

# First Bank Consumer Bill Pay Service Terms and Conditions

## Important

Please read carefully. This is your agreement with First Bank. By using First Bank's Bill Pay Service you agree to be bound to the terms and conditions herein.

## Definitions

**Agreement** shall mean all terms and conditions defined herein.

**Financial Institution, We, or Us** shall refer to First Bank

**Service** shall mean the bill payment service offered by the financial institution and associated third party providers.

**You, Your, End User or Subscriber** shall mean each person who agrees to accept these bill payment service terms and conditions or is otherwise authorized to use the service.

**Payee or Biller** shall mean the individual, business or other entity to which you intend to send a payment through the service and for which you accurately provide and maintain the appropriate or required information such as name, bill remittance / payment delivery address, phone number, account number and account holder name; and to whom you authorize the financial institution to remit payments on your behalf through the service.

**Payee List** shall mean your personal list of payees that you maintain within the service and from which list you may select to schedule payments.

**Merchant** shall mean any business payee you establish within the service for whom the service provider has established a business relationship expressly for the purpose of remitting payments from the service.

**Funding Account** shall mean the checking or similar account for which you are an authorized signer, and from which the financial institution may debit or otherwise collect the funds necessary to remit the scheduled payment to the corresponding payee, per your instructions.

**Business Day** shall mean every Monday through Friday, excluding bank holidays.

**Scheduled Payment** shall mean the payment instructions you establish within the service in order to properly direct funds from the funding account you designate to the payee you designate.

**Expedited Payment** is a payment funded through the funding account and scheduled for expedited processing, with the intent of obtaining next day payment of the payee.

**One-Time Payment or Single Payment** shall mean a scheduled payment that results in a single payment delivered to the payee per your instructions.

**Recurring Payment** shall mean a scheduled payment that results in a series of payments delivered to the payee at regular intervals per your instructions, and shall continue to do so until you cancel it or until the maximum number of payments and/or final payment date that you specified is reached.

**Payment** shall mean the specific single instance of a one-time payment or a specific instance of a recurring payment, as the case may be.

**Payment Amount** shall mean the monetary figure you specify in a scheduled payment, including the regular amount and the final amount of a recurring payment series, that the service shall remit to the payee.

**Due Date, Deliver By Date, or Delivery Date** shall mean the business day on which you schedule the payment to be delivered to your payee, unless this date falls on a non-business day in which case it shall be the immediately preceding or following business day as indicated in the scheduled payment instructions. In any case, it is the date you determine to be most appropriate to deliver the payment to your payee considering such factors as the payee-specified date payment due, grace period, late payment policy or late fee, and/or your knowledge of actual time required for the payee to receive and process the payment and to credit your account with the payee, and/or the urgency/criticality of payment delivery, as the case may be.

**Cut-Off Time** shall mean the time of day that payments to be processed that day shall be processed, and after which time the earliest possible due date or deliver by date shall be calculated from the next business day.

## Bill Payment Service

You may use the financial institution's bill payment service, to direct the financial institution and/or service provider to make payments from your funding account to the payees you choose in accordance with this agreement. The terms and conditions of this agreement are in addition to the account agreements, disclosures and other documents in effect from time to time governing your funding account.

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## Service Guarantee

The service provider will bear responsibility for any late payment related charges up to fifty dollars (\$50.00) should a payment post after the scheduled deliver by date, provided that the payment was scheduled and the payee information was maintained in accordance with the guidelines described within this agreement. Notwithstanding the foregoing, the service provider shall not be responsible for any such charges if the service provider does not have responsibility or liability for a payment transaction, late payments or late payment related charges under the other provisions of this agreement, including, without limitation, those payments described under the exception payments section below.

## Responsibility

The service provider shall use commercially reasonable efforts to process the scheduled payments per your instructions. Neither the service provider nor the financial institution shall be liable for any payment transaction if: (i) you do not have enough money in your funding account to complete the transaction; (ii) a legal order prohibits withdrawals from your account; (iii) your funding account is closed or has been frozen, or is otherwise not authorized to debit the corresponding payment amount; (iv) the transaction would cause your balance to go over the credit limit for any credit arrangement set up to cover overdrafts; (v) you, or anyone you allow, commits fraud or violates any law or regulation in connection with the services; (vi) any electronic terminal, telecommunication device or part of the electronic fund transfer system is not working properly; (vii) you did not provide complete and correct funding account, payment or payee information; (viii) you did not properly follow the instructions or terms and conditions for use of the service; (ix) you knew and/or had been advised that service was not operating properly at the time you scheduled the payment; (x) there is a postal delay; or (xi) circumstances beyond the service provider's control (such as fire, flood or improper transmission or handling by a third party) that prevent, hinder or delay the transaction.

