by us. Since Alerts will be sent over the internet, you may not receive Alerts as expected. In consideration of the two foregoing sentences, you should review transactions via the Web Portal and appropriately change any instructions in a timely manner if you so desire, otherwise current instructions where you have provided us all of the required information in a timely manner shall apply.

**A. Teller Positive Pay.** Teller Positive Pay allows a teller in our branches to compare a Check that someone is attempting to cash with your Check Register File, and, notwithstanding other provisions in this Agreement, refuse to cash the item if: (i) the Check presented is not listed in the Check Register File, (ii) we do not receive a Check Register File, (iii) the Check is stale-dated (using the time period elected by you for a Check to qualify as “stale dated” in the Implementation Documentation and on the face of the Check), (iv) the Check is above any maximum dollar limit set by you, (v) there is a stop payment placed on the Check, or (vi) the Check has been previously paid. Although an Exception List will be provided to you in connection with Teller Positive Pay, you will be unable to use the Exception List to review and make payment decisions.

**Please note that you must specifically elect to receive Teller Positive Pay.** If you do not elect to turn on Teller Positive Pay or you subsequently turn off Teller Positive Pay, any Check presented at our branches to be cashed could be cashed despite the information in the Check Register File or a default setting or instructions to return any check not listed in the Check Register File. During the time in which you do not turn on or elect to turn off Teller Positive Pay, you assume all risk for any Checks cashed at our branches, even if not contained in a Check Register File.





**Section 2. Reverse Positive Pay.** Reverse Positive Pay is useful in situations in which you wish to prevent fraud and misuse of an Account(s) but cannot efficiently send us a Check Register File. With Reverse Positive Pay, we provide you with a list on each Business Day which provides images of or lists of Check(s) (by check number and dollar amount) presented to us for payment on your Account(s) (hereinafter an “**Exception List**”). This Exception List will be made available to you using an agreed upon Communication Method and in the time-frame specified by us.

On the same Business Day an Exception List is made available to you, you agree to review the Exception List and instruct us, prior to the cut-off time disclosed to you, of your decision on each Check (*i.e.*, whether to return or pay the Check or pay the Check for a different amount). If you correct the amount, it must match the written (not numeric) amount of the Check. If you decide a Check to be returned, you agree the default return reason will be “Refer to Maker”. If you select an alternative return reason, you agree that the return reason selected is accurate.

If you do not instruct us as to your decision for any individual Check, or the entire Exception List, by the cut-off time using the approved Communication Method on the day the Exception List is presented, we will pay those Check(s) in the Exception List as presented and finalize the provisional debit against the Account(s). In these instances, we will deem your failure to decision any Check as an express authorization by you that such Check be timely paid and charged to the Account(s), regardless of whether such Check is in fact properly payable, and such inaction by you shall constitute a waiver and release by you of any and all claims you may then or in the future have that such Check was not properly payable, including with respect to any Check which is counterfeit, is altered, bears a forged or unauthorized signature, or was not otherwise validly issued. However, we have no obligation to pay any Check for which there is a stop payment order or which would create an overdraft.

**If you elect our Reverse Positive Pay service, you acknowledge and agree that Checks presented to our tellers for cash or immediate credit which are issued, or allegedly issued, by you on your Account(s) will not appear in the Exception List and may be paid by us, and you agree such Checks are properly payable, and you shall not subsequently contest the validity thereof.**

You may elect to receive Alerts regarding a pending Exception List via email or other Communication Method offered by us. Since Alerts will be sent over the internet, you may not receive Alerts in a timely manner due to internet traffic. In consideration of the two foregoing sentences, you should review transactions via the Web Portal and appropriately change any instructions in a timely manner if you so desire, otherwise current instructions where you have provided us all of the required information in a timely manner shall apply.

A. **Teller Block. Teller Block prevents the cashing of Checks at the teller line. If you select the Teller block service, payees may only be able to deposit Checks at the teller line.** Please note that you will also be prevented from transacting counter checks, withdrawal slips and debit memos at the teller line.

**Section 3. ACH Positive Pay.** ACH Positive Pay services allow you to provide us instructions to (i) block all Entries from other banks from posting to your designated Account(s) with us, or (ii) permit individual Entries from other banks to post to your designated Account(s) with us. If you sign up for ACH Positive Pay, we will block all Entries from other banks (whether credit or debit) that attempt to post to your Account(s). In order to permit individual Entries, you must provide us, in a timely manner, with all of the required information (as communicated by us), and if you do not provide us with all of the required information, we will continue to block such Entry. However, we will not comply with any instruction to block an Entry that represents the reversal of an Erroneous Entry. The term “**Erroneous Entry**” is defined for purposes of this Section as an Entry that (i) is a duplicate of an Entry previously initiated by the Originator or Originating Depository Financial Institution; (ii) orders payment to or from a person not intended to be credited or debited by the Originator; or (iii) orders payment in a dollar amount different than was intended by the Originator.

You are responsible for reviewing those Entries that are blocked or permitted as required for review of transactions under this Agreement. You may elect to receive notifications from us (“**Alerts**”) regarding pending Entries via email or other Communication Method offered by us. Since Alerts will be sent over the internet, you may not receive Alerts in a timely manner due to internet traffic. In consideration of the two foregoing sentences, you should review transactions via the Web Portal and appropriately change any instructions in a timely manner if you so desire, otherwise current instructions where you have provided us all of the required information in a timely manner shall apply. Unless you sign up for Alerts, we assume no responsibility for advising you regarding pending Entries.

If you send us the required information to allow an Entry or change an Entry (an “**Instruction**”) on a Business Day prior to our established cut-off time, and before the Settlement Date of that Entry, we will begin to process such Instruction on that Business Day. If you send us an Instruction after the established cut-off time on a Business Day, but before the Settlement Date of the Entry, we will begin to process such Instruction on the next Business Day. After the Business Day of the Settlement Date of an Entry, we will not follow any Instruction regarding such Entry. The “**Settlement Date**” is the date funds are exchanged between banks with respect to an Entry as reflected on the books of the Federal Reserve Bank.

**Section 4. Check Block Services.** Our Check Block service will automatically return all Checks presented against your Account(s). If you select Check Block, you agree not to issue Checks in connection with the designated Account(s). We will return all Checks presented against such Accounts (each, an “**Exception Check**”). However, we will permit any electronic debit, which includes, but is not limited to, Entries (including checks converted to Entries), wire transfers, or other electronic debits, unless specifically blocked or returned pursuant to other services described in this Part. Please note that you will also be prevented from transacting counter checks, withdrawal slips and debit memos at the teller line.

**Section 5. Wire Block Services.** Wire Block services allow you to provide us instructions to (i) block all incoming, outgoing or all Payment Orders from posting to your designated Account(s) with us. However, we will not comply with any instruction to block a Payment Order that represents a reject of an “**Erroneous Entry**”. The term “Erroneous Entry” is defined for purposes of this Section as a Payment Order that (i) is a duplicate of a Payment Order previously submitted by you; (ii) orders of payment to or from a person not intended to be credited or debited by you; or (iii) a Payment Order in a dollar amount different than was intended by you.

**Section 6. Limitation of Liability.** In no event shall we be liable for any Losses relating to paying a Check that was not properly payable, wrongful dishonor of a Check, or our or your actions with respect to payment or return of any Check (under the UCC or otherwise), or our failure to honor any Entry, including return or rejection of any ACH Debit Entry, to the extent such payment or return was completed in accordance with the terms of this Part. You agree that we exercise ordinary care whenever we rightfully pay or return a Check, Exception Check, or Entry consistent with the terms of this Part or your instructions. You expressly agree that your failure to timely direct us to return any presented Checks in accordance with the terms hereof will constitute acceptance by you of such presented Checks and each such presented Check will be properly charged against the Account on which it is drawn and we shall have no liability in connection with such presented Checks.

## PART VI: CASH DEPOSIT AND FULFILLMENT SERVICES

**Section 1. Vault Services.** Our Vault services allow you to hire a Vendor to (i) deliver coin, currency, and Checks to us for deposit to your Account (“**Deposit**”) or (ii) to order currency or coins (“**Order**”) from a vault owned or operated by us (“**Vault**”) to be delivered to you by the Vendor. Additionally, we may provide a courier (“**Provider**”) to pick up Deposits and/or deliver Orders. Orders and Deposits will be debited and credited to an existing Account. As used in this Part, “**Vendor**” means a certified armored carrier that is acceptable to us and meets our requirements for transporting coins, currency, and Checks between you and the Vault. In the event that your Vendor ceases to meet such requirements, we may suspend the Vault services until your Vendor meets such requirements.

In addition, you may place Deposits into a Safe on your premises, the contents of which will be delivered to our Vault by us or the Vendor. As used herein, a “**Safe**” is a safe that utilizes “smart safe” technology, which you must obtain from an approved third party or us. You are responsible for any loss or theft of the Deposit until received by our Provider or our Vault.

- A. Deposits.** The Vendor will pick up and deliver Deposits to the Vault. We may accept Deposits which have been prepared in accordance with our instructions from anyone who purports to be an agent of the Vendor or you. We are not liable for any loss of Deposits in connection with Vault services until they have been delivered to the Vault. We may refuse or not accept a Deposit for any reason at any time; provided, however, that in refusing any Deposit, we shall act in good faith and use our reasonable business judgment. Other than Deposits placed in a Safe, you will receive credit on the next Business Day after we receive, verify, and accept a Deposit at our Vault. For Deposits made via an envelope placed in the Safe you will receive credit on the Business Day we receive, verify, and accept the Deposit at our Vault. However, at our reasonable sole discretion, we will provide provisional credit to you for U.S. denominated currency placed in a Safe on the Business Day you place such currency in the Safe, and such credit will become final once we receive, verify, and accept the Deposit at our Vault. All credits (including advance credits from the Safe) are subject to our verification. We may adjust your Account, whether higher or lower, in connection with reconciliation of Deposits made at the Vault. We may establish limits for the amount of coin and currency that can be placed in the Safe, and we will communicate those limits to you.
- B. Orders.** We may provide an Order to anyone who purports to be an agent of the Vendor or you. Funds in the amount of your Order must be available in your Account prior to the Order being prepared. Your Account will be debited for the amount of the Order on the day the Order is packed for release to the Vendor. Orders placed for delivery on Saturday, Sunday, or Monday are debited from your Account on the previous Business Day. You must place Orders by the time designated by us from time to time to receive next Business Day delivery. If you do not meet that deadline, we may not process the Order until the following Business Day. Where you contract directly with a Vendor, we are not liable for any loss or delay in delivery of Orders and are not a guarantor of any delivery day or time. We may refuse to process an Order for any reason at any time; including, but not limited to, insufficient funds in your Account.
- C. Representations and Warranties.** You represent and warrant to us that: (i) you are the payee or holder of any Checks deposited; (ii) any Checks deposited do not contain image replacement documents, as that term is defined in 12 U.S.C. § 5001 *et seq.* and corresponding regulations (“**IRDs**”); (iii) any Checks included are in such form that we can create electronic files or IRDs that conform to all standards prescribed by 12 U.S.C. § 5001 *et seq.* and corresponding regulations; (iv) the Deposit does not contain any fraudulent or counterfeit items; (v) no depository bank, drawee, drawer, or endorser will reject presentment or return any Check, or a copy or other paper or electronic version of any Check such that we, a bank, drawer, drawee, or endorser will be asked to make payment based on a check, draft, or other negotiable instrument that a bank, drawee or endorser has already paid; and (vi) Checks are drawn on a financial institution in the United States and are payable in United States currency.

