



University Federal Credit Union ("UFCU") Peer-to-Peer (P2P) Transfers Terms of Use

USER AGREEMENT FOR PEER-TO-PEER (P2P SERVICES)

BY CLICKING THE "ACCEPT" BUTTON, YOU AGREE TO BE BOUND BY THESE PEER-TO-PEER TRANSFERS TERMS OF USE. THIS IS A LEGAL AGREEMENT BETWEEN YOU AND UNIVERSITY FEDERAL CREDIT UNION. THESE TERMS OF USE AFFECT YOUR RIGHTS. YOU SHOULD READ THEM CAREFULLY. THEY ARE IN ADDITION TO ALL OTHER TERMS AND CONDITIONS RECEIVED AT ACCOUNT OPENING AND SUPPLEMENTED FROM TIME TO TIME, AND/OR PROVIDED AT P2P SERVICE INITIATION.

NOTICE: PEER-TO-PEER TRANSFERS ARE INTENDED TO SEND MONEY TO FRIENDS, FAMILY AND OTHERS YOU TRUST. YOU SHOULD NOT USE THE P2P SERVICE TO SEND MONEY TO RECIPIENTS WITH WHOM YOU ARE NOT FAMILIAR OR YOU DO NOT TRUST.

These terms and conditions (the "Agreement") constitute a contract between you, the depositor (hereafter "You") and University Federal Credit Union (UFCU), its designated third-party processor or service provider (hereinafter "We" or "Us"), in connection with Peer-to-Peer Transfers, also known as P2P Payment, (the "P2P Service") offered through UFCU's online and mobile banking web sites (the "Site"). This Agreement applies to your use of the P2P Service and any portion of the Site through which the P2P Service is offered.

1. Description of P2P Service.

The P2P Service enables you to initiate a payment instruction from one of your eligible accounts at UFCU to a recipient's account at any U.S. financial institution ("P2P Payment"). Although the ACH Network is often used to execute P2P Payment Instructions for the P2P Service, other Payment Networks may be used to facilitate the execution and transmission of Payment Instructions. (P2P payments executed through the ACH Network shall be evidenced by a request initiated electronically as described herein and will be initiated on your behalf pursuant to the terms of this Agreement and the rules of the National Automated Clearing House Association (the "Rules").

2. Eligibility.

The P2P Service is offered only to individual residents of the United States (U.S.) who can form legally binding contracts under applicable state or federal law. In order to enroll, you must: (a) enroll with a physical address located within the U.S., provide a valid email address, and provide a valid U.S. mobile phone number; and (b) have a person – not a business or commercial – debit card issued in conjunction with a U.S. domestic (not including U.S. territories) checking or savings account by a financial institution that is a member of the Visa® or MasterCard® network and has the ability to receive money before any transfer request(s) expire and your financial institution must permit electronic funds transfers to and from that account. **By using the P2P Service, you represent that you meet these requirements and that you agree to be bound by this Agreement.**

3. Initiating P2P Payment Instructions.

All P2P Payment Instructions must be initiated through the Site and are subject to the terms of this Agreement, and applicable laws and regulations, as in effect from time to time. Before You will be permitted to initiate a P2P Payment instruction, You will be required to agree to this Agreement, and follow the procedures set forth on the Site. Terms may be updated from time to time and these terms may require re-acceptance if modifications are made.

4. Security Procedure.

You shall comply with the security procedure requirements with respect to P2P Payment Instructions initiated by You, as well as those required in connection with UFCU's Online Banking Terms of Use and Account-to-Account (A2A) Transfers Terms of Use. You agree to take full and final responsibility for any and all errors relating to or concerning the P2P Payment Instruction.