With the exception of the foregoing, if the service incorrectly debits your funding account and/or directs funds from your funding account to a payee inconsistent with the instructions you specified in the scheduled payment, the service shall, upon detecting the error or receiving notice from you, be responsible for returning the improperly transferred funds to your funding account and/or redirecting funds to the proper payee and/or contacting the payee to request appropriate adjustments on your account with the payee except as otherwise provided under the authorization section below.

## Liability

You will be responsible for any payment request you make that contains an error or is a duplicate of another payment. The financial institution and/or service provider is not responsible for a payment that is not made if you did not properly follow the instructions for making a payment. The financial institution and/or service provider is not liable for any failure to make a payment if you fail to promptly notify the financial institution after you learn that you have not received credit from a payee for a payment. The financial institution and/or service provider is not responsible for your acts or omissions or those of any other person, including, without limitation, any payee or transmission or communications facility, and no such party shall be deemed to be the financial institution's and/or service provider's agent. In any event, the financial institution and/or service provider will not be liable for any special, consequential, incidental, or punitive losses, damages, or expenses in connection with this agreement or the service, even if the financial institution and/or service provider has knowledge of the possibility of them. The financial institution and/or service provider is not liable for any act, failure to act or delay in acting if it is caused, in whole or in part, by any cause beyond the financial institution's and/or service provider's reasonable control.

## Setting Up and Maintaining Payees

To begin using the service you will first need to establish at least one payee in your payee list. You may add, modify or delete payees as necessary. It is your responsibility to manage your payee list and maintain accurate payee information, such as but not limited to the address to which the payee specifies payments are to be delivered, your account number with the payee, the name on your account with the payee, etc., except where the service expressly indicates that it shall manage such payee information, such as a merchant's remittance address. Payees must reside or exist within the United States of America or its territories or commonwealths. The service provider and/or the financial institution reserve the right to refuse or remove a payee for any reason.

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## Setting Up Payments

To schedule payments you must choose a payee from your payee list. You may schedule one-time payments, single payments and recurring payments to any of your payees. It is your responsibility to cancel, skip, reschedule or revise a scheduled payment in accordance with the payee's instructions to you, or as needed to ensure sufficient available funds in the corresponding funding account, or under circumstances where the payee may return the payment to the service provider due to any reason outside the service provider's or the financial institution's control. The service provider and/or the financial institution reserve the right to refuse or cancel a payment for any reason.

The earliest possible due date / deliver by date for each payee will be determined and presented by the service when you schedule a payment. The service will not permit a due date / deliver by date earlier than the earliest possible dates presented. The service determines this earliest possible due date / deliver by date based on the number of business days required to deliver a payment to the payee, which is primarily affected by whether or not the payee has agreed to accept remittance of payments electronically (typically one or two (1 or 2) business days) or requires payments be delivered by check (typically four or five (4 or 5) business days). A payee's location or policies for posting and crediting payments may require additional business days. Payments scheduled after the service's cut-off time shall be processed no earlier than the following business day. Currently, the cut-off time is 4:00 p.m. Eastern Standard Time, but the service provider and/or the financial institution may change the cut-off time without prior notice. If you designate a non-business date (generally weekends and certain holidays) as the payment's processing date, the payment will be processed either the day immediately preceding or the business day following as indicated in the scheduled payment instructions.

You should carefully consider factors such as the payee's date payment due, grace period, whether the payee's date payment due falls on a non-business day, etc., when scheduling a payment to avoid late payments and late fees. You must allow the necessary number of business days prior to the payee's date payment due for each payment, including each payment of a recurring payment series. Some businesses take longer to post payments than others. You should consider allowing additional time for the initial payment to a payee through the service in order to gauge the appropriate pay due date / deliver by date in each case, and determine whether to allow an additional one (1) or two (2) business days to avoid incurring any late fee charged by the merchant. It is your responsibility to schedule payments appropriately and in accordance with the payee's requirements. Neither the service provider nor the financial institution shall be responsible for late payments, nor reimburse you for late fees, for any payment delivered in accordance with your instructions, or as a result of a payee's payment processing policies, or any other circumstance outside the service provider's control.