You agree not to deposit items via Vault services that are “ineligible items”, as that term is defined by the Board of Governors of the Federal Reserve.

- D. Automatic Termination.** If you fail to use the Vault services for a period of thirteen (13) months, the Vault services will be automatically terminated.

**Section 2. Electronic Coin and Currency Orders.** Huntington provides coin and currency ordering via the telephone or on-line (including mobile) as part of its Vault Services. Huntington also supports the use of certain Vendors for coin and currency ordering or other enhancements of Vault Services. By utilizing a Vendor, you agree to the following additional terms:

- (i) You acknowledge that we are not responsible or liable for your Vendor, and that your Vendor is responsible for the delivery of services and the hosting of any data provided by you. You will enter into a separate agreement with your Vendor, as your agent for delivering coin and currency order files to us.
- (ii) We make no representations or warranties with respect to your Vendor or Vendor's services. You acknowledge that use of a third party Vendor is at your own risk.

- (iii) As such, you release and forever discharge Huntington, its directors, officers, employees and agents from any and all claims, losses, expenses, damages, costs or other liability which may result from the use of Vendor or our fulfilling coin and/or currency orders in response to transactions received through your Vendor; and, you will indemnify and hold us and our Affiliates, directors, officers, employees and agents harmless from and against all losses, expenses, damages, costs and liabilities, including internal and external counsel fees, that may arise out of your use of Vendor or our fulfilling coin and/or currency orders in response to transactions received through your Vendor. Notwithstanding the foregoing, you will have no obligation to indemnify if the losses, expenses, damages, costs or other liability results from our gross negligence or willful misconduct.

**Section 3. Additional Terms and Conditions Unique to SafeCash Manager.** Other than as specifically altered in this Section, all provisions of Section 1 still apply to use of the SafeCash Manager service. If you elect to receive the SafeCash Manager service, you must complete or provide any documents, authorizations, or information we or our approved provider requests and needs for implementation of Services. You are responsible for connectivity to the internet for use of online reporting services provided by SafeCash Manager. You must provide a location to operate the Safe in compliance with its operations manual provided to you, including the requirement to bolt the Safe to a concrete floor. You must allow the approved provider access as necessary to your premises for installation of the Safe, and your premises must be prepared for the Safe prior to its installation.

**Service Term; Termination of SafeCash Manager.** You will automatically be obligated for a service term (and payment for such term) of 60 months for each Safe (“**Initial Service Term**”). After expiration of the Initial Service Term, your obligation for SafeCash Manager services shall renew automatically each year (“**Successive Service Term**”) until you or we terminate it. Prior to the end of each Initial or Successive Service Term, you agree to provide at least thirty (30) days prior notice of your intent to terminate the Initial or any Successive Service Term. If you choose to terminate or attempt to transfer a Safe without thirty (30) days advance notice or after the commencement of the Initial or Successive Service Term, you are obligated to pay the amount of any fixed monthly fees of the remaining Initial or Successive Service Term. For example, if you choose to terminate SafeCash Manager prior to expiration of the Initial Service Term, or we terminate SafeCash Manager for cause during the Initial Service Term, you are obligated to pay us the amount of any fixed monthly fees times the number of months left of the Initial Service Term for each Safe. Also, as an example, if you attempt to transfer a Safe without a written agreement with us acknowledging the transfer, you will be responsible for the remaining Initial or Successive Service Term until the transfer is properly completed with us.

If we choose to terminate SafeCash Manager without cause prior to expiration of Initial or Successive Service Term, you are only obligated to pay for fees associated with SafeCash Manager incurred prior to and during the month of termination.

Each time you obtain a Safe from us, or our approved Provider, the Initial Service Term shall commence for that Safe. You are obligated to use our Provider to de-install and return if the Safe(s) is owned by us. Where Safe(s) are owned by us, the Safe(s) must be returned to us by our Provider after termination of SafeCash Manager. You are responsible for all costs associated with de-installing of the Safe(s) (freight, replacement parts, labor, deletion of customer information) which are billed to you.

**B. Equipment Warranty and Maintenance.** We will pass through warranties regarding the Safe received from our approved provider. The approved provider warrants that the equipment will be free from defects in material and workmanship and will substantially conform to the approved provider’s published specifications for twelve (12) months (the “**Warranty Period**”) after shipment to you. The approved provider will repair or replace, at its option and expense, items of equipment that do not meet this warranty provided you report the problem to approved provider, or us, during the Warranty Period. The approved provider may fulfill warranty obligations at an approved provider designated site or depot. If you return the equipment to the approved provider site for warranty repair, shipping will be at your expense and risk. The approved provider will return the equipment at approved provider expense and risk if the equipment was defective. Replaced items under a warranty event become the approved provider’s property. This warranty does not extend to damage caused by normal wear and tear, accident, misuse, disaster, improper supplies or alterations, attachments, parts, or repairs not provided or authorized by the approved provider and is not in lieu of a maintenance agreement.

Maintenance is in addition to the warranty and covers damage caused by normal wear and tear, but does not cover accidental damage, misuse, disaster, improper supplies or alterations, attachments, parts, or generalized repairs. Maintenance also does not include equipment which must be updated, for example, modems which become outdated and are no longer operative. Maintenance services by the approved provider are in addition to the fees for Vault Services and/or the SafeCash Manager.

**Section 4. Additional Terms and Conditions Related to Huntington Provided Armored Courier Services.** If you elect to obtain armored courier services through Huntington for Vault Services or SafeCash Manager you agree to:

- (i) Ensure all funds are placed in a sealed tamper-evident bag with a scannable barcode;

- (ii) Declare the actual value of each shipment and each distinctively and securely sealed tamper-evident bag in the shipment on the armored courier consignment log; and
- (iii) Obtain the signature of the armored courier on the consignment log next to each sealed tamper-evident bag in the shipment.

**Termination of Huntington provided Armored Courier Services.** Your obligation for Armored Courier services shall renew automatically each month (a “**Successive Service Term**”) until you or we terminate it. You agree to provide at least sixty (60) days' notice if pick-up locations are removed. If you choose to terminate Armored Courier services without providing a sixty (60) days' notice, you are obligated to pay us the amount of any fixed monthly fees times the number of months left of sixty (60) days' notice.

**Huntington Provided Armored Courier Service Limitation on Liability.** Huntington's liability for the loss of a shipment, shall not exceed the lesser of the following: (i) \$250,000, (ii) the actual value of the loss, or (iii) the declared value of the sealed bag that is lost. Huntington's liability shall commence when the shipment has been received into the Armored Courier's possession and the Armored Courier has signed for the receipt of the shipment.

**Section 5. Limitation on Liability.** In addition to the limitations on liability set forth in Part I of this Agreement, you agree that, absent a breach of the standard of care set forth in this Agreement, our verification of the amount of any Deposit made using the services in this Part shall be binding and conclusive upon you, absent manifest error by us, and our liability for any discrepancies or shortages in the amount of any Deposit verified by us shall be limited to the amount of such discrepancy or shortage. Further, we shall have no liability for any discrepancy or shortage in the amount of an Order and the amount of cash received by you from any such Order, it being understood that it is the duty of your Vendor to review and approve the amount of any Order prepared for you prior to such Order leaving our Vault. You agree to fully cooperate in the investigation of any alleged loss or discrepancy.



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**PART VII: CONTROLLED DISBURSEMENT SERVICES**

**Section 1. Description and Terms of Disbursement Services.** We will identify each controlled disbursement account designated by you (each, a “**CDA**”) by providing you a specific Controlled Disbursement Routing Number (“**CDRN**”), which you must use on all Checks issued from the CDAs. You must order checks for each CDA by using the MICR line specification sheet provided by us in connection with each CDA and depicting the CDRN. You shall not use such line specification sheet in connection with ordering Checks for any other Account(s) with us that you have not designated as a CDA. You agree to destroy all unused Checks used in conjunction with a CDA before you designated such Account as a CDA. If you or we terminate Controlled Disbursement services, you agree to immediately stop using and destroy any Checks with the CDRN. You must re-purchase Checks without the CDRN if you continue to use the Account without Controlled Disbursement services. If you continue to use the CDRN on Checks after termination of Controlled Disbursement services for more than one hundred twenty (120) days, we will close your Account and return all Checks attempting to clear the closed Account.

Each Business Day, we will ascertain the amounts payable on all Checks drawn on your CDAs and presented to us for payment and report such information to you (the “**Report**”) on that Business Day. We will make the Report available to you via a Communication Method that we may, at our sole discretion, change from time to time. The Report will not include the amount of any Checks presented to us for payment which have been either rejected by our check processing equipment or by Federal Reserve check processing equipment. The Report may, but will not be required to, include electronic payment transactions.

Each Business Day you must access the Report via an agreed Communication Method and determine the total dollar amount required to pay all Checks presented for payment (the “**Presentment Amount**”) for each CDA and fund each CDA with the Presentment Amount each Business Day with immediately available funds in accordance with our Funds Availability Policy. You will designate one method to fund all CDAs with the Presentment Amount as set forth on the Implementation Documentation by the applicable cut-off time.

**Section 2. Overdrafts and Charges.** If you fail to fund the CDA with the Presentment Amount for any reason whatsoever, and each CDA individually does not contain enough collected funds to cover the Presentment Amount, we will deem the CDA in an overdraft position (“**Overdrawn**”). At such time, we may charge the CDA any applicable overdraft or non-sufficient funds fees, whether or not we pay or dishonor any or all Checks. We reserve the right to dishonor and return any and all Checks drawn on a CDA (i) if the CDA is Overdrawn, or (ii) that, if cleared, will make the CDA Overdrawn.

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## **PART VIII: EBILL PRESENT & PAY**

**Section 1. eBill Present & Pay Service.** The eBill Present & Pay Service (“**EBPP**”) provides electronic presentment of invoices and the collection of payments on such invoices via the web (the “**Web**”), your customer service representative (“**CSR**”), and/or interactive voice response (“**IVR**”) system. Automated Clearing House (“**ACH**”) and credit card transactions are the acceptable forms of payment. Therefore, in using this Service, you agree to abide by ACH Rules and applicable credit card rules.