You are strictly responsible for establishing and maintaining the procedures to safeguard against unauthorized access to your account and transmission of P2P Payment Instructions. You warrant that no individual will be allowed to initiate P2P Payments on Your behalf and agree to take all reasonable steps to maintain the confidentiality of the security procedures and all passwords, codes, security devices, and related instructions relating to your account, the Site, the Online Services, or otherwise provided by Us. If You believe or suspect that any such information or instructions have been known or accessed by unauthorized persons, You agree to notify Us immediately. The occurrence of unauthorized access will not affect any P2P Payments made in good faith by UFCU prior to receipt of such notification plus a reasonable time period thereafter for UFCU to act on such notice.

5. Compliance with Security Procedure.

If a request for a P2P Payment (or a request for cancellation or amendment of a P2P Payment) received by UFCU purports to have been transmitted or authorized by You, it will be conclusively deemed effective by UFCU, and UFCU shall initiate the P2P Payment on your behalf and, except as limited by applicable law, You shall be obligated to pay UFCU the amount of such P2P Payment even though the P2P Payment (or request) was not authorized by You, provided UFCU accepted the P2P Payment in good faith and acted in compliance with the security procedure referred to in this Agreement with respect to such P2P Payment. UFCU shall conclusively be deemed to have complied with that part of such procedure if the password entered in connection with the on-line session associated with the initiation of a request for a P2P Payment matches the password associated with Your Account on the Site.

If a request for a P2P payment (or request for cancellation or amendment of a P2P Payment) received by UFCU was transmitted or authorized by You, You shall pay UFCU the amount of the P2P Payment, whether or not UFCU complied with the security procedure with respect to that P2P Payment and whether or not that P2P Payment was erroneous in any respect or that error would have been detected if UFCU had complied with such procedure.

You may not establish more than one profile with the same U.S. mobile phone number or email address, and you may not link more than one bank account or debit card to a particular U.S. mobile phone number or email address.

The P2P Service is intended for personal, not business or commercial use.

This is a service and UFCU can revoke access to the P2P Service for any reason at any time.

6. Payment Authorization and Remittance.

By providing us with names and mobile phone numbers and/or email addresses of Recipients to whom you wish to direct payments, you authorize us to follow the P2P Payment Instructions that we receive through the P2P Service. When we receive a P2P Payment Instruction from you, you authorize us to debit your Eligible Transaction Account and remit funds on your behalf. You also authorize us to credit your Eligible Transaction Account for the receipt of payments returned to us because the processing of your P2P Payment Instruction could not be completed.

We will use reasonable efforts to complete all your P2P Payment Instructions properly. However, we shall incur no liability if we are unable to complete any transaction because of the existence of any one or more of the following circumstances: (i) if, through no material fault of ours, the Eligible Transaction Account does not contain sufficient funds to complete the P2P Payment Instruction or the P2P Payment Instruction would exceed the credit limit of your overdraft account; (ii) the P2P Service is not working properly, and you know or have been advised by us about the malfunction before you execute the P2P Payment Instruction; (iii) the payment is refused or returned by Recipient or Recipient's financial institution; (iv) You have not provided us with the correct information, including but not limited to the correct P2P Payment Instructions or Eligible Transaction Account information, or the correct name, mobile phone number or email address of the Recipient to whom you are initiating a P2P Payment Instruction; (v) there is concern that the transaction requested is not intended for legal purposes and the transaction may have been intended to launder funds; and/or (vi) circumstances beyond our control are

present (such as, but not limited to, fire, flood, network or system down time, issues with the financial institution or interference from an outside force) which prevent the proper execution of the P2P Payment Instruction.

It is the responsibility of the Sender and the Recipient to ensure the accuracy of any information that they enter into the P2P Service (including but not limited to the P2P Payment Instructions and name, mobile phone number and/or email address for the Receiver to whom you are attempting to send the P2P Payment Instruction), and for informing us as soon as possible if they become aware that this information is inaccurate. We will make a reasonable effort to stop or recover a payment made to the wrong person or entity once informed, but we do not guarantee such stoppage or recovery and will bear no responsibility or liability for damages resulting from incorrect information entered by the Sender or Recipient. You agree that your authorization provided on the Site is conclusive evidence that with regard to each P2P Payment, You authorize and are empowered to authorize Us to submit the P2P Payments on your behalf.