When a recurring payment is processed, it is automatically rescheduled by the system. Based upon your selected frequency settings for the payment, a processing date is calculated for the next occurrence of the payment. If the calculated processing date is a non-business date (generally weekends and certain holidays), it is adjusted based upon the following rules:

- If the recurring payment's "Pay Before" option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date prior to the calculated processing date.
- If the recurring payment's "Pay After" option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date after the calculated processing date.

If your frequency settings for the recurring payment specify the 29th, 30th, or 31st as a particular day of the month for processing and that day does not exist in the month of the calculated processing date, then the last calendar day of that month is used as the calculated processing date.

Payments to payees, businesses or individuals, outside the United States of America or its territories or commonwealths, are prohibited.

## Expedited Payments

The service will allow you to make expedited payments using the funds in your funding account for a fee. An expedited payment may be delivered to the payee via electronic fund transfer (ach debit) or paper check mailed through an overnight service depending on the payee's capabilities. Scheduled payments are processed as batch transactions at the end of the business day. Expedited payments, depending on the

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time the transaction was scheduled, may be processed with the scheduled payments, or immediately. Next day delivery of overnight checks may depend on the time of day that the transaction is scheduled, and is not guaranteed. There is a fee for processing expedited payment. These fees are disclosed in the expedited payment terms and conditions presented at the time of setting up an expedited payment.

## Editing or Canceling Payments

Any payment can be modified or canceled, provided you access the service prior to the cut-off time on the business day that the payment is going to be processed. Once a check payment is in-process, it cannot be canceled through the service. Instead, you must contact customer service at 855-874-7564 to request a stop payment. An electronic payment cannot be canceled or stopped once it is no longer in a scheduled status. A recurring payment may be edited or canceled after processing for the current payment instance is complete. Expedited payments by check that are processed immediately due to timing may not be able to be stopped or cancelled.

## Stop Payment

You may request to stop payment after a payment has been processed by contacting First Bank Customer Service. The service's ability to successfully stop payment depends on how the funds were remitted to the payee and the elapsed time since the payment was processed. The service provider and the financial institution will make commercially reasonable efforts to stop payment per your request, but shall have no liability if unsuccessful. You may be charged a stop payment fee for each request.

## Exception Payments

Tax payments and court ordered payments should not be scheduled through the service. In no event shall the financial institution or service provider be liable for any claims or damages resulting from you scheduling these types of payments. The service provider shall have no obligation to research or resolve any claim resulting from any such payment. All research and resolution for any misapplied, mis-posted or misdirected payments will be your sole responsibility.

## Bill Payment Process

The service will process payments in accordance with the payment instructions you provide. The service will not process payments on weekends or bank holidays. The service will debit your funding account or issue a draft against your funding account, and deliver those funds to the designated payee on your behalf such that the funds arrive as close to the scheduled due date / deliver by date as is reasonably practicable.

Numerous business and technical requirements determine if a payee can accept payments electronically, but in all cases payments can be remitted by check. The service provider shall have sole discretion to determine the appropriate remittance method. In order to process payments efficiently and effectively, or otherwise comply with merchants' remittance requirements, the service reserves the right to change or update payee data, or alter the method of payment remittance. Neither the service provider nor the financial institution shall be responsible for late payments, nor reimburse you for late fees, due to: a) U.S. postal delivery issues; b) electronic remittance network issues; c) your payee's payment processing procedures; d) instances where the financial risk associated with the payment requires check remittance instead of electronic remittance or additional business days to ensure sufficient funds in the funding account are available; or d) other circumstances beyond its control.

## Special Rules for Card Payments

**Biller Site Access:** Upon being instructed by you, the service provider will use commercially reasonable efforts to use your provided log-in credentials to access your personal account with a business entity to whom you desire to pay a bill (each a "Biller Account") using your debit or credit card under the Services (each a "Biller") through the Biller's End User facing online account interface via the Internet ("Biller Site"). In the event that the service provider is unable to access a Biller Site after commercially reasonable efforts, you will be notified that access has been denied and the servicer's reasonable estimation of the reason for such denial. Upon successfully accessing an End User account on a Biller Site, the service provider shall use commercially reasonable efforts to maintain the ability to repeatedly automatically access End User accounts on such Biller Site, including using commercially reasonable efforts to re-configure service from