**Section 2. Invoice Presentment.** We will provide a webpage which is branded with your company name and logo for your payers to login and view invoices and/or make payments. You shall transmit invoice information to us to the location(s) and in compliance with the formatting and other requirements specified by us. You may transmit invoice information using one of the Communication Methods as permitted by us from time to time, including, but not limited to, our Web Portals or direct transmission, as set forth in the Implementation Documentation.

**Section 3. Payment Channels.** You have the option to select one or more of the following payment channels in which to collect payments from your payers: Web, CSR, and IVR. You will also have options available with regards to each payment channel as set forth in the Implementation Documentation.

**Section 4. Payment Processing.** Once your payers create ACH and credit card entries, we will periodically (at least once each Business Day) generate and send files for settlement. Generally, the funds will be available to you on the next Business Day. We will transmit to you, in an agreed upon format, payment information and other data received from your payer through the Web and IVR channels. You must maintain an appropriate designated deposit account (the “**Settlement Account**”) with us for settlement and returns of ACH and credit card payments. We may, without prior notice or demand, obtain payment of any amounts due and payable (including fees for services and transaction settlements) to us under this Part by debiting your Settlement Account, and we shall credit the Settlement Account for any available funds received from your payers. You shall at all times maintain a balance of available funds in the Settlement Account sufficient to cover your settlement obligations. In the event there are not sufficient available funds in the Settlement Account to cover your obligations, you acknowledge that we may debit any other Accounts maintained by you with us or that we may set off against any amount we owe to you, in order to obtain payment of your obligations. In addition, we may require a minimum balance to be maintained in the Settlement Account at all times in order to cover any fees and returns (the “**Target Balance**”). We may set the initial Target Balance at any time. We further reserve the right to unilaterally amend the Target Balance upon five (5) Business Days’ notice to you.

**Section 5. Processing, Transmittal and Settlement by Us.** We shall (i) process data received from you that conforms with the formatting and other requirements specified by us, (ii) electronically present the data as invoices to your payers; (iii) provide payment channels, which you have selected, to your payers; (iv) collect and settle such payments into the Settlement Account; and (v) provide additional information from the payer to you, as you have selected. You agree that any invoices originated by you will be solely for your own account and not for the benefit of a third party.

(a) Your Obligations.

(i) *Compliance with Laws.* You acknowledge and agree that use of the Service is for a legitimate business purpose and each invoice will comply with all Applicable Law. You further acknowledge and agree that we may limit or restrict the type of invoices that you may originate. The specific types of limitations are set forth in the Implementation Documentation or other notice we may separately provide to you. Upon our request, you will promptly furnish to us evidence of your compliance with Applicable Law relating to any invoice or resulting payment.

(ii) *Compliance with Bank’s Requirements; Accuracy of Information.* We may, from time to time, prescribe rules or requirements relating to the format of invoices, cut-off times for delivery of payments for processing, and other administrative rules relating to invoices, payments and the Services governed by this Part. You agree to comply with such rules and requirements. We have no obligation to (A) process or act on any invoice that is not received in compliance with this Agreement, the Implementation Documentation or such rules and requirements; or (B) correct, adjust or reverse any invoice received from you that is not in compliance with the terms of this Agreement, the Implementation Documentation or such rules and requirements. You are solely responsible for the accuracy and completeness of all transmitted data and invoices and for obtaining and documenting all authorizations and consents for any and all invoices and payments (and the related funds transfers) as required by Applicable Law, and for undertaking appropriate identity verification and other matters as may be required by Applicable Law. We are not responsible for detecting errors in any transmitted data, invoice or payment and are entitled to rely on any invoice and other information in the form received from you. Any payment received by us after the cut-off time established by us may be treated by us as being received on the next succeeding Business Day. In the event of a discrepancy between our records and your records with respect to any payment, our records will be presumed to be correct.

(b) Security Procedures. Your use of the Services constitutes your acceptance of our Security Procedures as a commercially reasonable means of authenticating the data communicated to us by or on your behalf. You acknowledge that the Security Procedures are used to verify the authenticity of, and not to detect errors in, the data communicated to us. Any data or

invoice communicated by or on your behalf shall be effective as your instruction, and shall be enforceable against you, whether or not authorized and regardless of the actual identity of the signer, sender or transmitter thereof, if such data and/or invoice is received in accordance with the applicable Security Procedures, and if we accept such data or invoice in good faith.

In addition, if any data or invoice was actually communicated or authorized by you or you otherwise benefited from such invoice (or resulting payment), then you will be obligated to pay us the amount of the related payment without regard to whether we complied with the Security Procedures if we receive notice of a return. We may, in our discretion, use additional procedures to verify the authenticity of any transmitted data, invoice or payment. You agree to implement any other reasonable authentication or Security Procedures established by us.

(c) Rejection of Data Transmissions and/or Invoices. We have the right to reject, and refuse to accept, any transmitted

data, invoice or payment for any reason; *provided, however*, that in rejecting, or refusing to accept, any transmitted data, invoice or payment we shall act in good faith and use our reasonable business judgment. We will have no liability to you or any Affiliate based on such rejection or refusal. If we reject any transmitted data, invoice or payment, we will notify you through a status report on one of our Web Portals or by other reasonable means within the time frames indicated in the Implementation Documentation, but we will have no liability to you based on our failure or delay in providing such notice. If any data transmission, invoice or payment is rejected by us or any funds transfer system as a result of incomplete information or a formatting or other similar error, it will be your responsibility to re-transmit the data or invoice or supply the necessary documentation for the payment.

(d) Cancellation or Amendment of Data Transmissions and/or Invoices. You have no right to cancel or amend any data

transmission or invoice after it has been received by us. However, to the extent permitted by Applicable Law, we will use reasonable efforts to act on your request to cancel or amend any such data transmission or invoice before we process it, but we will have no liability if such cancellation or amendment is not effected. To the extent permitted by Applicable Law, we will also use reasonable efforts to, upon your request, reverse a payment after we have processed the payment, but we will have no liability if such reversal is not effected.

(e) Inconsistency of Name and Account Number. We are not responsible for detecting errors in any payment instruction

from your payers, including the identifying number of any [bank], even if that number does not correspond to the bank identified by name. You acknowledge and agree that payments may be made on the basis of account number or other identifying number (including a bank transit routing number). We and any receiving bank (including any beneficiary's bank) may rely on the account number or other identifying number of any bank (including a bank transit routing number), person or bank account specified in the payment even if such number identifies a bank, person or bank account different from the bank, person or bank account designated by name, and your obligation to return the amount of the payment (or resulting funds transfer) to us is not excused in those circumstances.

**Section 6. Notice of Returned Transfers.** We will endeavor to notify you through one of our Web Portals or by other reasonable means within the time frames indicated in the Implementation Documentation of the receipt of a returned payment, but we will have no liability to you based on the fact that such notice was not given at an earlier time. Provided that we have complied with the terms of this Agreement in connection with such a return, we will have no liability to you based on the return thereof.

**Section 7. Surcharge.** You may elect to assess, through us, a Surcharge (as defined below) for a credit card ("Card") transaction to offset all or any portion of the cost of acceptance of a Card by you ("Surcharge Program Services"). For purposes of this Section 7, the following terms are defined below:

(a) Definitions.

- (i) **"Payments Organization"** means any payments association or payments network whose Cards or other payment forms you accept under the Agreement.
- (ii) **"Rules"** means the rules, requirements, and standards of each Payments Organization, including the PCI DSS.
- (iii) **"Surcharge"** means an additional fee that you add to relevant transactions as permitted by the Rules and Applicable Law. By choosing to assess a Surcharge and participate in the Surcharge program, you agree to the terms herein.

(b) Surcharging

You agree that you are solely responsible for:

- (i) Complying with all Applicable Law, the Rules, and this Agreement; and,
- (ii) Properly and clearly disclosing the existence and amount of any Surcharge to your customers or "Cardholders" in accordance with Applicable Law and the Rules and ensuring any Surcharge does not exceed the limit provided in the Rules.

- (c) You also agree that:
- (i) You are assessing a flat fee Surcharge for certain credit Card transactions of 3%;
  - (ii) You will receive the flat fee Surcharge for any Card on gross sales for all of the transactions that you submit (without reduction for refunds, returns, or chargebacks);
  - (iii) You will not assess a Surcharge for tips; and,
  - (iv) You will not assess a Surcharge for transactions on Cardholders whose billing ZIP code corresponds to states or US territories where Surcharging is prohibited by Applicable Law (including Connecticut, Massachusetts, and Puerto Rico),
- (d) You are responsible for the following, to the extent such responsibilities are required under the Rules:
- (i) Disclosure of the existence and amount of any Surcharges on payment page(s);
  - (ii) Providing the option to cancel a transaction before submission;
  - (iii) Transmitting the transaction amount and Surcharge amount together as a single transaction
  - (iv) Disclosure of the existence and amount of any Surcharges on a stand-alone basis (a) verbally, with respect to phone orders, and (b) in locations that the consumer is likely to see prior to committing to a transaction, including, as applicable, signs or postings, webpages, advertising materials, catalogues, or menus;
  - (v) Providing disclosures that are prominent and easily visible to customers, including placing disclosures prominently, using a font size comparable or larger than surrounding text, in a contrasting color or with other visual elements intended to highlight the information. Additionally: (a) on websites, the information should appear, at a minimum, before proceeding to checkout, in addition to other pages; (b) if a point-of-sale register is being used for the transaction, the sign should be located near the register such that a customer would see it prior to initiating the checkout process; (c) on a sign prominently near an entrance or other high-traffic part of the facility (if applicable); and/or (d) on a receipt, the disclosure will be broken out as its own line item, showing a dollar amount and how that dollar amount is added into the total cost.
  - (vi) Using the word “surcharge” to describe the fee, accurately reflecting the reason for the Surcharge, and describing it as a Surcharge for accepting credit cards, and not characterizing the surcharge in a way that suggests it is not being imposed by the business itself (such as calling it “mandatory”) or that it is being imposed solely to cover credit card costs.
  - (vii) Clearly disclosing in writing the dollar and cents amount of the surcharge prior to processing the charge; provided that, in the context of a card-not-present transaction, the dollar amount of the surcharge must be disclosed prior to processing the consumer’s Card; and,
  - (viii) When issuing a refund of the transaction amount, also refunding any Surcharge assessed on the transaction amount (pro-rated for partial refunds).
- (e) Disclaimers
- (i) Use of this Surcharge program does not (a) guarantee compliance with any laws, the Rules, or applicable standards (including the PCI DSS), (b) affect Company’s obligation to comply with laws, the Rules, and applicable standards (including the PCI DSS), or (c) guarantee protection against a data security breach; and,
  - (ii) Your use of this Surcharge program involves inherent risks, including system performance, availability, and data corruption. Bank makes no promise, and disclaims all warranties of any kind, that the use of Surcharge program will detect all vulnerabilities on your systems, or that Bank’s vulnerability assessments, suggested solutions, information, or advice is error-free or complete.
- (f) Prohibited Territories and Permitted States
- (i) As of the Effective Date, Surcharges are unavailable and the program will prevent you from accepting transactions in the following territories (each, a **Prohibited Territory**), subject to changes by the

Parties in accordance with Applicable Law and the Rules:

- Connecticut
- Massachusetts
- Maine
- Puerto Rico

(g) We will allow you to assess Surcharges in the following states:

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maryland
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

**Section 8. Data Retention: Audit.** You shall retain data on file adequate to permit remaking of transmittal data or invoices for seven (7) days following the date of their transmittal to us as provided herein and shall provide such data to us upon our request. Also, upon our request, you agree to promptly provide copies of information maintained by you as required by Applicable Law. In addition, upon request and during reasonable business hours, you agree that we, our regulators, and our auditors shall have access to your records relating to your use of these Services as required herein, and by Applicable Law, to evaluate your compliance with Applicable Law. Failure to allow such access shall be deemed a material breach of this Agreement.

