



INTERNET/ MOBILE BANKING DISCLOSURE

This Internet and Mobile Banking Agreement sets forth the terms and conditions governing the provision of Internet and/or Mobile Banking services to you. This document uses the terms Online Banking and e-branch to refer to Internet Banking. It describes Your (Credit Union Member) and Our (TEN Credit Union) rights, responsibilities, and obligations. By enrolling in or using the Service(s), you agree to all the terms and conditions contained in this agreement and disclosure.

Access E-Branch

If You have not enrolled in the e-Branch system, you may initially gain access by confirming the information requested by the online banking system. Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, at least one special character, and at least one number. You may change this password at any time. Keep Your Password confidential. Upon agreeing to the terms of this agreement a new window will open with the e-branch website located within.

TENCUCU Express Call.

Your **TENCUCU** Express Call PIN (Personal Identification Number) is different from Your Password in the **TENCUCU** (TEN Credit Union) Internet Home Banking System (e-Branch).

If you do not have a TENCUCU Express Call PIN, you may initially gain access by using Your Social Security number. The Password is a 4 to 10-digit number that you may change at any time. Keep Your Password confidential.

This system is owned and operated by **TENCUCU** (TEN Credit Union), and may only be used for authorized purposes. **TENCUCU** and Affiliates may monitor and audit the usage of this system, and all persons are hereby notified that the use of this system constitutes consent to such monitoring and auditing. Unauthorized attempts to access, upload and/ or change information on this website is strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec. 1001 and 1030. This website may also contain links to other websites. Please note that when you click on one of those links, you are moving to another website. **TENCUCU** does not certify or control any of the content of these sites. We encourage you to read the privacy statements of these linked sites as their privacy policy may differ. We are located at 1400 8th Ave. South|Nashville, TN 37203. Please contact us at **1-844-468-3628 (1-844-GO-TENCUCU)** if you require assistance.

Joint Account

If you are accessing a Joint Account, You agree to be jointly and severally liable, under the terms of this Agreement. An Access Device may only be obtained by the primary account holder. We may refuse to follow any instructions, which run counter to this provision.



Services

You may access Your account from a personal computer to:

- Make inquiries on Your account(s).
- Make withdrawals from Your account(s). A check payable to You (the primary owner) will be mailed on the business day following the request for withdrawal to the address on record.
- Transfer funds between Your accounts.
- Transfer funds to another member's account.
- Apply for a loan.
- Make loan payments.
- Place stop payments.
- Pay Bills to merchants, individuals, and others located in the U.S.
- Download account information in Microsoft Money, Microsoft Excel, and/or Intuit Quicken.
- Obtain tax information, including total interest paid and dividends earned.
- Obtain information on cleared checks within past 90 days.
- Change the Password on Your account.

Illegal Transaction Activity

Any financial service provided by **TENCU** may be used for any transaction permitted by law. You agree that illegal use of any financial service will be deemed an action of default and/or default and/or breach of account agreement and such financial service and/or other related services may be terminated at **TENCU**'s discretion. You further agree, should illegal use occur, waive the right to sue **TENCU** for such illegal activity directly or indirectly related to it. You also agree to indemnify and hold **TENCU** harmless from any suits or legal action by you or any third party for liability directly or indirectly, resulting from such illegal use.

Stop Payment Authorization

When You click the 'Stop Payment' button on the Stop Payment page, it is Our record of Your Stop Payment order and represents Our understanding of the order. An online Stop Payment order is considered a written order and will remain effective for 6 MONTHS after the date such order is placed. An online Stop Payment may be renewed in writing for any term greater than 6 months. You hereby agree to hold the Credit Union harmless for all expenses and costs incurred by the Credit Union on account of refusing payment of said draft and agree not to hold the Credit Union liable on account of payment contrary to this request if the same occurs through inadvertence, accident, or oversight.

