

**INTERNET / MOBILE BANKING AGREEMENT  
ELECTRONIC FUNDS TRANSFERS  
ONLINE SERVICE**

**At this time no new accounts or loan applications will be processed via Internet Banking. You must apply in person. Contact a customer representative at a financial institution nearest you to apply for a new account or a loan.**

***Cut –Off Times for Internet Banking***

All Internet Banking Transactions will be processed on regular business days at 3:00 p.m. Central standard Time. Transactions made after that time will not be processed until the next regular business day.

***Type of Transfers***

You may access your accounts by computer or mobile device by using your Customer ID and your password to perform the following transactions:

- transfer funds from checking, savings or money market to other accounts
- make payments from savings or money market to loan accounts with us
- obtain information about checking, savings, money market account balances, deposits, checks written, and withdrawals and account balance of certificates of deposit and loans for the past 60 days from the date of access.
- HPB BillPay

***Password and Security***

Only customers who have been enabled for Internet Banking will be allowed access. The same user name and password for Internet Banking will be used in the Mobile Application. After three simultaneous invalid PASSWORD entries for a customer, your account will become disabled preventing access. Once disabled, only bank personnel may re-enable access through the TeleBank interface. If your PASSWORD has been disabled, please call 580-544-2616 to have your PASSWORD reinstated. You agree not to give or make available your Online PASSWORD to any unauthorized individuals. If you believe that your Customer Identification Number or your PASSWORD 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 must notify the Bank at once by calling 580-544-2616.

- **CURRENTLY WE DO NOT HAVE THE CAPABILITY TO ACCEPT NOTIFICATION OF ERRORS VIA E-MAIL ADDRESSES LOCATED AT OUR SITE. HOWEVER, IN THE EVENT OF AN ERROR, PLEASE FOLLOW THE NOTIFICATION INSTRUCTIONS LISTED BELOW IN THE ERROR RESOLUTION SECTION OF THIS AGREEMENT.**

***Error Resolution***

**In Case Of Errors Or Questions About Your Electronic Transfers-** Telephone us at 580-546-7511, followed a letter in writing to:

**High Plains Bank  
ATTN: Internet Banking  
P.O. Box 7  
Keyes, OK 73947**

Notify us as soon as possible if you think your statement or receipts are wrong or if you need more information about a transfer listed on the statement or your receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the error or problem appeared. You should:

- (1) Tell us your name and account number (if any)
- (2) Describe the error or transfer in question, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. Additional information regarding recrediting and other error resolution issues may be found in our

➤ **ELECTRONIC FUNDS TRANSFER AND FUNDS AVAILABILITY DISCLOSURE FOR FULL DISCLOSURE.**

***Your Rights and Liabilities***

Security of your transactions is important to us. Use of the Internet Banking services will therefore require a Customer ID or password. You agree to keep your Customer ID and password secret and to notify us immediately if your Customer ID or password is lost or stolen. If you believe someone else has discovered your Customer ID or password, you may change your password at any time on the web. We may be liable for certain security breaches to the extent required by applicable law and regulation. We do not assume any other liability or otherwise guarantee the security of information in transit to or from our facilities. Please note that we reserve the right to:

- (1) monitor and/or record all communications and activity related to the Internet Banking services; and
- (2) require verification of all requested transfers in the manner we deem appropriate before making the transfer (which may include written verification by you).

You agree that our records will be final and conclusive as to all questions concerning whether or not your Customer ID or password was used in connection with a particular transaction.

If any unauthorized use of your Customer ID or password occurs, you agree to:

- (1) cooperate with us and appropriate law enforcement authorities in identifying and prosecuting the perpetrator; and
- (2) provide reasonable assistance requested by us in recovering any unauthorized transfer of funds.

Notify us immediately if you believe your Customer ID or password has been lost or stolen. Telephoning, followed by a written letter, is the best way to keep your possible losses down.

➤ ***WE CANNOT ACCEPT NOTIFICATION OF LOST OR STOLEN CUSTOMER IDS OR PASSWORDS OR UNAUTHORIZED TRANSFERS VIA E-MAIL.***

- ***SEE OUR ELECTRONIC FUNDS TRANSFER AND FUNDS AVAILABILITY DISCLOSURE FOR FULL DISCLOSURE.***

### ***Confidentiality, Security, and Integrity of Information***

It is important to us to maintain accurate, complete, and current information. We also take steps to safeguard customer information.

- ***SEE OUR PRIVACY NOTICE FOR COMPLETE PRIVACY DETAILS.***

### ***Limitation of Liability***

Except as otherwise provided in this Agreement or by law, we are not responsible for any loss, injury, or damage, whether direct, indirect, special, or consequential, caused by the Internet/Mobile Banking service or the use thereof or arising in any way out of the installation, operation, or maintenance of your PC equipment.