**Section 9. Your Representations and Warranties.** You represent, warrant and covenant that (i) any transmittal data or invoices submitted by you to us, or on your behalf by a Third-Party Service Provider (“TPSP”), authorizes us to present invoices to your payers; (ii) all transmitted data or invoices, as well as resulting payments, comply with this Agreement and all Applicable Law, and all authorizations therefor will be obtained and all notifications related thereto will be provided by you before any invoice is communicated to us; (iii) any and all transmitted data and/or invoices are and shall be accurate and complete; (iv) you will maintain all records relating to the transmitted data and invoices as required by Applicable Law; (v) you shall originate invoices only for legitimate business purposes and not as agent or on behalf of any other third party, (vi) you will notify us of your use of any TPSP or any other Vendor for these Services and you shall be responsible for the acts of any such Vendor as if they were your own; and (vii) you shall invoice and apply payments to payer invoices or accounts in accordance with Applicable Law. You shall be deemed to make on your own behalf, and on behalf of any TPSP, the same warranties to us with respect to all Payment Orders and funds transfers related to your invoices as (A) we are deemed to make under the Applicable Law and the ACH Rules with respect thereto and (B) as you would make in connection with items collected and deposited to any of your Accounts under the UCC and applicable credit card rules.

**Each time an invoice is communicated or delivered by you or your TPSP to us and each time you receive a payment into your Settlement Account, you reaffirm the representations and warranties set forth in this Section.**

**Section 10. License. Copyright. Patents. Trademarks and Other Intellectual Property Rights.** You have the right, title and ownership to grant, and hereby grant us, a license to use your company name, logo, copyright, trademarks, trade names and other of your intellectual property rights (the “Marks”) in connection with EBPP during the term of the Service. You will indemnify and hold us and our Processors harmless from and against any and all claims that use of the Marks as authorized by you, infringes upon the rights of another.

**Section 11. Modification of Users and Termination of EBPP.** You are responsible to notify us of the removal or modification of an Administrator, Authorized User and/or termination of the EBPP Service. ***Updating the Web Portal is not sufficient notification of changes to your EBPP Service.*** Likewise, you are responsible to notify us of the removal or modification of an Administrator, Authorized User and/or termination of the Web Portal Service, with respect to your EBPP Service. ***Updating the EBPP Service is not sufficient notification of changes to your Web Portal.*** Transactions which take place after the modification or termination of an Administrator, Authorized User or termination of the EBPP Service will be subject to our review and resolution thereof shall be in our sole discretion.



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**PART IX: ELECTRONIC DEPOSIT SERVICES**

**Section 1. Remote Deposit Capture and Image Cash Letter.** We allow you to scan your Checks with equipment and software that we provide to you (“**Remote Deposit Capture**” or “**RDC**”), or that you own (“**Image Cash Letter**” or “**ICL**”), in order to create image files that you will send to us and that we may accept for deposit into your Account(s). You will access RDC and ICL and make deposits through an approved Communication Method in accordance with our Security Procedures. Deposits will be sent to us in the form of an electronic file containing images of Checks (“**Electronic File**”).

**A. Electronic Files or IRDs.** You will create for deposit an Electronic File where you are the payee or the holder of the Checks. We may create Image Replacement Documents from such Electronic File. The terms “Substitute Check” and “Image Replacement Document” (“IRD”) may be used interchangeably and have the same meaning as defined by 12 U.S.C. § 5001 *et seq.* and corresponding regulations. We may refuse to process or return IRDs or the Electronic File for any reason at any time before accepting such IRDs or Electronic Files for deposit; provided, however, that in returning, or refusing to process any deposit, we shall act in good faith and use our reasonable business judgment. Your deposits are deemed made when we accept IRDs or Electronic Files for deposit. We in our discretion may notify you that we will or will not accept IRDs or Electronic Files for deposit. Until we accept the Electronic File or IRDs, any information contained in the Electronic Files or IRDs belongs to and is your sole responsibility. Any information from Checks or items contained in the software belongs to and is your sole responsibility. Any physical Check in your possession or your agent’s belongs to and is your sole responsibility.

When you make deposits via RDC or ICL with Electronic Files, you represent to us and agree that:

- (i) you are the payee or holder of the Checks;
- (ii) the Electronic Files contain exact images of the front and back of the Checks which you seek to deposit;
- (iii) the Electronic Files enable us to create IRDs that meet the definition of “Substitute Check” and conform to all standards prescribed by 12 U.S.C. § 5001 *et seq.* and corresponding regulations;
- (iv) the Electronic Files do not contain any fraudulent items;
- (v) no depository bank, drawee, drawer, or endorser will receive presentment or return of an IRD, the original Check, or a copy or other paper or electronic version of an IRD or original Check such that we, a bank, drawer, drawee, or endorser will be asked to make payment based on a Check that bank, drawee or endorser has already paid;
- (vi) we are able to create IRDs from Electronic Files in such a manner that subsequent endorsements will not render previous endorsements illegible;
- (vii) Checks are drawn on a financial institution in the United States and are payable in United States currency; and,
- (viii) you have procedures that require your employees using RDC or ICL to mark, frank, or otherwise indicate on the physical Check that it has been scanned for electronic deposit, and such marking or franking does not interfere with the MICR line, payee, date, amount (formal and informal), signature, or endorsement on the Check. A proper endorsement shall state, at a minimum, “For Remote Deposit to The Huntington National Bank”. Although we provide a virtual endorsement, the virtual endorsement does not show on the physical Check.
- (ix) We reserve the right, in our sole discretion, not to accept deposits for any reason; provided, however, that in refusing to accept any deposit, we shall act in good faith and use our reasonable business judgment. You agree not to deposit via RDC or ICL “ineligible items,” as that term is used by the Board of Governors of the Federal Reserve. You further agree not to deposit Remotely Created Checks (RCC) without our agreement.

**B. Availability of RDC and ICL.** You must initiate deposits before the applicable cut-off time (of which we will notify you, if available given that there are different cut off times for RDC lockbox and RDC deposit) on a Business Day in order for us to process such deposits on that Business Day. If you initiate deposits after the applicable cut-off time on a Business Day, we will begin to process such deposits on the next Business Day. Processing of deposits by us does not mean that we have accepted deposits. The scanner(s) used in connection with RDC should be attached to the same stations throughout the use of the RDC service.

**C. Storage and Disposal.** You must limit who is permitted to access the history of deposits sent to us via RDC or ICL. You must keep records of the Checks for the length of time required by your applicable state record retention laws. You must shred any original Check after verification of deposit. Original Checks that have been deposited and verified must be destroyed within ninety (90) calendar days. Until you destroy any Check or image of the same, you must, at a minimum, keep such document in a secure locked area or in a password protected environment. If you create an image of the Check, you must create a read-only image that cannot be copied or reproduced.

**D. RDC Scanner.** Upon your request, we will provide one scanner (including the manufacturer's warranty) for each location. If a scanner breaks down or otherwise becomes obsolete or unusable, you will be responsible for the cost of a replacement scanner. All other expenses or fees associated with the RDC scanner we provide, as well as any replacement scanner, will be at your expense including, but not limited to, upgrades, scanner swaps, additional or extended manufacturer's warranty and/or cleaning and maintenance supplies and service. **Audit.** In order to ensure that you are in compliance with the terms of this Part and Applicable Law, we may conduct periodic onsite visits during reasonable business hours and upon at least twenty-four (24) hours advance notice. Further, you agree to cooperate with us and provide to us any documents or information we request, including, but not limited to, your files, records, and Checks (or images of the same if the originals have been destroyed). You agree to institute reasonable internal controls at our request. Failure to comply with this Section shall be a material breach of this Agreement.

**E. Reserve Account.** If, upon our review of your Account activity, we determine that abuse or unauthorized activity is or may be occurring with respect to deposits, we may require that you maintain a reserve account ("**Reserve Account**") with a minimum balance equal to the previous month's total deposits or an amount as otherwise requested by us, subject to quarterly adjustment on the first day of each quarter. You grant to us a security interest in, and lien on, the funds in the Reserve Account, to secure the prompt and full payment of all your obligations to us under this Part. We will make withdrawals from the Reserve Account for reimbursement in connection with returned deposited items (including those which are the subject of UCC warranty claims). The Reserve Account will be under our sole dominion and control, and you will have no right of withdrawal of any of the funds in the Reserve Account, notwithstanding any Account Rules for that account. After you or we terminate this Agreement or the RDC and ICL services, we will turn over remaining funds in the Reserve Account to you no later than one hundred eighty (180) days after such termination. In the event that the balance in the Reserve Account goes below the required amount for any reason, you shall immediately send us sufficient funds to bring the Reserve Account balance up to the minimum required level and we shall be permitted to debit another Account of yours to fulfill such request.

**F. Maintenance of Scanner and Supplies.** At all times, you must maintain the scanner on loan to you for use with RDC in good working order. You are responsible for all maintenance costs, which may include, but is not limited to cleaning kits, ink replacement cartridges, power cord and/or USB cord replacement.

**G. Termination of Service.** In addition to the requirements upon termination as set forth in Part I and, if the services provided in this Part are left idle for six (6) months or more, we reserve the right to terminate the service. Upon any termination of the RDC service, you must return to us any scanner, power cords, cables and any other equipment (including any manuals or service records) (taken together and referred to as "**Equipment**") on loan from us in a condition satisfactory to us. You will be supplied a return shipping label to return all Equipment. If the Equipment is not received within 14 Business Days of your receipt of the shipping label, we reserve the right to charge your Account or otherwise obtain reimbursement for any unreturned, missing or damaged Equipment.