UFCU may from time to time also request additional information about you. UFCU may cancel or suspend your enrollment or block a transaction if you do not provide this information, if UFCU cannot verify your identity with the information you provide, or if UFCU has concerns about fraud or security

We reserve the right to suspend or terminate your use of the P2P Service if we believe that you are using the P2P Service in a manner that exposes UFCU and/or the Network Financial Institutions to liability, reputational harm or brand damage. For the purpose of this Agreement, "Network Financial Institution" means financial institutions that have agreed to participate in the Payrailz® network.

7. Your Representations and Agreements; Indemnity.

With respect to each and every request for a P2P Payment initiated by You, You represent and warrant to Us and agree that: You are authorized to initiate such request for a P2P Payment and hereby authorize Us to initiate each P2P Payment requested by you in the amount provided that:

- i. such authorization is operative at all relevant times, including without limitation: (1) at the time you establish the pre-authorization on the Site; (2) at the time you initiate a P2P payment; and (3) at the time of transmittal or debiting by Us as provided herein;
- ii. Your P2P Payments are not prohibited as set forth in Section 7;
- iii. You shall perform Your obligations under this Agreement in accordance with all applicable laws and regulations, including the sanctions laws administered by OFAC; and
- iv. You shall comply with and perform all of your obligations described in any other applicable Agreement. You shall indemnify Us against any loss, liability or expense (including attorneys' fees and expenses) resulting from or arising out of any breach, negligence or any of the foregoing representations or agreements.

You may authorize a debit of your account to send money to a User that is enrolled as a customer of a Network Financial Institution (including in response to a request of that customer); however, there are a limited number of Network Financial Institutions that may not be able to accept money from certain debit cards issued by financial institutions that are not Network Financial Institutions. **YOU MAY NOT SEND MONEY TO A USER THAT IS ENROLLED AS A CUSTOMER OF A FINANCIAL INSTITUTION THAT IS NOT A NETWORK FINANCIAL INSTITUTION.**

You may receive money from a User that is enrolled as a customer of a Network Financial Institution. **YOU MAY NOT RECEIVE MONEY FROM A USER THAT IS ENROLLED AS A CUSTOMER OF A FINANCIAL INSTITUTION THAT IS NOT A NETWORK FINANCIAL INSTITUTION.**

8. Prohibited Payments.

The following types of payments are prohibited through the P2P Service, and we have the right but not the obligation to monitor for, block, cancel and/or reverse such payments:

- i. Payments to persons or entities located in prohibited territories (including any territory outside of the United States);
- ii. Payments that violate any law, statute, ordinance or regulation;
- iii. Payments that violate the Acceptable Use terms in section 15 below;

- iv. Payments related to: (1) tobacco products, (2) prescription drugs and devices; (3) narcotics, steroids, controlled substances or other products that present a risk to consumer safety; (4) drug paraphernalia; (5) ammunition, firearms, or firearm parts or related accessories; (6) weapons or knives regulated under applicable law; (7) goods or services that encourage, promote, facilitate or instruct others to engage in illegal activity; (8) goods or services that are sexually oriented; (9) goods or services that promote hate, violence, racial intolerance, or the financial exploitation of a crime; (10) goods or services that defame, abuse, harass or threaten others; (11) goods or services that include any language or images that are bigoted, hateful, racially offensive, vulgar, obscene, indecent or discourteous; (12) goods or services that advertise or sell to, or solicit others; or (13) goods or services that infringe or violate any copyright, trademark, right of publicity or privacy or any other proprietary right under the laws of any jurisdiction;
- v. Payments related to gambling, gaming and/or any other activity with an entry fee and a prize, including, but not limited to casino games, sports betting, horse or greyhound racing, lottery tickets, other ventures that facilitate gambling, games of skill (whether or not it is legally defined as a lottery) and sweepstakes;
- vi. Payments relating to transactions that (1) support pyramid or Ponzi schemes, matrix programs, other "get rich quick" schemes or multi-level marketing programs,(2) are associated with purchases of real property, annuities or lottery contracts, lay-away systems, off-shore banking or transactions to finance or refinance debts funded by a credit card, (3) are for the sale of items before the seller has control or possession of the item, (4) constitute money-laundering or terrorist financing; (5) are associated with the following "money service business" activities: the sale of traveler's checks or money orders, currency dealers or exchanges or check cashing, or (6) provide credit repair or debt settlement services;
- vii. Tax payments and court ordered payments including but not limited to Alimony and Child Support.