Fees

There is no charge for the general use of the **TENCU** Internet Banking System. However, we will charge you as prescribed in the Credit Union Fee Schedule for some individual services offered through the **TENCU** Internet Banking System. Such charges will be collected from your account at the time you request the service.



MOBILE BANKING

Introduction

TENCU (TEN Credit Union) (“We”, “Us” and “Credit Union”) will provide its members (“You”, “yours”) with the highest quality Mobile Branch (the “Service”) available. By enrolling in the Service, you agree to all the terms and conditions contained in this agreement and disclosure.

We may offer additional Mobile Banking and features in the future. Any such add-on will be governed by this Agreement and by any terms and conditions provided to you, electronically or otherwise, at the time the new feature is added. We may amend these terms and modify or cancel the Mobile Banking we offer without notice, except where required by law.

Definitions

“Accounts” refers to your eligible TENCU (TEN Credit Union) checking, savings, loan, certificate of deposit or safe deposit box accounts. “Device” refers to a supportable mobile device including a cellular phone or other mobile device that is web-enabled and allows secure SSL traffic, which is also capable of receiving text messages. Your wireless carrier may assess you fees for data or text messaging services. Please consult your wireless plan or provider for details.

Description of the Service

Mobile Banking is offered as a convenience and supplemental service to Our Online Banking. This Service allows you to access your account information, make payments to us and other payees, transfer funds, make mobile remote deposits, and conduct other transactions. To utilize Mobile Banking, you must be enrolled in Online Banking and then activate it by accessing www.TENCU.com from your device and downloading the free app.

We reserve the right to limit the types and number of accounts eligible and the right to refuse to make any transaction you request through Mobile Banking. We also reserve the right to modify the scope of the Service at any time.

Mobile Banking may not be accessible or may have limited utility over some network carriers. In addition, the Service may not be supportable for all Devices. TENCU (TEN Credit Union) cannot guarantee and is not liable for the availability of data services provided by your wireless carrier, such as data outages or “out of range” issues.

Use of Service

You agree to accept responsibility for learning how to use Mobile Banking and to contact us directly if you have any problems with Mobile Banking. We may modify the Service at our sole discretion. In the event of any modifications, you are responsible for learning to use the updated Service. In addition, you are solely responsible for the proper use of your Device. We will not be liable for any losses caused by your failure to properly use the Service or your Device.



Information Collected While Using Mobile Banking

TENCU (TEN Credit Union) may collect or access pictures and other information from your device's Contacts, Camera, and Photos. Any information collected is used to provide features of the Mobile Banking service and/or to improve and customize the user experience. The information may be uploaded to our servers or it may be simply stored on your device. You can enable or disable access to this information at any time through your device settings.

Other Agreements

You agree that, when you use Mobile Banking, you remain subject to the terms and conditions of your existing agreements with Us except as expressly otherwise stated herein; and with any unaffiliated service providers, including, but not limited to, your mobile service provider and that this Agreement does not amend or supersede any of those agreements. You understand that those agreements may provide for fees, limitations, and restrictions that might impact your use of Mobile Banking (such as data usage or text messaging charges), and you agree to be solely responsible for all such fees, limitations, and restrictions. You agree that only your mobile service provider is responsible for its products and services. Accordingly, you agree to resolve any problems with your provider directly without involving us.

Any account accessed through this Service is also subject to the Account Agreements and Disclosure provided at the time of Account Opening. You should review your disclosures carefully as they may include transaction limitations or fees that might apply to your use of Mobile Banking.

Permitted Mobile Banking Transfers

You may use the Service to transfer funds between your eligible **TENCU** (TEN Credit Union) accounts ("Internal Transfer"). You may not transfer funds to or from an account at another financial institution using Mobile Banking.

If you submit your transfer request during normal business hours, you will initiate an immediate Internal Transfer. Transfer requests made on weekends, Federal holidays, or after hours will be processed on the next business day.