## PART X: ESCROW SOLUTION SERVICES

**Section 1. Description of Services.** Our Escrow Solution Services (the “Services”) provides sub-accounting through one master deposit account. You will access this Service through our Web Portal. The Services may consist of any or all of the following as selected by you:

- A. Each sub-account may earn interest and reflect deposits and disbursements. You may elect to accrue interest or disburse interest periodically.
- B. Each sub-account designee or beneficiary (the “sub-account holder”) may access their assigned sub-account through our Web Portal, as authorized by you, in accordance with our Security Procedures.
- C. We do not provide Services or open master or sub-accounts for a “Prohibited Business”. A “Prohibited Business” includes, but is not limited to growers, manufacturers or dispensers of medical marijuana, hydroponics, illegal or synthetic drugs (such as bath salts). The list of Prohibited Businesses may be updated from time to time. Please contact your banker for a comprehensive list.

**Section 2. Our Obligations.** We will provide the Service in accordance with our Account Rules and this Part.

- A. Interest, if any, for each sub-account shall be paid up to the date of closure for each sub-account.
- B. Access to the master deposit Account is electronic. Checks will not be honored on the account and you will indemnify and hold us harmless for any Check that is returned unpaid from the master deposit Account.
- C. We will retain Records in accordance with Applicable Law.

**Section 3. Your Obligations.** While we provide the ability to maintain sub-accounts, you are responsible to:

- A. Provide identifying information for each sub-account holder. To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify and record information that identifies each entity or person that opens an account or sub-account. We will ask for information that will allow us to identify the sub-account holder and may elect to decline a sub-account holder that is listed as a Specially Designated National or otherwise prevented from having an account in accordance with the Office of Foreign Assets Control or other Applicable Law.
- B. Provide a completed Internal Revenue Service form(s) W-8 or W-9. You agree that we will be unable to credit interest to any sub-account holder until we receive and verify each sub-account holder’s W-8 or W-9. You must also notify the sub-account holder if you retain all or a portion of the interest as a fee.
- C. Comply with applicable law, rules and/or ordinances with respect to the purpose and use of each sub-account. For instance, if the sub-account is being used to account for tenant security deposits earning interest, you will be responsible to provide interest required over and above the amount offered by us.
- D. The governing law of your account must be in a State where we have one or more branches, unless we agree otherwise.
- E. Maintain legally required documentation with regard to your customers. We may access, upon reasonable request, your template agreement with your customer; or specific agreements with each sub-account holder.
- F. You acknowledge that a sub-account may not qualify for pass-through insurance through the Federal Deposit Insurance Corporation (FDIC) if you keep a portion of the interest without disclosing to the sub-account holder that the withheld portion is a fee.
- G. You acknowledge that you are responsible for the activities of your sub-account holder(s), including but not limited to Losses. You agree to indemnify and hold us harmless against any third-party claims which arise from your activity or the activity of your sub-account holders.

- H. Each sub-account shall maintain a credit balance. You acknowledge that you are responsible for any chargebacks, returns, disputes or other claims for each sub-account holder. You further acknowledge that we may charge any other account, including lines of credit, in order to maintain credit account balances.

**Section 4. Reservation of Rights.**

A. We may, at any time and without advance notice, elect to decline, suspend or terminate a sub-account holder from participation in the Services for any reason, in our sole discretion.

B. We may share any information gathered in performing the Service to third parties in order to detect fraud, enhance the Service or its performance, for legal and regulatory purposes and for any other reasonable purpose.

## PART XI: HUNTINGTON INSTANT PAYMENTS® (HIP)

This Part is governed by the RTP® System Operating Rules which can be found at <https://www.theclearinghouse.org/payment-systems/rtp/document-library>. By using the HIP Service, you agree to be bound to the RTP System Operating Rules (“RTP Rules”) in addition to this Agreement.

**Section 1. HIP Payment Origination and Messages.** You may elect to send payments (a “**Payment Order**”) and messages (a “**HIP Message**”) to business(es) and/or consumer(s) via the RTP Network, in the format specified in the RTP Rules. The terms “Sender”, “Receiver”, “Sending Participant”, “Receiving Participant” and “Request for Payment” as used in this Part are defined in the RTP Rules.

Your obligations:

(a) **Sending Payments and Messages.** You are deemed to create a Payment Order or a HIP Message request when we receive your instructions using a Communication Method permitted and agreed upon by you and us in the Implementation Documentation, and in compliance with the Security Procedures. We may place a maximum dollar limit for any Payment Order requests; and/or, a limit on the number of Payment Orders or HIP Message requests within any certain period. Upon receipt of your Payment Order or HIP Message request, you authorize us to debit your Account in the amount of the Payment Order and/or any related fees. Each Payment Order and HIP Message request must be related to HIP transactions and for legitimate business purposes.

(b) **U.S. Accounts.** All accounts (Sender and Receiver) used for HIP must be located within the United States. To the extent a Sender sends, or a Receiver receives a payment or message as part of a money transmission transaction, whether such Sender or Receiver is a payment service provider or not, the person on whose behalf the Sender sends, or the Receiver receives, must be a resident of or otherwise domiciled in the United States.

(c) **Applicable Law.** We are under no obligation to honor, in whole or in part, any Payment Order or HIP Message that could result in a violation of Applicable Law, as determined in our sole discretion.

(d) **Third-Party Service Provider.** You agree that you will not act as or employ a Third-Party Service Provider with respect to performing any Payment Order or HIP Message without obtaining our written consent; and you further acknowledge and agree that you are unable to act on our behalf to perform any HIP functions.

(e) **Block, Delay or Reject.** We may delay, block or reject any Payment Order or HIP Message based on a reasonable belief that the transaction may arise from or result in fraud, or regulatory or compliance issues. We may also delay, block or reject, in whole or in part, an outgoing or incoming payment if the aggregate transaction amount exceeds transaction frequency or limits as determined by us, in our sole discretion. If any Payment Order or HIP Message is rejected by us or the RTP Network as a result of incomplete information or a formatting or other similar error, it will be your responsibility to re-transmit a corrected Payment Order or HIP Message to us.

(f) **Cancellation or Amendment.** You have no right to cancel or amend any Payment Order or HIP Message after we have received it. However, to the extent permitted by Applicable Law, we will use our reasonable efforts to act on your request to cancel any such HIP transaction before we process it, but we will have no liability if such cancellation is not effected.

(g) **Inconsistency of Information or Errors.** You agree to use a format acceptable to us and in accordance with the RTP Rules. We are not responsible for detecting errors in any Payment Order or HIP Message, including obvious errors in your Account information or that of the Receiver.

**Section 2. Request for Payment Messages.** You may provide us instructions to initiate a HIP Message that serves as a request for payment from a Receiver (“**Request for Payment Message**” or “**RfP**”). The recipient of Request for Payment Message may respond directly to your message by transferring funds (a “**Funds Transfer**”) to an Account you designated in the RfP. You are deemed to initiate an RfP when we receive your instruction using a Communication Method permitted and agreed upon by you and us in the Implementation Documentation, and in compliance with the Security Procedures. We may place a maximum dollar limit for any single RfP, a batch of RfPs and/or limit the number of RfPs you may request within any certain period. In initiating a Request for Payment, you authorize us to share your Account information with the Receiver.

If you elect to receive payments from consumers in response to an RfP or otherwise, you will indemnify and hold us harmless against any disputes or chargebacks initiated by a consumer, including, without limitation, Regulation E disputes.

We have the right, at our sole discretion, to reject, and refuse to accept, any Funds Transfer in response to a Request for Payment for any reason, including your failure to abide by the RTP Rules or that the Funds Transfer fails to comply with Applicable Law; provided, however, that in rejecting, or refusing to accept any Funds Transfer, we shall act in good faith and use our reasonable



business judgment. We will have no liability to you based on such rejection or refusal of any Funds Transfer. If we reject any Funds Transfer, we will notify you through a status report on one of our Web Portals or by other reasonable means within the time frames indicated in the Implementation Documentation, but we will have no liability to you based on our failure or delay in providing such notice.

### **Section 3. Use of Security Procedures and Terms of Payment Orders.**

(a) The Implementation Documentation includes a description of the Security Procedures offered by us that apply to HIP. Your use of the HIP Services constitutes your acceptance of those Security Procedures as commercially reasonable and as a means of authenticating a HIP transaction communicated to us by or on your behalf. You acknowledge that the Security Procedures are used to verify the authenticity of, and not to detect errors in, any HIP transaction. Any HIP transaction communicated by or on your behalf shall be enforceable against you, whether or not authorized and regardless of the actual identity of the signer, sender or transmitter thereof, if such HIP transaction is received in accordance with the applicable Security Procedures, and if we accept such HIP transaction in good faith. In addition, if any HIP transaction was actually communicated or authorized by you or you otherwise benefited from such HIP transaction, then you will be obligated to pay us the amount of the related funds transfers without regard to whether we complied with the Security Procedures. We may, in our discretion, use additional procedures to verify the authenticity of any HIP transaction. You agree to implement any other reasonable authentication or Security Procedures established by us. Failure to do so shall be a material breach of this Agreement.

(b) Compliance with Security Procedures. If you choose to communicate any Payment Order or HIP Message (including any cancellation thereof) to us in a manner that varies from the Security Procedures, and if we accept such Payment Order or message in good faith, then you agree to be bound by such Payment Order or message, whether or not authorized, and you will be deemed to have refused the Security Procedures that we offer and recommend as “commercially reasonable,” and you will be obligated to pay us the amount of such Payment Order and/or fees applicable to a HIP Message. However, we have no obligation to accept any Payment Order or HIP Message that is not communicated in compliance with the Security Procedures. We are not responsible for refusal to act upon any Payment Order or HIP Message received which does not comply with this Agreement, including where our reasonable efforts to verify the Payment Order or HIP Message in accordance with the Security Procedures has failed or where such action is delayed until verification can be obtained.

## PART XI: INFORMATION REPORTING SERVICES AND ELECTRONIC DATA TRANSMISSION

**Section 1. Description of Services.** Our Information Reporting services make certain account, transaction, and related information available to help you control and manage your Accounts. The information may include information from the Services used by you and transactions on your Account(s), including the Records produced using one of the Services. Information Reporting can be provided through any one or more of the Communication Methods permitted by us from time to time and subscribed to by you.

**Section 2. Electronic Data Interchange.** We will, on your behalf, receive or send information and data electronically with respect to an Account which is accompanied by payments transmitted or received through the National Automated Clearing House Association, other electronic payment networks, and other processing systems using an established Communication Method as may be set forth on the Implementation Documentation ("**EDI**"). In providing the services described herein, we are acting only to facilitate information flow and not as the originating bank or acting as the ODFI (as defined in the ACH Rules). We shall have no liability if payments are not made or funded pursuant to such information. We will, however, increase or decrease, as applicable, the balance of the Account on the designated settlement date.