In addition to the above-referenced prohibited payments, we may also block and/or reverse payments that involve donations or payments to any charity or non-profit organization unless we have performed appropriate due diligence on and investigation of such charity or non-profit organization and have determined its legitimacy, in our sole discretion. In no event shall we or our independent contractors or other third parties to whom we assign or delegate rights or responsibilities be liable for any claims or damages resulting from your scheduling of prohibited payments. We have no obligation to research or resolve any claim resulting from a prohibited payment. All research and resolution for any misapplied, mis-posted or misdirected prohibited payments will be your sole responsibility and not ours. We encourage you to provide notice to us by the methods described in section 7 above of any violations of this section or the Agreement generally.

9. Our Responsibilities, Liability, Limitations on Liability: Indemnity.

In the performance of the services required by this Agreement, We shall be entitled to rely solely on the information, representations and warranties provided by You pursuant to this Agreement, and any other applicable agreement or authorization provided by You, and shall not be responsible for the accuracy or completeness thereof. WE SHALL BE RESPONSIBLE ONLY FOR PERFORMING THE P2P SERVICES EXPRESSLY PROVIDED FOR IN THIS AGREEMENT, AND SHALL BE LIABLE ONLY FOR ITS GROSS NEGLIGENCE OR WILLFUL MISCONDUCT IN PERFORMING THOSE SERVICES. We shall not be responsible for Your acts or omissions (including, without limitation, the amount, accuracy, timeliness or transmittal or authorization of any P2P Payments initiated by You) or those of any other person, including without limitation any Federal Reserve Bank, Automated Clearing House or receiving depository financial institution (including without limitation the return of a P2P Payment by the applicable receiver or receiving depository financial institution), and no such person shall be deemed Our agent. You agree to indemnify Us against any loss, liability or expense (including attorneys' fees and expenses) resulting from or arising out of any claim or any person that We are responsible for any act or omission of You or any other person described in this Section 5a.

- A. IN THE EVENT OF OUR LIABILITY, WE SHALL BE LIABLE ONLY FOR YOUR ACTUAL DAMAGES; IN NO EVENT SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, PUNITIVE OR INDIRECT LOSS OR DAMAGE WHICH YOU MAY INCUR OR SUFFER IN CONNECTION WITH THIS AGREEMENT, WHETHER OR NOT THE LIKELIHOOD OF SUCH DAMAGES WAS KNOWN OR CONTEMPLATED BY US AND REGARDLESS OF THE

LEGAL OR EQUITABLE THEORY OF LIABILITY WHICH YOU MAY ASSERT, INCLUDING, WITHOUT LIMITATION, LOSS OR DAMAGE FROM SUBSEQUENT WRONGFUL DISHONOR RESULTING FROM OUR ACTS OR OMISSIONS PURSUANT TO THIS AGREEMENT.