You must have sufficient funds available in the selected account at the time the transfer request is received, including any available overdraft protection. Unless you have opted out of our Privilege Pay program, you agree to cover any overdraft amount and associated fees.

We may, at our discretion, limit the type, frequency and amount of transfers for security purposes and may change or impose the limits without notice.

You agree to confirm the completion of each transfer in your account balance and transaction history before withdrawing the transferred funds.



REMOTE DEPOSIT CAPTURE

This Remote Deposit Capture User Agreement ("Agreement") contains the terms and conditions for the use Mobile Remote that **TENCU** (TEN Credit Union) ("Credit Union", "us," or "we") may provide to you ("you," or "User"). Other agreements you have entered into with Credit Union, including your Membership, as amended from time to time, are incorporated by reference and made a part of this Agreement.

Services

The Remote Deposit Capture Feature ("Services") is designed to allow you to make deposits to your accounts from your Device.

Acceptance of these Terms

Your use of the Services constitutes your acceptance of this Agreement. This Agreement is subject to change from time to time. We will notify you of any material change via e-mail, text message, or on our website(s) by providing a link to the revised Agreement or by an online secure message. You will be prompted to accept or reject any material change to this Agreement the next time you use the Service after the Credit Union has made the change. Your acceptance of the revised terms and conditions, along with the continued use of the Services, will indicate your consent to be bound by the revised Agreement. Further, Credit Union reserves the right, in its sole discretion, to change, modify, add, or remove portions from the Services. Your continued use of the Services will indicate your acceptance of any such changes to the Services.

Limitations of Service

When using the Services, you may experience technical or other difficulties. We will attempt to post alerts on our website to notify you of these interruptions in Service. We cannot assume responsibility for any technical or other difficulties or any resulting damages that you may incur. Some of the Services have qualification requirements, and we reserve the right to change the qualifications at any time without prior notice. We reserve the right to change, suspend, or discontinue the Services, in whole or in part, or your use of the Services, in whole or in part, immediately and at any time without prior notice to you.

Hardware and Software

In order to use the Services, you must obtain and maintain, at your expense, compatible hardware and software as specified by the Credit Union from time to time. TENCU is not responsible for any third-party software you may need to use the Services. Any such software is accepted by you as is and is subject to the terms and conditions of the software agreement you enter into directly with the third-party software provider at the time of download and installation.



Eligible Items

You agree to deposit only "checks" as that term is defined in Federal Reserve Regulation CC ("Reg. CC"). When an item is transmitted to the Credit Union, it is converted to an Image Replacement Document for subsequent presentment and collection, it shall thereafter be deemed an "item" within the meaning of Articles 3 and 4 of the Uniform Commercial Code.

You agree that you will not deposit any of the following types of checks or other items which shall be considered ineligible items:

- Checks payable to any person or entity other than the person or entity that owns the account that the check is being deposited into.
- Checks containing an alteration on the front of the check or item, or which you know or suspect, or should know or suspect, are fraudulent or otherwise not authorized by the owner of the account on which the check is drawn.
- Checks payable jointly, unless deposited into an account in the name of all payees.
- Checks previously converted to a substitute check, as defined in Reg. CC.
- Checks drawn on a financial institution located outside the United States.
- Checks that are remotely created checks, as defined in Reg. CC.
- Checks not payable in United States currency.
- Checks dated more than 6 months prior to the date of deposit.
- Checks or items prohibited by Credit Union's current procedures relating to the Services or which are otherwise not acceptable under the terms of your Credit Union account.
- Checks payable on sight or payable through Drafts, as defined in Reg. CC.
- Checks with any endorsement on the back other than that specified in this agreement.
- Checks that have previously been submitted through the Service or through a remote deposit capture service offered at any other financial institution.
- Checks that are prohibited by the Credit Union's current Membership Agreement with you.
- Checks that are in violation of any federal or state law, rule, or regulation.