You shall at your own expense provide and maintain the equipment, software and services necessary to effectively and reliably test, transmit and receive all EDI information received or sent by us since the most recent transmission or receipt of information ("**Documents**"). You may elect to use our services to assist in the translation of Documents to our specific formats. If you utilize one of our Web Portals to receive/view Documents, we will provide you with the appropriate specifications in order to facilitate your compliance with this paragraph. You will be deemed to have satisfied the requirements of this paragraph if you contract with a Value-Added Network ("**VAN**") acceptable to us, which provides and maintains such equipment, software and services.

Where applicable, Documents will be transmitted to you or received by us either directly or through the VAN designated by you. Transmission to your designated VAN shall constitute transmission to you hereunder. You may modify your election to use, not use, or change a VAN upon thirty (30) days prior written notice to us. You will be responsible for all costs of any VAN with which you contract. You shall be liable and agree to indemnify and hold us harmless for any claim, action, suit or liability arising out of any act or omission of your VAN. The preceding sentence may not apply if you are a public funds customer (e.g. government or public university) and the governing state law, or rule, regulation or regulatory opinion prohibits indemnification by such entities.

We shall electronically transmit to you on each Business Day, the information received even if Documents contain no information that particular day. Documents with respect to the origination side of EDI will only be sent when scheduled with you as set forth in the Implementation Documentation. The Implementation Documentation will also include the reporting methodology agreed to between you and us.

Upon receipt by you of any Documents, you shall promptly and properly transmit a functional acknowledgement in return, unless you have chosen to waive the need for acknowledgement. The acknowledgement (or waiver thereof) shall constitute conclusive evidence Documents have been properly received. If any Document is received in an unintelligible or garbled form, you shall promptly notify us in a reasonable manner and upon receipt of such notice, we shall re-transmit such Document. In the absence of such notice, we shall have no further obligation with respect to the transmission of such Document.

**Section 3. Data Exchange.** In connection with the Data Exchange Service, we will collect certain information with respect to Accounts (and/or, via a Processor, accounts maintained with other financial institutions), transactions involving Accounts, or accounts maintained by others for whom you have been properly authorized to access such account information, and we will make such information available to you to be viewed electronically, all as more specifically described in the Implementation Documentation. Alternatively, we may send, via a Processor, certain information with respect to Accounts, transactions involving Accounts, or accounts maintained by others with us for whom you have been properly authorized to access such account information, so that such information may be made available to you via other financial institutions with whom you bank, all as more specifically described in the Implementation Documentation.

**Section 4. Visual Archive.** We will provide you with a CD that contains some or all of your Records in connection with and as applicable to the use of and transactions on an Account or specific Services that you designate. As used in this Section, "Records" means images of periodic statements, paid checks, deposited checks, deposit slips, debit or credit memos, corrections, adjustments, or any document or image that is processed through item processing. The CD provided to you may or may not be encrypted as selected by you in the Implementation Documentation. We recommend that you select the option to have such CDs encrypted.

If Records are provided to you on a CD and you determine Records on the CD are distorted, illegible or the like, then you, within fifteen (15) days of receipt of the CD, must notify us. If in connection with your notification, we determine that Records are distorted, illegible, or the like, then we will send (i) a copy of the Record in question via facsimile or (ii) another CD that contains the Record in question without the distortion or the like via U.S. postal mail, without charge. If you request a copy of a Record for reasons other than poor image quality, we will send a copy of the Record in question via facsimile, and you will be charged a fee. We will not be responsible or liable for any loss or damage suffered by you due to your inability to produce Records.

**Section 5. Limitation on Information Reporting Services.** You understand that the information available to you in connection with any of the Information Reporting Services is updated periodically and therefore, at any point in time may not reflect the most up to date information in our records, as more fully described in the Implementation Documentation. You acknowledge and agree that the service does not include any recommendation, guaranty, representation or warranty whatsoever. We shall not be responsible for errors in, or delays regarding, information provided to us by other financial institutions, information provided to us by you, or other non-Bank sources.

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## **PART XII: INTEGRATED PAYABLES SERVICES**

**Section 1. Description of Services.** Our Integrated Payables Services (the “Service”) disburses your payments via one or more selected payment methods and aggregates your treasury management payables types into one user interface. Your Commercial Card Account Agreement and this Agreement govern the use of this Service. If you elect to use the Service without Commercial Credit Card, this Agreement and its applicable Parts (general Treasury Management Services including Automated Clearing House (“ACH”) Origination, Business Security Suite and Huntington Instant Payment (“HIP”) Services) and this Part XII govern the use of the Integrated Payables Services.

**Section 2. Our Obligations.** Upon your direction to make a payment, we will initiate payment to your payee via check, ACH, or HIP.

We shall process the ACH and HIP payments in accordance with this Agreement. When we print and mail checks to payees, we will use the data supplied by Company. Checks will be printed on typical commercial check stock in the commercial check layout and will be mailed in standard #10 business envelopes. Huntington will be responsible for the print quality of the checks. Huntington will not be responsible for the integrity or accuracy of the data received from you in order to generate the checks. If Huntington determines that any address provided by you is invalid or not in the proper format, the payment data will be returned for address verification and correction. If the quality of the output renders the checks to be non-negotiable, our sole obligation is to (i) reprint and/or re-mail the checks at no additional cost to you; or, (ii) reimburse you for any documented out of pocket costs associated with the error. We are not responsible for and shall not replace damaged mailings if such damage occurs after receipt of the mailings by the USPS or its consolidators.

All payees may be compared against the Office of Foreign Asset Control’s (“OFAC”) Specially Designated Nationals (“SDN”) list or any other list compiled by OFAC or any United States government authority (taken together as “Government Regulators”). Huntington may stop payment on any check printed in which a payee is a match or a potential match to a person or entity named in the SDN list or any other list compiled by government regulators. We will notify you in the event Huntington stops payment on a check. All mailings will be sent by First Class mail, when applicable, at a discount postal rate. We may unilaterally modify the fees charged hereunder at any time to account for postage rate increases as announced by the United States Postal Service.

**Section 3. Your Obligations.** You shall transmit payment instructions and data using our Web Portal. The form and format of the data shall conform to those technical specifications used by us to perform the Services and provided to Company. We shall have final approval on the form and format of all materials to be produced hereunder to assure conformity and compatibility with our software and equipment.

In order to process check payments, a test payment file, digital signature, and additional information must be completed and received by us at least 30 days prior to the requested production date in order to perform programming and set up.

Business Security Suite and its check positive pay Service shall be used in conjunction with check issuance. A “checks issued” file will be uploaded to the Web Portal. You will be responsible for reviewing and dispositioning any exceptions identified by the check positive pay service.

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## PART XIII: LOCKBOX SERVICES

**Section 1. General Lockbox.** With Lockbox services, you will direct your customers to send their remittances addressed to you but bearing a "Lockbox Address," assigned by us which is associated with a caller box or Post Office Box (P.O. Box) from the United States Postal Service (USPS), or other mechanism that we deem acceptable for processing remittances, and such caller box, P.O. Box, or other mechanism becomes your Lockbox Address. USPS or network vendor fees for the initial set-up and on-going annual renewal will be a pass-through charge on your account analysis statement. For purposes of this Part only: "**Records**" are images of the fronts of Checks, the front and back of remittances, correspondence, and/or envelopes; "**Source Documents**" are the original Check, remittances, correspondence, or envelopes; and "Work Processing Date" is the day on which we post the lockbox receipts to your Account.

We will collect on each Business Day mail sent to your Lockbox Address, open such mail, and process the enclosed remittances for deposit to the Account you designate (the "**Lockbox Account**") in accordance with our current processing procedures and/or your specific instructions provided to and agreed upon by us in writing. Upon set up, we will accept all payees. However, you may opt to have Checks inspected as payable to those names given by you to us or reasonable variations of such accepted by us in the Implementation Documentation ("**Acceptable Payees**"). You represent and warrant that you are, or your Affiliate is, the proper payee of each such Check regardless if you remain with accepting all payees or if you implement Acceptable Payees. If your Affiliate is the proper payee, you also warrant that such Affiliate has authorized checks payable to it to be credited to your Lockbox Account. Deposited Checks will be forwarded for collection through normal banking channels. You hereby irrevocably make and appoint us as your true and lawful attorney-in-fact to endorse your name (or an Acceptable Payee name) on all checks with the endorsement "Credit to the account of the within named payee" or words similar to the effect on checks received in the Lockbox.

If we process a Check not signed by the maker as instructed in the Implementation Documentation, and the Check is paid, but the account owner does not authorize payment, you agree to indemnify us, the drawee bank (which may also be us), and any intervening collecting bank for any liability or expense incurred by us or such other bank due to the payment and collection of the Check.

We do not isolate Checks which bear restrictive endorsements such as "Paid in Full," or words of similar import, and we assume no liability should such a Check be deposited, processed and paid. You hereby agree that we shall have no obligation to discover such legends or endorsements or to determine whether any deposit of remittances is in accordance with the terms and conditions of any contract between the remitter and you. If you desire us to identify and return Checks with a restrictive endorsement, you agree that we will perform the task on a best-efforts basis; and, if we fail to identify such a Check that we will not be responsible for any Losses that may occur as a result.

You may also elect to provide a periodic file containing data in a form acceptable to us (e.g., CSV or Excel) ("**Stop File**") via an agreed upon Communication Method. You may elect to send a Stop File daily, weekly or monthly. Checks which match the Stop File will be returned to you without processing. You agree that we shall have no obligation to you if we process a Check which was not included on the Stop File or is processed prior to receipt of the Stop File from you.

If you so choose, the following documentation ("**Documentation**") will be sent to you: (i) any Checks not accepted for deposit due to wrong payee, obvious alteration, restrictive endorsement, and the like, and/or (ii) any Checks that do not meet your processing instructions. We will send the Documentation to the address given by you to us. If you have Lockbox services and you instruct us to do so, we will destroy Source Documents after the work processing date as follows: five (5) days for a Retail Lockbox and fourteen (14) days for a Wholesale Lockbox. In that event, we will not be responsible or liable for any loss or damage suffered by you due to your inability to produce Records or Source Documents. Image transmissions are also available upon your request.

If Checks are returned for any reason, we shall charge your Lockbox Account, or if there are insufficient funds in the Lockbox Account, then any other Account held by you, or handle as otherwise agreed between you and us. A visual record will be made of all deposited checks as part of our ordinary check processing procedures. The record created by our ordinary check processing procedure shall be retained in accordance with Applicable Law.

If you elect to set up your lockbox to receive, process and scan checks and enclosures at your location ("**Remote Lockbox**"), you are responsible for obtaining, installing, maintaining and operating a scanner that meets our requirements.