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time to time to account for any changes in configuration or presentation of the Biller Site. You acknowledge that service provider may not be able to access a Biller Site or maintain access to a Biller Site due to, among other things, security measures imposed by Biller, Biller Site configurations or presentations, or changes thereto, Biller Site outages or performance issues, in each case the nature or frequency of which may render access or repeated access by service provider not commercially reasonable, as determined by service provider in its sole reasonable discretion (such Biller Sites, "Inaccessible Biller Sites"). Card Payment does not include access to Inaccessible Biller Sites, including with respect to new requests for access by End Users who have not previously requested access to a Biller Sites deemed to be an Inaccessible Biller Site. In the event that service provider determines a particular Biller Site to be an Inaccessible Biller Site, service provider shall promptly notify you. Service provider hereby agrees that once notified that you have explicitly terminated your account with us, service provider shall promptly cease accessing Biller Sites on your behalf.

**Accessing Biller Account Information:** Upon successful access by service provider to your accounts within a Biller Site, service provider shall use commercially reasonable efforts through card payment services to automatically and repeatedly access and transmit for presentation to and use by you, specified Biller Account Information, with specific emphasis on obtaining your most recent invoice/statement balance, current aggregate balance, if applicable, and bill payment due date. You acknowledge that each Biller Site is uniquely configured, technically and aesthetically, which may result in service provider obtaining different Biller Account Information from different Biller Sites. You further acknowledge that Biller Sites are subject to change without notice to service provider for a variety of reasons, including security, aesthetics, technical, or functional, any of which may result in service provider not being able to maintain repeated access to certain Biller Account Information. With respect to any End User, service provider will access (or attempt to access) a particular Biller Site up to a maximum of ten (10) times per day.

You understand and agree that, in order to provide the card payment Services, it is necessary for service provider to access Biller Account information from Biller Sites, which Biller Account information includes data regarding your accounts and financial relationships with your Billers. You agree that the Bank and its service provider shall not be liable for any costs, fees, losses or damages of any kind incurred as a result of any inaccuracy, incompleteness or misinformation contained in content retrieved from Billers or any charges imposed by Billers.

**Bill Payment:** Upon being instructed by you, service provider shall use commercially reasonable efforts to pay your bills available for payment through accessible Biller Sites as specifically instructed by you using payment information provided by you. You acknowledge that service provider may not be able to process, or repeatedly process, payment of bills on a Biller Site due to, among other reasons, security measures imposed by Biller, Biller Site configurations or presentations, or changes thereto, Biller Site outages or performance issues, in each case the nature or frequency of which may render bill payment processing or repeated bill payment processing by service provider not commercially reasonable, as determined by service provider in its sole reasonable discretion (such Biller's, "Unpayable Billers"). Card Payment services do not include bill payment functionality for End User accounts with Unpayable Billers, including with respect to new requests for bill payment access by End Users who have not previously requested payment to a Biller deemed to be an Unpayable Biller. In the event that service provider determines a particular Biller to be an Unpayable Biller, service provider shall promptly notify you. For clarity, YOU are responsible for any fees that may be incurred from the Biller when service provider pays bills available for payment in accordance with the foregoing.

**Miscellaneous:** For avoidance of confusion, "Client Data" shall include your log-in credentials and payment information. Service provider will provide card payment services on the basis of Client Data provided by or input by you. Service provider is not responsible for correcting any errors in the input or the output of card payment services that result from incorrect Client Data supplied by you. You shall promptly notify us in the event you become aware of, or reasonably suspect the occurrence of, any incorrect Client Data submission,

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unauthorized transactions, unauthorized accounts, or fraud. In the event that you submit incorrect Client Data to service provider, you acknowledge that service provider shall not be obligated to correct any Client Data nor to re-process any Client Data until you, as appropriate, have re-submitted the Client Data with necessary corrections. You agree to hold us and our service provider harmless from any cost, claim, damage, or liability (including attorneys' fees) whatsoever arising out of inaccurate Client Data, information or instructions, or any inadequacy therein supplied by you.

**Billers Account Information:** You hereby grant to the service provider the right to use and access all Client Data to provide card payment services. By submitting Client Data through card payment services, you covenant that you have expressly agreed and consented, without any particular time limit, service provider may use the Client Data for the purposes set out herein.