Endorsements and Procedures

You agree to legibly endorse any item transmitted through the Services with your signature and restrictive endorsement of "For remote deposit at TENCUCU only." You agree to follow any and all other procedures and instructions for using the Services as the Credit Union may establish from time to time.

Receipt of Items

We reserve the right to reject any item transmitted through the Services, at our discretion, without liability to you. We are not responsible for items we do not receive or for images that are dropped during transmission. An image of an item shall be deemed received when you receive a confirmation from the Credit Union that we have received the image. Receipt of such confirmation does not mean that the transmission was error-free, complete, or will be considered a deposit and credited to your account. We further reserve the right to charge back to your account at any time, any item that we subsequently determine was not an eligible item. You agree that the Credit Union



is not liable for any loss, costs, or fees you may incur as a result of our chargeback of an ineligible item.

Availability of Funds

You agree that items transmitted using the Services are subject to the funds availability requirements of Federal Reserve Board Regulation CC. In general, if an image of an item you transmit through the Service is received and accepted before 4:00 p.m. Eastern Standard Time on a business day that we are open, we consider that day to be the day of your deposit. Otherwise, we will consider that the deposit was made on the next business day we are open. Funds deposited using the Services will be made available based on our Funds Availability Policy Disclosure. **TENCU** (TEN Credit Union) may make such funds available sooner based on such factors as credit worthiness, the length and extent of your relationship with us, transaction and experience information, and such other factors as **TENCU** (TEN Credit Union), in its sole discretion, deems relevant.

Disposal of Transmitted Items

Upon your receipt of a confirmation from the Credit Union that we have received an image that you have transmitted, You agree to retain the check for at least 60 calendar days from the date of the image transmission. After 60 days, You agree to destroy the check that you transmitted as an image, mark it "VOID", or otherwise render it incapable of further transmission, deposit, or presentment. During the time the retained check is available, you agree to promptly provide it to Credit Union upon request.

Deposit Limits

We may establish limits on the dollar amount and/or number of items or deposits from time to time. If you attempt to initiate a deposit in excess of these limits, we may reject your deposit. If we permit you to make a deposit in excess of these limits, such deposit will still be subject to the terms of this Agreement, and we will not be obligated to allow such a deposit at other times. The current daily dollar limit is \$5,000.00 per business day, \$5,000.00 per week with a maximum monthly limit of \$10,000.00. We reserve the right to change these limits at any time without prior notice to you.

Presentment

The manner in which the items are cleared, presented for payment, and collected shall be in Credit Union's sole discretion subject to the Member Services Agreement governing your account.

Errors

You agree to notify **TENCU** (TEN Credit Union) of any suspected errors regarding items deposited through the Services right away, and in no event later than 60 days after the applicable **TENCU** (TEN Credit Union) account statement is sent. Unless you notify **TENCU** (TEN Credit Union) within 60 days, such statement regarding all deposits made through the Services shall be deemed correct,



and you are prohibited from bringing a claim against **TENCU** (TEN Credit Union) for such alleged error.

Errors in Transmission

By using the Services you accept the risk that an item may be intercepted or misdirected during transmission. **TENCU** (TEN Credit Union) bears no liability to you or others for any such intercepted or misdirected items or information disclosed through such errors.

Image Quality

The image of an item transmitted to **TENCU** (TEN Credit Union) using the Services must be legible, as determined in the sole discretion of **TENCU** (TEN Credit Union). Without limiting the foregoing, the image quality of the items must comply with the requirements established from time to time by **TENCU** (TEN Credit Union), ANSI, the Board of Governors of the Federal Reserve Board, or any other regulatory agency, clearinghouse or association.

- You will only transmit eligible items.
- You will not transmit duplicate items.
- You will not re-deposit or re-present the original item.
- All information you provide to **TENCU** (TEN Credit Union) is accurate and true.
- You will comply with this Agreement and all applicable rules, laws, and regulations.
- You are not aware of any factor, which may impair the collectability of the items.
- You warrant that files submitted by you to the Credit Union do not contain computer viruses or malware.
- You agree to indemnify and hold harmless **TENCU** (TEN Credit Union) from any loss for breach of this warranty provision.