**Section 2. Web Exceptions/Pre-Deposit Exceptions.** With Lockbox Services you may elect to use Web Exceptions/Pre-Deposit Exceptions, which allows you to provide us with instructions as to which Source Documents not to process or effect collection ("**Non-conforming Items**"). We will provide Records of such Non-conforming Items using an agreed upon Communication Method and you will have three Business Days after we provide such Records to direct us via an approved Communication Method as to processing of the Non-conforming Items. If you do not notify us after those three Business Days, we will not process the Non-conforming Items and we will mail the Source Documents of Non-conforming Items to you. Regardless of whether you direct us to process or not process a Non-conforming item, after the three Business Days, the Records concerning those Non-conforming Items will no longer be available electronically. We may terminate the Web Exceptions/Pre-Deposit Exceptions feature at any time with notice to you.



**Section 3. Lockbox Online Viewing.** You may view, through your designated Authorized User (the “**System Administrator**”), your Account information and Records via our Web Portal or via image transmission as elected by you in the Implementation Documentation. Images are available for viewing for up to seven (7) years from the work processing date. We will assign a unique access code, password and/or other security procedures to your System Administrator to administer the Lockbox Online Viewing services. We will also be listed as an Authorized User for you. Notwithstanding any terms in this Agreement to the contrary, the Lockbox Online Viewing services will terminate immediately if you delete or remove us as an Authorized User.

If you so choose, the following documentation (“**Documentation**”) will be available to you via our Web Portal: (i) a listing of checks deposited for the Business Day’s lockbox credits, and (ii) actual Source Documents (other than the original Check). We will forward Source Documents to you, unless you elect otherwise. If you elect not to have Source Documents forwarded to you, we may destroy the Source Documents after the work processing date as follows: five (5) days for a Retail Lockbox and fourteen (14) days for a Wholesale Lockbox. In that event, we will not be responsible or liable for any loss or damage suffered by you due to your inability to produce Records or Source Documents.

Account balances listed on our Web Portals or through image transmission for visual lockbox may not have been processed through the standard banking channels, and as such may not be an accurate reflection of your Account balance.

**Section 4. E-Lockbox:** You may obtain E-Lockbox services where you elect and authorize us to receive an electronic file from our bill payment service provider (your “**BPSP**”) that we will process for you for credit to your Account. We will provide to you certain remittance information that we receive in connection with such credits using an approved Communication Method.

You will provide us with any information that we request for this service and you hereby authorize us to contact your BPSP and direct that electronic payments made to you be sent to us for further credit to your Account. You acknowledge and agree that payments made by Check to you will *not* be covered by this Section, and you will continue to receive such payments directly from your BPSP. We will credit your Account on the Business Day following receipt of the electronic file from your BPSP, and we will report information received regarding such credits from your BPSP using an agreed Communication Method. Information that we provide in connection with credits will be at our discretion. You authorize us to debit your Account in the event your BPSP issues such debit against your Account.

You recognize that credits and any associated information is provided by your BPSP and agree that we are not responsible or liable for mistakes or errors in connection with credits or associated information received by us and processed according to the terms of this Agreement. Remittance information and credits are informational only and you may not rely on such information and credits. You must rely only on your account statement for your Account balance and other information.

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## PART XV: WIRE TRANSFER SERVICES

**Section 1. Wire Transfers and Authorization to Charge Account.** You may provide us wire transfer instructions (each a “Payment Order”) to execute wire transfers from Accounts you designate. You are deemed to make a wire transfer request when we receive your Payment Order using a Communication Method permitted and agreed upon by you and us in the Implementation Documentation, and in compliance with the Security Procedures. Payment Orders must be received by us on a Business Day prior to our established cut-off time to be executed on that Business Day. If you make a wire transfer request after our cut-off time or on a non-Business Day, we may process such wire transfer request on the following Business Day. We may place a maximum dollar limit for any single wire transfer.

**Section 2. Use of Security Procedures and Terms of Payment Orders.**

(a) **Security Procedures.** The Implementation Documentation includes a description of the Security Procedures offered by us that apply to wire transfers and Payment Orders. Your use of the Wire Transfer services constitutes your acceptance of those Security Procedures as commercially reasonable and as a means of authenticating a Payment Order communicated to us by or on your behalf. You acknowledge that the Security Procedures are used to verify the authenticity of, and not to detect errors in, any Payment Order. Any Payment Order communicated by or on your behalf shall be effective as your Payment Order, and shall be enforceable against you, whether or not authorized and regardless of the actual identity of the signer, sender or transmitter thereof, if such Payment Order is received in accordance with the applicable Security Procedures, and if we accept such Payment Order in good faith. In addition, if any Payment Order was actually communicated or authorized by you or you otherwise benefited from such Payment Order (or resulting funds transfer), then you will be obligated to pay us the amount of the related funds transfers without regard to whether we complied with the Security Procedures (including, but not limited to, a Customer Courtesy Wire). We may, in our discretion, use additional procedures to verify the authenticity of any Payment Order. You agree to implement any other reasonable authentication or Security Procedures established by us. Failure to do so shall be a material breach of this Agreement.

(b) **Compliance with Security Procedures.** If you choose to communicate any Payment Order (including any cancellation thereof) to us in a manner that varies from the Security Procedures, and if we accept such Payment Order in good faith, then you agree to be bound by such Payment Order, whether or not authorized, and you will be deemed to have refused the Security Procedures that we offer and recommend as “commercially reasonable,” and you will be obligated to pay us the amount of such wire transfer (including, but not limited to, a Customer Courtesy Wire). However, we have no obligation to accept any Payment Order that is not communicated in compliance with the Security Procedures. We are not responsible for refusal to act upon any Payment Order received which does not comply with this Agreement, including where our reasonable efforts to verify the Payment Order in accordance with the Security Procedures has failed or where such action is delayed until verification can be obtained.

(c) **Rejection of Payment Orders.** We have the right, at our sole discretion, to reject, and refuse to accept, any Payment Order for any reason, including your failure to maintain a sufficient balance of collected funds in an Account or that such Payment Order fails to comply with Applicable Law; provided, however, that in rejecting, or refusing to accept, any funds transfer request or Payment Order, we shall act in good faith and use our reasonable business judgment. We will have no liability to you based on such rejection or refusal of any Payment Order. If we determine that processing or honoring any Payment Order would cause the designated Account to be overdrawn, we may, but have no obligation to, execute the Payment Order and (i) create an overdraft in such Account or (ii) transfer to the designated Account from another of your Accounts, funds sufficient to cover the deficiency in the designated Account. If an Overdraft is created in an Account in order to complete a wire transfer, you agree to immediately repay us, and you agree and authorize us to debit any of your Accounts with us in the amount equal to the overdraft and applicable fees. If we reject any Payment Order, we will notify you through a status report on one of our Web Portals or by other reasonable means within the time frames indicated in the Implementation Documentation, but we will have no liability to you based on our failure or delay in providing such notice. If any Payment Order is rejected by us or any funds transfer system as a result of incomplete information or a formatting or other similar error, it will be your responsibility to re-transmit a correct Payment Order to us.

(d) **Cancellation or Amendment of Payment Order.** You have no right to cancel or amend any Payment Order after we have received it. However, to the extent permitted by Applicable Law, we will use our reasonable efforts to act on your request to cancel any such Payment Order before we process it, but we will have no liability if such cancellation is not effected.

(e) **Inconsistency of Name and Account Number.** We are not responsible for detecting errors in any Payment Order, including in the identifying number of any intermediary bank or beneficiary’s bank, even if that number does not correspond to the bank identified by name. You acknowledge and agree that wire transfers may be made on the basis of account number or other identifying number (including a bank transit routing number, SWIFT BIC or CHIPS UID Code). We and any receiving bank (including any beneficiary’s bank and any intermediary bank) may rely on the account number or other identifying number of any bank (including a bank transit routing number, SWIFT BIC or CHIPS UID Code), person or bank account specified in the Payment Order even if such number identifies a bank, person or bank account different from the bank, person or bank account designated by name, and your obligation to pay the amount of such Payment Order (or resulting funds transfer) to us is not excused in those circumstances.

¶ Customer Courtesy Wire. If you choose to provide us a Payment Order without using the Web Portal or other pre-established Security Procedure (e.g., PIN, batch, debit drawdown or standing order wire), you acknowledge that (i) a Customer Courtesy Wire is not covered by this Agreement; and (ii) that only one authorized signer on an Account is needed to initiate a Customer Courtesy Wire. You may prohibit the use of Customer Courtesy Wires. Doing so will block any Customer Courtesy wire from being initiated by us on behalf of any authorized signer on an Account under any circumstances including but not limited to the inability to use the Web Portal or other pre-established wire transfer service.

### **Section 3. Use of Third Parties: Transfers in Foreign Currency.**

(a) Intermediary Banks. You shall specify routing instructions for wire transfers in any Payment Order communicated to us. If no such specification is made, you hereby instruct us to send wire transfers through such correspondent(s) as deemed appropriate by us in our sole discretion after consulting standard bank references as to correspondent relationships. In executing any wire transfers, we shall use whatever funds transfer system, communications system, and intermediary designated by you, except where we in good faith conclude that the use of such funds transfer system, communication system, or intermediary is not feasible or would involve undue delay, in which case we shall use such of the funds transfer systems and communications systems in which we participate, and such intermediaries, agents or sub-agents as we determine to be appropriate in connection with any such wire transfers. To the fullest extent permitted by law, (i) any such funds transfer system, communications system, or intermediary, agent or sub-agent shall not be a Processor, and shall be deemed to be your agent, and we shall not be liable for any errors, negligence, suspension or default of any of them or for any failure to identify the beneficiary or any mis-payment by any of them, and (ii) we shall not be liable for any errors, mutilations, delay, mis-delivery or failure of delivery in the transmission of any wire transfers in connection with such transaction or for any suspension of any means of transmission or for any imposition of any censorship, exchange control or other restriction, all such risk being borne by you.

(b) Transfers in Foreign Currency. Any request for the wire transfer of funds in a currency other than U.S. Dollars shall require you to first validly purchase such foreign currency from us or we shall purchase such amount from our affiliate or correspondent bank. Unless otherwise agreed between you and us, the value of any such wire transfer shall be reported to you in the U.S. Dollar equivalent of the amount of foreign currency transferred. Any loss of exchange arising from a subsequent cancellation of such wire transfer request, or because of a rejection of delivery for any reason, shall be charged to your Account. You agree that if we utilize the services of other banks for the purpose of giving effect to any request or order for the wire transfer of funds in foreign currency, then we do so for your account and at your risk.