YOU ACKNOWLEDGE AND AGREE THAT WHEN SERVICE PROVIDER IS ACCESSING AND RETRIEVING INFORMATION FROM A BILLER, SERVICE PROVIDER IS ACTING AS YOUR AGENT, AND NOT AS THE AGENT OF OR ON BEHALF OF THE BILLER. YOU AGREE THAT SERVICE PROVIDER, ITS AFFILIATES AND PARTNERS SHALL BE ENTITLED TO RELY UPON THE FOREGOING AUTHORIZATION GRANTED BY YOU.

YOU AGREE THAT WE AND THE SERVICE PROVIDER SHALL NOT BE LIABLE FOR ANY COSTS, FEES, LOSSES OR DAMAGES OF ANY KIND INCURRED AS A RESULT OF ANY INACCURACY, INCOMPLETENESS OR MISINFORMATION CONTAINED IN CONTENT RETRIEVED FROM BILLERS OR ANY CHARGES IMPOSED BY BILLERS.

### Authorization

When you schedule a payment, you expressly authorize the service provider and/or the financial institution to withdraw from your funding account the payment amount and to remit those funds to the designated payee on your behalf, and additionally to debit your funding account for any applicable service related fees. You further authorize the financial institution to credit your funding account for any payment returned from or undeliverable to the payee. In addition, you certify that the funding account is an account from which you are authorized to make payments and incur debits.

You agree to have available and collected funds on deposit in the designated funding account in amounts sufficient to process each payment as requested by you, as well as any other payment obligations you have to the financial institution. The financial institution reserves the right, without liability, to reject or reverse a payment if you fail to comply with this requirement or any other terms of this agreement. If you do not have sufficient funds in the funding account and the financial institution has not exercised its right to reverse or reject a payment, you agree to pay for such payment obligations on demand. You further agree the financial institution, at its option, may charge any of your accounts at the financial institution to cover such payment obligations.

You authorize the service provider and the financial institution to contact your payees to request appropriate adjustments consistent with your payment instructions and/or as pertaining to the service guarantee and responsibility, and/or to stop payment on any draft issued against your funding account in connection with the service in the unlikely event that the service remits funds incorrectly to any of your payees, and/or to withdraw funds from your funding account in such event if you otherwise receive the benefit of the amount of such incorrectly remitted funds.

### Returned Payments

In using the service, you understand that payments may be returned by or to the service provider for various reasons including but not limited to: the account or account number at the payee is not valid, the payee address is not valid, the payee returns or rejects the remittance item, the account at the payee has been paid in full or has been turned over to another company or individual. The service shall use commercially

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reasonable efforts to research and correct the returned payment, or void the payment and credit your funding account. You may receive notification from the service.

## Service Fees and Additional Charges

Our standard First Bank bill pay is a free service provided with your consumer checking account. There may be a charge for other optional services, such as but not limited to expedited payments, gift checks, charitable contributions or stop pays. You agree to pay such charges and authorize the service to deduct the calculated amount from your funding account for these amounts and any additional charges that may be incurred by you. Any fees associated with your standard deposit accounts will continue to apply. You are responsible for any and all telephone access fees and/or internet service fees that may be assessed by your telephone and/or internet service provider.

## Bill Delivery and Presentment

This feature is for the presentment of electronic bills only and it is your sole responsibility to contact your billers directly if you do not receive your statements. In addition, if you elect to activate one of the service provider's electronic bill options, you also agree to the following:

**Information Provided to the Biller** - the service provider is unable to update or change your personal information such as, but not limited to, name, address, phone numbers and e-mail addresses, with the electronic biller. Any changes will need to be made by contacting the biller directly. Additionally it is your responsibility to maintain all usernames and passwords for all electronic biller sites. You also agree not to use someone else's information to gain unauthorized access to another person's bill. The service may, at the request of the biller, provide to the biller your e-mail address, service address, or other data specifically requested by the biller at the time of activating the electronic bill for that biller, for purposes of the biller informing you about service and/or bill information.

**Activation** - upon activation of the electronic bill feature the service provider may notify the biller of your request to receive electronic billing information. The presentment of your first electronic bill may vary from biller to biller and may take up to sixty (60) days, depending on the billing cycle of each biller. Additionally, the ability to receive a paper copy of your statement(s) is at the sole discretion of the biller. While your electronic bill feature is being activated it is your responsibility to keep your accounts current. Each electronic biller reserves the right to accept or deny your request to receive electronic bills.