- B. Without limiting the generality of the foregoing provisions, We shall be excused from failing to act or delay in acting if such failure or delay is caused by legal constraint, interruption of transmission or communication facilities, equipment failure, war, emergency conditions or other circumstances beyond Our reasonable control. In addition, We shall be excused from failing to transmit or delay in transmitting a P2P Payment if such transmittal would result in Our having exceeded any limitation upon Our intra-day net funds position established pursuant to present or future Federal Reserve guidelines or in Our reasonable judgment otherwise violating any provision of any present or future risk control program of Ours, the Federal Reserve or any rule or regulation of any other U.S. governmental regulatory authority.
- C. Subject to the foregoing limitations, Our liability for loss of interest resulting from its error or delay shall be calculated by using a rate equal to the average Federal Funds rate at the Federal Reserve Financial Institution of New York for the period involved. At Our option, payment of such interest may be made by crediting the Account resulting from or arising out of any claim of any person that We are responsible for any act or omission of You or any other person described in Section 5a.
- D. Neither UFCU nor the Network Financial Institutions shall have any liability to you for any transfers of money, including without limitation, (i) any failure, through no fault of UFUC or the Network Financial Institutions, to complete a transaction in the correct amount, or (ii) any related losses or damages. We recommend that you send money only to friends, family and others that you know and trust.
- E. Neither UFCU nor the Network Financial Institutions shall be liable for any typos or keystroke errors that you may make when using the P2P Service. YOU UNDERSTAND AND AGREE THAT YOU ARE SOLELY RESPONSIBLE FOR ENTERING THE CORRECT U.S. MOBILE PHONE NUMBER OR EMAIL ADDRESS FOR THE PERSON THAT YOU ARE SENDING MONEY TO OR REQUESTING MONEY FROM, AND THAT YOU, NOT P2P® OR THE NETWORK FINANCIAL INSTITUTIONS, ARE RESPONSIBLE FOR ANY AMOUNTS THAT ARE TRANSFERRED TO THE INCORRECT PERSON AS A RESULT OF YOU ENTERING THE INCORRECT U.S. MOBILE NUMBER OR EMAIL ADDRESS.
- F. You acknowledge that neither UFCU nor the Network Financial Institutions shall have any liability for your failure to comply with the terms and conditions of your account agreement with your financial institution.
- G. THE P2P SERVICE IS INTENDED FOR SENDING MONEY TO FAMILY, FRIENDS AND OTHERS YOU TRUST. YOU SHOULD NOT USE THE P2P SERVICE TO SEND MONEY TO PERSONS WITH WHOM YOU ARE NOT FAMILIAR OR YOU DO NOT TRUST. P2P DOES NOT OFFER A PROTECTION PROGRAM FOR AUTHORIZED PAYMENTS MADE WITH THE P2P SERVICE (FOR EXAMPLE, IF YOU DO NOT RECEIVE THE GOODS OR SERVICES THAT YOU PAID FOR, OR THE GOODS OR SERVICES THAT YOU RECEIVED ARE DAMAGED OR ARE OTHERWISE NOT WHAT YOU EXPECTED).**

9. Inconsistency of Name and Account Number.

You acknowledge and agree that, if a P2P Payment describes the Receiver inconsistently by name and/or account number, P2P Payment may be made by the Receiving Depository Financial Institution on the basis of the account number supplied by the Recipient, even if it identifies a person different from the named Recipient, and that Your obligation to pay the amount of the P2P Payment to Us is not excused in such circumstances.

10. Amendments.

From time to time, We may amend any of the terms and conditions contained in this Agreement, including without limitation, any cut-off time, any business day. Such amendments shall become effective at the time they are posted unless a delayed effective date is expressly stated in the revision. Any use of the P2P Service after a notice of change or after the posting of a revised version of this Agreement on the Site will constitute your agreement to such changes and revised versions. Additionally, we may, from time to time, revise or enhance the P2P Service and/or related applications, which may render all such

prior versions obsolete. Consequently, we reserve the right to terminate this Agreement as to all such prior versions of the P2P Service, and/or related applications, and limit access to only the P2P Service's more recent revisions or enhancements.

11. Notices, Instructions, Etc.

- A. Except as otherwise expressly provided herein, We shall not be required to act upon any notice or instruction received from You or any other person, or to provide any notice or advice to You or any other person with respect to any matter.
- B. We shall be entitled to rely on written notice or other written communication (including without limitation electronic information entered on the Site) believed by it in good faith to be genuine and to have been authorized by You, and any such communication shall be conclusively deemed to have been signed by You.

