

Welcome to CEFCU Bill Pay

Before you get started, please read the following CEFCU Bill Pay Agreement and Disclosure carefully. By proceeding forward and signing this document by clicking the "I Agree" button at the bottom of this page, you are requesting CEFCU Bill Pay and agreeing to the following terms and conditions.

This is your Bill Pay Agreement and Disclosure (the "Agreement") and contains the terms and conditions which govern use of CEFCU Bill Pay ("Bill Pay") services ("Services") Citizens Equity First Credit Union ("CEFCU", "we", "us", or "our") may provide you ("you" or "your") and supplements the CEFCU On-Line® and Mobile Banking Agreement and Disclosures. You may use Bill Pay to make payments from your designated CEFCU Checking account ("Checking") to your designated payee(s) ("Payee(s)") in accordance with the terms and conditions of this Agreement. The terms and conditions of this Agreement are in addition to the terms and conditions of your CEFCU Deposit Account Agreement or Business Services Deposit Account Agreement (the "Deposit Account Agreement"), Truth-in-Savings Rate Schedule or Business Savings & Checking Accounts Rate Schedule (the "Rate Schedule"), and the Fee Schedule or Business Fee Schedule (the "Fee Schedule") in effect from time to time governing the Checking which are incorporated by reference and made a part of this Agreement. In the event of a conflict or inconsistency between the terms of the Deposit Account Agreement, the Rate Schedule and/or the Fee Schedule with respect to Bill Pay, the terms of this Agreement shall control to the extent of the conflict or inconsistency.

Your use of Bill Pay Services is subject to the fees set forth in the Fee Schedule.

To use CEFCU Mobile Bill Pay Services you need:

- An active CEFCU Savings and CEFCU Checking account in good standing.
- To enroll in CEFCU On-Line and CEFCU Bill Pay.
- To agree to this Agreement.
- To download one of CEFCU's Mobile Banking Apps.

As is more fully described in this Agreement, fewer types of Bill Pay transactions may be initiated using CEFCU Mobile Banking than may be initiated using CEFCU On-Line.

Through Bill Pay you can:

- Initiate payment of your bills from your Checking; or
- Schedule the date or dates on which you want to pay your bills from your Checking.

HOW TO SET UP PAYEES AND PAYMENTS

- For payment to your CEFCU loans use "Loan Payments" in CEFCU On-Line or CEFCU Mobile Banking.

- If you want to add a new Payee, select the Payee tab located in your Bill Pay application or speak to a service representative.
- You may add a new fixed payment to a Payee by accessing the Services and entering the appropriate information. The information must include the Payee's name and a mailing address that can be verified and your name and account number as it appears on the Payee's records. Most other additions, deletions, or changes can be made in writing or by using the service.
- You may initiate Bill Pay payments only to: (a) Payees that are (i) individuals, merchants, commercial businesses, professional businesses, and similar enterprises, located with-in the United States of America (including U.S. territories) and, provided that a collection agency does not represent an eligible Payee, and (ii) governmental units located in the United States of America but only when being paid for utility services provided by that governmental unit ((i) and (ii) collectively are "Eligible Payee") and (b) Payees whose mailing address is in a United States Armed Forces Postal Code APO/AEO. Except as noted at (ii) in the preceding sentence, no federal, state, or local governmental unit, agency or commission is an Eligible Payee, nor are (a) persons or entities designated by court order to receive payments, such as, but not limited to, court — ordered alimony, child support, speeding tickets or fines, nor (b) any Payee located outside of the United States of America.
- CEFCU reserves the right to refuse the designation of a Payee for any reason.
- CEFCU is not responsible for payments that cannot be made due to incomplete, incorrect, or outdated information.

Each Bill Pay payment must be solely in U.S. Dollars.

You are limited in the amount you may use to pay your bills using Bill Pay OneClick on any one calendar day to the lesser of the amount in your Checking or Nine Hundred Ninety-nine Thousand Nine Hundred Ninety-nine Dollars and Ninety-nine cents (\$999,999.99). You are limited in the amount you may use to pay your bills using Bill Pay Transfers or Email Payments on any one calendar day to the lesser of the amount in your Checking or Two Thousand Five Hundred Dollars (\$2,500.00).

Any payment direction you may make in the Bill Pay program that exceeds any of the Bill Pay program limitations or that exceeds the amount in your Checking will not be honored. You must select the date you want the payment to be delivered. Bill Pay will then determine when the payment will be debited from your Checking, based on if the payment is paid electronically or by paper check per the Payee's preferred method of acceptance.

THE BILL PAYING PROCESS

Single Payments. A single payment will be processed on the business day that you designate as the payment's processing date, provided the payment is submitted to us prior to the daily cut-off time on that date. The daily cut-off time is currently 3:00 p.m. (CT).

A single payment submitted after the cut-off time on the designated processing date will be processed on the next business day. If you designate a non-business day as the payment's processing date, the payment will be processed on the first business day following the designated processing date. CEFCU

reserves the right to change the cut-off time. You will receive notice from us if we change the cut-off time.