**Authorization to Obtain Bill Data** - your activation of the electronic bill feature for a biller shall be deemed by us to be your authorization for us to obtain bill data from the biller on your behalf. For some billers, you will be asked to provide us with your user name and password for that biller. By providing us with such information, you authorize us to use the information to obtain your bill data.

**Notification** - the service provider will use its best efforts to present all of your electronic bills promptly. In addition to notification within the service, the service provider may send an e-mail notification to the e-mail address listed for your account. It is your sole responsibility to ensure that this information is accurate. In the event you do not receive notification, it is your responsibility to periodically logon to the service and check on the delivery of new electronic bills. The time for notification may vary from biller to biller. You are responsible for ensuring timely payment of all bills.

**Cancellation Of Electronic Bill Notification** - the electronic biller reserves the right to cancel the presentment of electronic bills at any time. You may cancel electronic bill presentment at any time. The timeframe for cancellation of your electronic bill presentment may vary from biller to biller. It may take up to sixty (60) days, depending on the billing cycle of each biller. The service provider will notify your electronic biller(s) as to the change in status of your account and it is your sole responsibility to make arrangements for an alternative form of bill delivery. The service provider will not be responsible for presenting any electronic bills that are already in process at the time of cancellation.

**Non-Delivery of Electronic Bill(S)** - you agree to hold the service provider harmless should the biller fail to deliver your statement(s). You are responsible for ensuring timely payment of all bills. Copies of previously delivered bills must be requested from the biller directly.

**Accuracy and Dispute of Electronic Bill** - the service provider is not responsible for the accuracy of your electronic bill(s). The service provider is only responsible for presenting the information we receive from the biller. Any discrepancies or disputes regarding the accuracy of your electronic bill summary or detail must be addressed with the biller directly.

This agreement does not alter your liability or obligations that currently exist between you and your billers.

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## Account Security

You are solely responsible for controlling the safekeeping of and access to your user identification, password or other means to access your account. You agree not to give out or make available your user identification, password, access code, authenticating image or other means to access your account to any unauthorized individuals. You are responsible for all payment transactions authorized by you or by anyone to whom you provide access to your funding account. You are liable for all payment transactions you make or that you authorize another person to make even if that person exceeds his or her authority.

If you believe that your password or other means to access your account has been lost or stolen or that someone may attempt to use the service without your consent or has transferred money without your permission, you should notify the financial institution at once by calling 1-866-792-4357.

## Errors or Unauthorized Activity

If you believe that your user identification, password, access code, authenticating image or other means to access your account has been lost, stolen or otherwise compromised, or that someone may attempt to use the service without your consent or has transferred money without your permission, or if you suspect any fraudulent activity in your account(s), you must notify the financial institution at once. Contact our customer service center at 1-866-792-4357. If your password has been compromised and you tell us within two (2) business days of discovering the loss or misappropriation, you can lose no more than fifty dollars (\$50). If you do not tell us within the two (2) business day period, you could lose as much as five hundred dollars (\$500) if we could have stopped the use of your accounts had we received notice in a timely manner. You must contact customer service as soon as you identify any errors or discrepancies in your statement or transaction record, or if you need any information about a transaction listed on the statement or transaction record. We must hear from you no later than sixty (60) days after we have sent the first statement on which the unauthorized transaction, problem or error appeared (if you notify us verbally, we may require that you send us your complaint or question in writing or electronically within ten (10) business days). Contact our Customer Service center at 866-792-4357. The Customer Service center is open Monday – Friday, 7 am to 11 pm on normal business days, and 9 am – 4 pm Saturdays, Sundays & holidays. You may also write to us at: First Bank Customer Service; P.O. Box 600, Wilmington, NC 28402. If you fail to notify us within the sixty (60) day period, you may not recover any of the money you lost if we can establish that the loss could have been avoided had you notified us on time. We may extend these time periods for good reasons such as out-of-town travel or extended hospital stays.

When you report a problem or discrepancy, please: (i) tell us your name and funding account number; (ii) describe the error or the transaction you are unsure about, and explain why you believe it is in error or what additional information you need; (iii) tell us the dollar amount of any suspected error; and (iv) tell us the funding account number used to pay the bill, the payee name, the applicable account number at the payee, the date the payment was sent, the payment amount and the payment reference number. Generally speaking, we will tell you the results of our investigation within ten (10) business days after we hear from you. However, we may take up to forty-five (45) days to investigate your complaint or question. In this case, we may provisionally credit your account so that you have use of the money during the time it takes us to complete our investigation. If you fail to provide your complaint or question in writing within ten (10) business days of a request from us to do so, we reserve the right to not credit your account. If we confirm an error, we will correct your account record within ten (10) business days. If we determine that there was no error, we will send you a written explanation within three (3) business days after we conclude our investigation and will debit any interim amounts credited to your account. You may request copies of any documents that we use in our investigation.