12. Cooperation in Loss Recovery Efforts.

In the event of any damages for which We or You may be liable to each other or a third party pursuant to the services provided under this Agreement, We and You will undertake reasonable efforts to cooperate with each other, as permitted by applicable law, in performing loss recovery efforts and in connection with any actions that the relevant party may be obligated to defend or elect to pursue against a third party.

13. Entire Agreement.

This Agreement is the complete and exclusive statement of the agreement between You and UFCU with respect to the subject matter hereof and supersedes any prior agreement(s) between You and UFCU with respect to the subject matter. This Agreement supplements, but does not replace, any other agreement which you may have with UFCU, including your Membership and Account Opening Agreements which shall remain in full force an effect, and are fully incorporated herein. In the event performance of the P2P Services provided herein in accordance with the terms of this Agreement would result in a violation of any present or future statute, regulation or government policy to which We are subject, and which governs or affects the transactions contemplated by this Agreement, then this Agreement shall be deemed amended to the extent necessary to comply with such statute, regulation or policy, and We shall incur no liability to You as a result of such violation or amendment. No course of dealing between Us and You will constitute a modification of this Agreement, the Rules, or the security procedures or constitute an agreement between Us and You regardless of whatever practices and procedures We and You may use.

14. Text and Email Alerts.

You may request automated alert messages to be sent by text or email. We may offer alert messages to notify you of a variety of events and circumstances. We may make new alerts available from time to time or discontinue old alerts. The frequency with which you will receive alert messages depends on the number and types of alerts you request and on whether you enter into an account transaction that triggers an alert. Alert messages will be sent to the mobile phone number or email address you have specified. Alert messages may be delayed or prevented by a variety of factors. We neither guarantee the delivery nor the accuracy of the contents of any alert. We will not be liable for any delays, failure to deliver, or misdirected delivery of any alert; for any errors in the content of an alert; or for any actions taken or not taken by you or any third party in reliance on an alert.

15. General Provisions for All Text Alerts.

By requesting text services, you agree that we may send text messages to the mobile phone number you specified. Text alerts are supported by most mobile carriers, including Verizon Wireless, AT&T, Sprint, T-Mobile®, MetroPCS, Boost, Virgin Mobile, U.S. Cellular®, and others. Neither UFCU nor the applicable mobile carrier is liable for delayed or undelivered messages. Your mobile carrier's message and data rates may apply. Message frequency varies based on user activity. If you have questions about Alerts, call Member Service at 800-252-8311.

- A. By participating as a User, you represent to UFCU that you are the owner of the email address, the U.S. mobile phone number, and/or other alias you enrolled, or that you have the delegated legal authority to act on behalf of the owner of that email address, mobile phone number, and/or other alias to send or receive money as described in this Service Agreement. You consent to the receipt of emails or text messages from UFCU, other Users that are sending you money or requesting

money from you, and the Network Financial Institutions or their agents regarding the P2P Service or related transfers between Network Financial Institutions and you. You agree that UFCU, the Network Financial Institutions, or their respective agents may use automatic telephone dialing systems in connection with calling or text messages sent to any mobile phone number you enroll. You further acknowledge and agree:

- B. You are responsible for any fees or other charges that your wireless carrier may charge for any related data, text or other message services, including without limitation for short message service. Please check your mobile service agreement for details or applicable fees as Message and Data rates may apply.
- C. You will immediately notify us if any mobile phone number or email address you have enrolled is (i) surrendered by you, or (ii) changed by you.
- D. In the case of any messages that you may send through UFCU or that UFCU may send on your behalf to an email address or mobile phone number, you represent to UFCU that you have obtained from the recipient of such emails or automated text messages consent to send such emails or text messages. You understand and agree that any emails or text messages that UFCU sends on your behalf may include your name.
- E. Your wireless carrier is not liable for any delay or failure to deliver any message sent to or from UFCU, including messages that you may send through UFCU or that UFCU may send on your behalf.

IN WITNESS WHEREOF, You agree that you have read the foregoing Agreement, understood its contents and agree to its terms.