## PART XVI: ZERO BALANCE ACCOUNTING SERVICES

**Section 1. Zero Balance Accounting Services.** We will set up and provide Zero Balance Accounting services. At your request, we will establish, or designate your existing Accounts as Zero Balance Accounts (“**ZBAs**”) that end each day with a zero balance. Under the Zero Balance Accounting service, ZBAs are linked to a separate account to which all deposits from one or multiple ZBAs are automatically swept each Business Day, and from which any ZBA may be funded (the “**Concentration Account**”). At the end of each Business Day, we will post all deposits, checks, and other debits and credits with respect to each ZBA or Concentration Account, after which we will automatically adjust the balances in each ZBA to zero by moving the funds, whether collected or uncollected, into or out of each ZBA, and simultaneously debiting or crediting the applicable Concentration Account. Your ZBAs will be processed in order of Account number (lowest to highest) unless otherwise agreed to by you and us in writing. A daily status report summarizing activity in each ZBA and Concentration Account will be available using an approved Communication Method.

We will provide these services to you and your designated Affiliates, if applicable, in accordance with this Part for all Accounts that you and your Affiliates designate. You and your Affiliates will designate the Account names and corresponding Account numbers with us to become ZBAs and Concentration Accounts. You and your Affiliates authorize us to pay checks and other debit items that are properly payable (in accordance with Applicable Law and our policies and procedures) against a ZBA or Concentration Account from available funds in the respective ZBA, the respective Concentration Account, or available funds transferred from a ZBA or Concentration Account to the other. You and your Affiliates authorize us to transfer funds to and/or from the designated ZBAs and Concentration Accounts as contemplated by this Part. You and your Affiliates acknowledge that separate identification of the funds in the ZBAs and Concentration Account(s) is your responsibility and that of your Affiliates.

**Section 2. Representations and Warranties.** Each of you and your Affiliates, as applicable, hereby represents and warrants to us that (a) you are the owners of the respective ZBAs and Concentration Accounts you designate; (b) you and your Affiliates are affiliated by common ownership as reflected on the organizational chart attached to the Authorization; (c) you and your Affiliates have full power and authority to execute and deliver this Agreement and carry out the transactions contemplated herein; (d) the execution, delivery and performance of this Agreement does not and will not violate any provision of law or any regulation applicable to you or your Affiliates; (e) all accounts designated as ZBAs and Concentration Accounts are owned by you and/or your Affiliates, as appropriate, and that none of such accounts are owned by another entity; (f) separate identification of funds in the ZBAs and Concentration Accounts will be maintained by you and your Affiliates; (g) before signing the Authorization, you and your Affiliates have reviewed the books, records and other documents and information in the possession of any of you and your Affiliates or any other person or entity with respect to the Concentration Account(s) and any or all of the ZBAs, or so much thereof as was necessary to make the warranty that separate identification of funds is maintained, and (h) the ownership of all entities executing the Authorization and/or using the Zero Balance Accounting service is owned as indicated on the organizational chart provided to us.

Further, you and your Affiliates represent, warrant and covenant with us that they will deliver written notice, in reasonable detail to us, immediately upon receiving knowledge of any event which would cause either you or any of your Affiliates to cease to exist or file any bankruptcy or insolvency proceedings, in which case we may, in our discretion, at any time after receiving knowledge of such an event, remove you or such Affiliate from the ZBA configuration and transfer to the affected ZBA all collected and uncollected funds currently in the Concentration Account(s) which are identified by you or your Affiliate as belonging to you or such Affiliate. You and your Affiliates agree that if ownership of any one of the ZBAs or Concentration Accounts were to be transferred to an entity other than an affiliate company which is a party to this Agreement, regardless of how closely related, you and your Affiliates will immediately unlink from the ZBA/Concentration Account relationship such account(s) and we shall have no liability for your or your Affiliates’ failure to do so. If you or any Affiliate is removed from the ZBA configuration, it is your and your Affiliates’ responsibility to determine which funds belong to you and which belong to your Affiliates. We are not required to make any such determination.

**Section 3. Guaranty by You.** If applicable, to induce us to provide the Zero Balance Accounting service to your Affiliates, you absolutely, irrevocably and unconditionally guaranty to us the full and prompt performance and payment when due (by acceleration or otherwise), of all obligations, agreements, covenants, liabilities, expenses, representations and warranties of any of your Affiliates to us, whether now existing or hereafter arising, under or in connection with this Part and the Zero Balance Accounting service (collectively, the “**Obligations**”). This is a continuing guaranty and shall remain in full force and effect and be binding upon you and your successors and permitted assigns, if any. This guaranty shall continue to be effective if at any time payment or performance of the Obligations of you or any of your Affiliates, or any part thereof, is, upon the insolvency, bankruptcy or reorganization of such Affiliate or otherwise pursuant to Applicable Law, rescinded or reduced in amount or must otherwise be restored or returned by us, all as though such payment or performance had not been made. Your obligations hereunder are those of a primary obligor, and not merely a surety, and are independent of the Obligations. This is a guaranty of payment and not of collection. You unconditionally waive any right to require us to (a) proceed against any of your Affiliates or any other obligor in respect of the Obligations, provided we have first given notice of default to you and your Affiliate and the Affiliate has failed to

cure such default within two (2) days of the date of such notice; (b) proceed against or exhaust any security held directly or indirectly on account of the Obligations; or (c) pursue any other remedy in our powers whatsoever. You hereby waive (i) notice of acceptance of this guaranty; (ii) presentment and demand for payment of any of the Obligations; (iii) protest and notice of dishonor or default to you or to any other party with respect to any of the Obligations; and (iv) all other notices to which you might otherwise be entitled. You agree to pay all reasonable attorneys' fees and charges, the reasonable allocated cost of internal legal services, and all other reasonable costs and expenses which may be incurred by us in the enforcement of this guaranty.

**Section 4. Removal or Addition to ZBA or Concentration Accounts.** You and each of your Affiliates agree to advise us promptly of any consolidation, merger, sale or conveyance of you or any Affiliate or any principal part of your assets, or the sale or conveyance of any controlling interest in you or such Affiliate to the extent you or such Affiliate is no longer affiliated with you and the remaining Affiliates (either by common ownership or control), and upon any such occurrence, we shall have the right to terminate this Part and the Zero Balance Accounting service with respect to such Affiliate immediately. In addition, you may, on behalf of all Affiliates, add additional affiliate companies to the Zero Balance Accounting service via an amendment, in form and substance acceptable to us, and to otherwise act for and on behalf of you and each Affiliate signing the Authorization, or subsequently added by amendment as provided herein. If a new affiliate company being added is newly created, you will update your organizational chart and provide such updated chart to us.



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**PART XVII: GLOSSARY OF TERMS**

Unless otherwise specifically defined in another Part of this Agreement, the following terms shall have the definitions below:

- (a) “**ACH Rules**” means the rules and regulations of Nacha and those of any regional clearinghouse in effect from time to time used by us to settle ACH transfers.
- (b) “**Administrator**” means the master user that you have designated in accordance with our Security Procedures for controlling access to the Services.
- (c) “**Affiliate(s)**” means any company owned by or under common control as you or us as applicable in the context of this Agreement.
- (d) “**Applicable Law**” means all applicable federal and state laws, rules and regulations, and regulatory guidance (to the extent such guidance is enforced by Governmental Authority) as in effect from time to time governing or relating to this Agreement or the Services, including, without limitation, the ACH Rules and the rules of any funds transfer system, and guidance issued by the Federal Financial Institutions Examination Council and similar advising bodies.
- (e) “**Authorized User**” means your employee(s) or other person(s) that the Administrator has authorized to be able to access and use the Services.
- (f) “**Business Day**” means every day, Monday through Friday from 8:00 a.m. to 4:45 p.m. in Columbus, Ohio, but excluding federal holidays.
- (g) “**Check**” means checks, drafts, money orders, and other instruments or items for the payment of money that may be handled as cash items by Federal Reserve Banks.
- (h) “**Customer Courtesy Wire**” means a wire transfer Payment Order processed by the Bank without the use of a pre-established wire transfer service (Web Portal, use of a personal identification number (PIN), batch, debit drawdown or standing order wire) and/or pre-established Security Procedure.
- (i) “**Effective Entry Date**” means the date specified, in accordance with the ACH Rules, on the Entry by the Originator (as defined in the ACH Rules) on which the Originator intends the Entry to be settled.
- (j) “**Entry**” or “**Entries**” means an order or request appropriately sent through the ACH network (i) for the transfer of money to the deposit account of a person (a “Credit Entry”) or (ii) for the withdrawal of money from the deposit account of a person (a “Debit Entry”). For purposes of the Services, the term “Entries” is the plural of the term “Entry.”
- (k) “**Funds transfer**” shall have the meaning ascribed to it in Article 4A of the Uniform Commercial Code.
- (l) “**Governmental Authority**” means the Office of the Comptroller of the Currency, the Federal Reserve, the Federal Deposit Insurance Corporation, the Office of Foreign Assets Control of the U.S. Treasury Department, and the Consumer Financial Protection Bureau.
- (m) “**Implementation Documentation**” means all materials that explain or facilitate the use of a Service, including, without limitation, set-up forms, user booklets, operational manuals, Security Procedures, instruction and training materials, and information provided by us relating to the Services, but shall expressly exclude any marketing, sales or other promotional material in any form or delivery method.
- (n) “**Item**” means any and all debit or credit transactions and communications, including but not limited to electronic checks, Checks, Entries, remittance advice, etc.
- (o) “**Losses**” means any and all claims, actions, demands, losses, damages, judgments, liabilities, costs and expenses (including, without limitation, reasonable attorneys’ fees and court costs) and all costs of settlement of claims.
- (p) “**Payment Order**” shall have the meaning ascribed to it in Article 4A of the Uniform Commercial Code.
- (q) “**Person**” means an individual, corporation, limited liability company, partnership (general or limited), business trust or any other form of business entity.
- (r) “**PIN**” means a personal identification number which may be used electronically or verbally as part of a Security Procedure.

- (s) **“Records”** means, with respect to the Services, the hard copy or images retained in connection with the Services, and may include, but not be limited to reports, receipts, confirmations, notices, statements, adjustments, charges, entries, checks, deposit slips, debit or credit memos, invoices, or other documents submitted with a deposit or remittance, corrections, adjustments, transactions, or any document processed as part of a Service and retained by us.
- (t) **“Retail Lockbox”** is a Lockbox that processes payments of consumers made to businesses. Generally, the Retail Lockbox receives a higher volume of payments than Wholesale Lockbox. Remittance coupons must have a machine-readable optical character recognition (OCR) line.
- (u) **“Security Procedures”** means Passwords, call back protocols, tokens, keys, test keys, security devices, and other systems and procedures we disclose to you to enable you to use the Services and for us to verify the origin of instructions and communications to us.
- (v) **“UCC”** means the Uniform Commercial Code, as enacted in the State of Ohio.
- (w) **“Web Portal”** means any internet or web-based application accessed via the internet and/or the programs and data provided by us for use on a computer in connection with one or more particular Services.
- (x) **“Wholesale Lockbox”** is a Lockbox that processes payments which are from one business to another. Generally, there is a lower volume of payments than Retail Lockbox.