Some bill payments are processed by electronic fund transfers (eft). Please see the electronic fund transfers disclosure statement received when you opened your account, which discloses important information concerning your rights and obligations.

## Electronic Mail (E-Mail)

Sending e-mail is a very good way to communicate with financial institution and/or service provider regarding your accounts or the services. However, your e-mail is actually sent via your own software and, as a result, is not secure. Because of this, you should not include confidential information, such as account numbers and balances in any e-mail communication. You cannot use e-mail to initiate bill payment



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transactions. All such transactions must be initiated using the appropriate functions within the service. Neither the service provider nor the financial institution shall be liable for any errors, omissions, claims, or problems of any kind involving your e-mail.

## Disclosure of Information

It is our policy to treat your Bill Pay Service account information as confidential. However, service provider and/or the financial institution may disclose certain information about you, your accounts and/or payments to third parties in situations such as: when necessary to complete a payment transaction per your instructions; when necessary to activate additional services per your request; in order to determine credit worthiness; in order to comply with government agency or court orders, financial services regulations or law; or if you give financial institution or service provider written permission.

Information submitted to the service provider or its suppliers is the property of those parties, and they are free to use and disclose that information, or any ideas, concepts, know-how or techniques contained in that information to any third party for any purpose whatsoever, except as specifically agreed by the financial institution or prohibited by law.

## Account and Contact Information

It is your sole responsibility to maintain accurate and complete contact information and funding account information in your user profile. This includes, but is not limited to, name, address, phone numbers and email addresses, and verifying account numbers. Changes can be made within the service or by contacting customer service. Changes you make are typically effective immediately. Neither the service provider nor the financial institution shall be responsible for any payment processing errors or fees incurred if you do not provide accurate funding account or contact information.

## Links to Other Sites

Information that the service provider or the financial institution publishes on the world wide web may contain links to other sites and third parties may establish links to service's site. Neither the service provider nor the financial institution makes any representations or warranties about any other web site that you may access to, from or through the service's site. Unless expressly stated in writing, neither the service provider nor the financial institution endorse the products or services offered by any company or person linked to this site nor is the service provider or the financial institution responsible for any software or the content of any information published on the site of any third party. You should take precautions when downloading files from sites to protect your computer software and data from viruses and other destructive programs.

## Virus Protection

Neither the service provider nor the financial institution is responsible for any electronic virus that you may encounter using the service. You are encouraged to routinely scan your computer and files using reliable virus protection products to detect and remove viruses. If undetected and unrepaired, a virus can corrupt and destroy your programs, files and hardware.

## Damages and Warranties

In addition to the terms previously disclosed, the financial institution and/or service provider are not responsible for any losses, errors, injuries, expenses, claims, attorney's fees, interest or other damages, whether direct, indirect, special, punitive, incidental or consequential, (collectively, "losses") caused by the use of the bill payment services or in any way arising out of the installation, use or maintenance of your personal computer hardware or software, including any software provided by financial institution or one of its suppliers. In addition, financial institution and/or service provider disclaim any responsibility for any electronic virus(es) subscriber may encounter after installation of such software or use of bill payment services. Without limiting the foregoing, neither financial institution and/or service provider nor its suppliers shall be liable for any: (i) failure to perform or any losses arising out of an event or condition beyond their reasonable control, including but not limited to communications breakdown or interruption, acts of god or labor disputes; or (ii) the loss, confidentiality or security of any data while in transit via the internet, communication lines, postal system or electronic funds transfer networks. Financial institution and/or service provider and its suppliers provide bill payment services from their own sites and they make no representation or warranty that any information, material or functions included in bill payment services are

# First Bank Consumer Bill Pay Service Terms and Conditions

appropriate for use by you in your jurisdiction. If you choose to use bill payment services, you do so on your own initiative and are solely responsible for compliance with applicable local laws and regulations. Neither financial institution nor service provider nor its suppliers warrant the adequacy, accuracy or completeness of any information provided as a part of bill payment services, or contained in any third party sites linked to or from financial institution and/or service provider's web sites. FINANCIAL INSTITUTION AND SERVICE PROVIDER MAKE NO REPRESENTATIONS OR WARRANTIES REGARDING THE ACCURACY, FUNCTIONALITY OR PERFORMANCE OF BILL PAYMENT SERVICE, OR ANY SOFTWARE THAT MAY BE USED IN CONNECTION WITH SAME. FINANCIAL INSTITUTION AND SERVICE PROVIDER DISCLAIM ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ERROR-FREE OPERATION.