Cooperation with Investigations

You agree to cooperate with us in investigating unusual transactions, poor quality transmissions, and customer claims resolution, including by providing, upon request and without further cost, any originals or copies of items deposited through the Service in your possession and your records relating to such items and transmissions.

Termination

We may terminate this Agreement at any time and for any reason. This Agreement shall remain in full force and effect unless and until we terminate it. Without limiting the foregoing, this Agreement may be terminated if you breach any term of this Agreement, use the Services for any unauthorized or illegal purposes, or use the Services in a manner inconsistent with the terms of your Member Services Agreement or any other agreement with us.



Enforceability

We may waive enforcement of any provision of this Agreement. No waiver of a breach of this Agreement shall constitute a waiver of any prior or subsequent breach of the Agreement. Any such waiver shall not affect our rights with respect to any other transaction or to modify the terms of this Agreement. In the event that any provision of this Agreement shall be deemed to be invalid, illegal, or unenforceable to any extent, the remainder of the Agreement shall not be impaired or otherwise affected and shall continue to be valid and enforceable to the fullest extent permitted by law.

Ownership & License

You agree that **TENCU** (TEN Credit Union) retains all ownership and proprietary rights in the Services, associated content, technology, and website(s). Your use of the Services is subject to and conditioned upon your complete compliance with this Agreement. Without limiting the effect of the foregoing, any breach of this Agreement immediately terminates your right to use the Services. Without limiting the restriction of the foregoing, you may not use the Services: (i) in any anti-competitive manner, (ii) for any purpose that would be contrary to Credit Union's business interest, or (iii) to **TENCU's** (TEN Credit Union) actual or potential economic disadvantage in any aspect. You may use the Services only for non-business, personal use in accordance with this Agreement. You may not copy, reproduce, distribute, or create derivative works from the content and agree not to reverse engineer or reverse compile any of the technology used to provide the Services.

Your Responsibilities

You represent and agree to the following by enrolling for Mobile Banking or by using the Service:

- **Account Ownership/Accurate Information.** You represent that you are the legal owner of the Account(s) and other financial information that may be accessed via Mobile Banking. You represent and agree that all information you provide to us in connection with Mobile Banking and any associated features and services is accurate, current, and complete, and that you have the right to provide such information to us for the purpose of using Mobile Banking. You agree not to misrepresent your identity. You represent that you are an authorized user of the Device you will use to access Mobile Banking.
- **User Security.** You agree to take precautions to ensure the safety, security, and integrity of your account and transaction while using Mobile Banking. You agree not to leave your Device unattended while logged in and to immediately log off at the completion of each access by you. You agree not to provide your username, password, or other access information to any unauthorized person. If you permit other persons to use your Device, login, or other means to access Mobile Banking, you are fully and wholly responsible for any transactions they may authorize, and we will not be liable to you for any damages.

Disclaimer of Warranties

You agree your use of the services and all information and content (including that of third parties) is at your risk and is provided on an "as is" and "as available" basis.



We disclaim all warranties of any kind as to the use of the services, whether express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, and no infringement. We make no warranty that the services (i) will meet your requirements, (ii) will be uninterrupted, timely, secure, or error-free, (iii) the results that may be obtained from the service will be accurate or reliable, and (iv) any errors in the services or technology will be corrected.

Limitation of Liability

You agree that we will not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including, but not limited to damages for loss of profits, goodwill, use, data, or other losses resulting from the use or the inability to use the services incurred by you or any third party arising from or related to the use of, inability to use, or the termination of the use of this services, regardless of the form of action or claim (whether contractory, strict liability or otherwise), even if TENCU (TEN Credit Union) has been informed of the possibility thereof.