You may designate a future date within the next three hundred sixty-four (364) days for the payment to occur. On the day before the designated future date there must be sufficient funds in your Checking prior to 8:00p.m. (CT), if that day is a CEFCU business day, in order to debit your Checking for that payment. If that day is a non-CEFCU business day, Bill Pay will attempt to debit your Checking early so that the payment reaches the Payee prior to the delivery by date.

Recurring Payments. 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 day, it is adjusted based upon the following rules:

1. If the recurring payment's "**Pay Before**" option is selected, the process date for the new occurrence of the payment is adjusted to the first business day prior to the calculated processing date.
2. 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 day after the calculated processing date.

To designate a recurring payment, you will designate a date occurring on a regular interval — e.g., weekly, bi-weekly, monthly — and you will designate when the recurring transaction payments are to begin and are to end. On the day before the designated recurring date, there must be sufficient funds in your Checking prior to 8:00 p.m. (CT) if that day is a CEFCU business day, in order to debit your Checking for that payment. If that day is a non-CEFCU business day, Bill Pay will attempt to debit your Checking early so that the payment reaches the payee prior to the delivery by date.

Note: 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.

The system will calculate the Estimated Arrival Date of your payment. This is only an estimate, please allow ample time for you payments to reach your Payees.

Using Bill Pay via CEFCU Mobile Banking you may initiate Bill Pay transactions as (i) a deliver as soon as possible transaction or (ii) a future date transaction in accordance with the foregoing description of these types of transactions.

The day the payment is debited from your Checking is the day the payment process to the Payee will start. You should expect an electronic payment to a Payee to take two (2) business days after the designated payment date before it is received by the Payee and you should expect a payment check to be sent by United States Postal Service to take five (5) business days after the designated payment date before it is received by the Payee. You must consider these time periods, as well as expected mail delivery time by the United States Postal Service respecting a payment check, when selecting the deliver by date you designated. You must allow sufficient time both to process the payment and to permit transmittal of an electronic payment or delivery of a payment check to the Payee in order to achieve payment on or before the due date for the payment.

CANCELLING A PAYMENT

You may cancel or change a future payment or a recurring payment only by using Bill Pay and only if cancelled or changed prior to 3:00p.m. (CT) the day the funds will be debited from the Checking. Please consult the Bill Pay help files for assistance with cancelling payments.

AVAILABLE FUNDS

You agree to have available and collected funds on deposit in the Checking in amounts sufficient to pay all bill payments requested, as well as, any other payment obligations you have to CEFCU.

- CEFCU reserves the right, without liability, to reject or reverse a bill payment if you fail to comply with the above requirement or any other term of this Agreement.
- If you do not have sufficient funds in the Checking and CEFCU has not exercised its right to reverse or reject a bill payment, you agree to pay CEFCU the amount of the bill payment on demand.
- You agree that CEFCU, at its option, may charge any of your accounts with CEFCU to cover the amount of any bill payment obligations you owe CEFCU.

LIABILITY

- You are solely responsible for controlling the safekeeping of, access to, and strength of your CEFCU On-Line access code used to access Bill Pay.
- If you want to terminate another person's authority to use your Bill Pay Services, you must notify us and arrange to change your CEFCU On-Line access code used to access Bill Pay.
- You will be responsible for any bill payment request you make that contains an error or is a duplicate of another bill payment.
- CEFCU is not responsible for a bill payment that is not made if you did not properly follow the instructions for making the bill payment.
- CEFCU is not liable for any failure to make a bill payment if you fail to promptly notify CEFCU after you learn that you have not received credit from a Payee for a bill payment.
- CEFCU is not responsible for your acts or omissions or those of any other person, including, without limitation, any transmission or communications facility, and no such party shall be deemed to be CEFCU's agent.
- In any event, CEFCU will not be liable for any special, consequential, incidental, or punitive losses, damages, or expenses in connection with this Agreement or the Bill Pay Services, even if CEFCU has knowledge of the possibility of them.
- CEFCU 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 CEFCU's reasonable control.

AMENDMENT AND TERMINATION

- CEFCU has the right to change this Agreement at any time by notice mailed to you at your last known address in CEFCU's records, by posting notice in its branches, or as otherwise permitted by law.
- CEFCU has the right to terminate this Agreement at any time.
- You may terminate this Agreement by written notice to CEFCU.
- CEFCU is not responsible for any fixed payment made before CEFCU has a reasonable opportunity to act on your termination notice.
- You remain obligated for any payments made by CEFCU on your behalf.

TRANSFER DISCLOSURES

When you add a Transfer Account to your Bill Pay, or when you select Transfer Type menu items "Single Transfer" or "Recurring Transfer", you are requesting an electronic transfer from your Checking. Upon such request, CEFCU will make electronic transfers via the Automated Clearing House (ACH) system from your Checking in the amount you specify to the accounts of the Payees that you designated. You agree that such requests constitute your authorization for these transfers. You acknowledge that the origination of these ACH transactions to/from your Checking must comply with the provisions of the U.S. law. This authority will remain in full force and effect until CEFCU receives written confirmation of its termination and until there is reasonable opportunity to act upon it.

Please print, download or take a screen shot of this page for your records before you click "I Agree" below. By clicking "I Agree", you acknowledge that you have read and agree to the foregoing and are requesting Bill Pay to initiate bill payments from your Checking.