## Indemnification

Subscriber shall indemnify, defend and hold harmless the financial institution and service provider and their affiliates, officers, employees, directors, suppliers and agents, in their individual capacities or otherwise, from and against any losses arising out of: (i) subscriber's negligence; (ii) subscriber's failure to comply with applicable law; or (iii) subscriber's failure to comply with the terms of this agreement.

## Additional Remedies

Due to the likelihood of irreparable injury, the financial institution and service provider shall be entitled to an injunction prohibiting any breach of this agreement by subscriber.

## Amendment and Termination

The financial institution and service provider reserve the right to terminate this agreement or to change the charges, fees or other terms described in this agreement at any time. When changes are made, you will be notified by: 1) electronic mail; 2) physical mail at the address shown in our records; 3) update of our web site; and/or 4) as otherwise permitted by law. Your continued use of the service after being notified of changes to this agreement shall constitute your agreement to such changes.

You may terminate this agreement by written notice to the financial institution. Neither the financial institution nor service provider is responsible for terminating any scheduled one-time payment nor recurring payment processed prior to a reasonable opportunity to act on your termination notice. Once your service is terminated, all of your scheduled one-time payments and recurring payments shall be terminated as well. You remain obligated for all payments made by the service on your behalf under this agreement.

## Applicable Rules, Laws, And Regulations

This agreement shall be governed by and construed in accordance with the laws of the state of North Carolina. To the extent that the terms of this agreement conflict with applicable state or federal law, such state or federal law shall replace such conflicting terms only to the extent required by law. Unless expressly stated otherwise, all other terms of this agreement shall remain in full force and effect.

## Assignment

The financial institution and service provider may assign its rights and/or delegate all or a portion of its duties under this agreement to a third party. Subscriber may not assign this agreement to any other party.

## Integration

This agreement constitutes the entire understanding of the parties with respect to the subject matter of this agreement, and all prior agreements, understandings and representations concerning such subject matter are canceled in their entirety. Notwithstanding the foregoing, this agreement is in addition to any other agreements between you and the financial institution.

## Severability

If there is a conflict between the terms and conditions of this agreement and one or more terms contained in another agreement between you and the institution, this agreement will control.

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## Disputes

In the event of a dispute regarding the service, you and the financial institution and service provider agree to resolve the dispute by looking to this agreement. You agree that this agreement is the complete and exclusive statement of the agreement between you and the service which supersedes any proposal or prior agreement, oral or written, and any other communications between you and the service relating to the subject matter of this agreement. If there is a conflict between what is said by a service provider and/or financial institution employee or customer service department and the terms of this agreement, the terms of this agreement shall prevail.

## Waiver

The financial institution and service provider shall not, by the mere lapse of time, without giving notice or taking other action, be deemed to have waived any of its rights under this agreement. No waiver by financial institution and/or service provider of a breach of this agreement shall constitute a waiver by such party of any prior or subsequent breach of this agreement.

## Force Majeure

Neither party shall be liable for any loss nor damage due to causes beyond its control, including fire, explosion, lightning, pest damage, power surges or failures, strikes or labor disputes, water, acts of god, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, inability to secure raw materials, transportation facilities, fuel or energy shortages, acts or omissions of communications carriers, or other causes beyond that party's control. Either party may terminate this agreement immediately on written notice if the other party is prevented from performing its obligations under this agreement for a period of more than thirty (30) days due to the reasons set forth in this subsection.

## Construction

This agreement shall be construed equally against the parties regardless of who is more responsible for its preparation. If there is a conflict between a part of this agreement and any present or future law, the part of this agreement that is affected shall be curtailed only to the extent necessary to bring it within the requirements of that law.

## Headings and Captions

The headings and captions of the various subdivisions of this agreement are for convenience of reference only and shall in no way modify or affect the meaning or construction of any of the terms or provisions hereof.

I HAVE READ AND UNDERSTAND THE FOREGOING AGREEMENT AND AGREE TO BE BOUND BY ALL ITS TERMS.