### ***Fees and Charges***

Fees and charges for the use of this service are subject to change. For related fees and charges for your deposit account, refer to the statement of fees in your disclosure packet that you receive when you open a new account and/or sign up for Internet Banking.

### ***Termination or Discontinuation***

To discontinue Internet Banking Service you must contact High Plains Bank in writing. Written notice to discontinue service must be received 10 days prior to the actual discontinuation date and must be mailed to:

**High Plains Bank  
Attn: Internet Banking  
P.O. Box 7  
Keyes, OK 73947**

The Bank may terminate use of the Service by any individual at any time. Neither termination nor discontinuation shall affect your liability or obligation under this agreement.

### ***Disputes***

In the event a dispute occurs, this agreement supercedes any prior agreement either oral or written.

### ***Waivers***

No waiver of the terms of this Agreement will be effective, unless in writing and signed by an officer of this bank.

### ***Assignment***

You may not transfer or assign your rights or duties under this Agreement.

### ***Alterations and Amendments***

The terms of this agreement, applicable fees, and service charges may be altered or amended by the Bank. In the event of a change that adversely affects you, the customer, you will

receive a written notice within 21 days before the change. Any use after you have received the notice will constitute your agreement with the changes.

### ***Governing Law***

The laws of the State of Oklahoma shall govern this Agreement and all transactions hereunder. Customer acknowledges that he/she has reviewed this Customer Agreement, understands the terms and conditions set forth herein, and agrees to be bound hereby.

### ***Website Information***

The web site is not set up to accept applications for loans, CD's or accounts. High Plains Bank does not allow for Stop Payments or Wire Transfers to be made on either the web site or Internet Banking or Mobile App.

### ***Indemnification***

Customer, in consideration of being allowed access to the Internet Banking services, agrees to indemnify and hold the Bank harmless for any losses or damages to the Bank or the customer resulting from the use of the Internet Banking services, to the extent allowed by applicable law.

## **Consumer Mobile Deposit Capture Terms & Conditions**

### **Description:**

The remote deposit capture services ("Mobile Deposit" or "Services") are designed to allow you to make deposits to your checking, money market checking or savings accounts from your camera-enabled mobile device capable of capturing check images and information and electronically delivering the items and associated deposit information to the Bank or the Bank's designated processor. The device must capture an image of the front and back of each check to be deposited in accordance with the Procedures; must read and capture the magnetic ink character recognition ("MICR") line on each check; and must read and capture all such other data and information as is required by this Agreement or Federal Reserve regulations for the processing of these checks for payment. The Bank offers the benefits and convenience of the Services to you free. The Bank reserves the right to charge fees for the Services in the future.

### **Hardware and Software requirements:**

You must have a Mobile Device that is acceptable to us and a wireless plan from a compatible mobile wireless provider. High Plains Bank is not responsible for any third party software you may need to use the Services. For I-Phones you will go to the Apple Store for the High Plains Bank application and for Android Phones you will go to the Google Play Store for the application.

### **Deposit Limits:**

The Bank reserves the right to establish and assign to you deposit limits for the Service (including limits on the dollar amount and/or number of Checks that you may transmit through the Service each day) and to modify such limits from time to time in the Bank's sole discretion, and you agree to comply with all such limits. Our current daily deposit limit is \$5,000 per day. This limit may be altered to fit your needs upon approval by management.

### **Fees and Charges:**

The Bank offers the benefits and convenience of the Services to you free. The Bank reserves the right to charge fees for the Services in the future.

### **Endorsements and Procedures:**

You agree to restrictively endorse any item transmitted through the Services as "FOR MOBILE DEPOSIT ONLY, High Plains Bank account #\_\_\_\_\_" or as otherwise instructed by the Bank. You agree to follow any and all other procedures and instructions for use of the Services as the Bank may establish from time to time. Endorsements must be made on the back of the share draft or check within 1½ inches from the top edge, although we may accept endorsements outside this space. Any loss we incur from a delay or processing error resulting from an irregular endorsement or other markings by you will be your responsibility. For a check payable to you and any joint owner(s) of your Bank account, the check must be endorsed by all such payees and you may only use Mobile Deposit to deposit such check into a Bank account jointly owned by all such payees. If the check is payable to you or your joint owner, either of you can endorse it. If the check is made payable to you and any non-joint owner, you may not deposit the check into your Bank account using the Services. You agree that you will not use the Services to deposit any checks or other items as shown below:

- a. Checks or items payable to any person or entity other than you or a joint account holder.
- b. Checks or items containing obvious alteration to any of the fields 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 or item is drawn.
- c. Checks or items drawn on a financial institution located outside the United States.
- d. Checks or items not payable in United States currency.
- e. Checks or items dated more than 6 months prior to the date of deposit.
- f. Checks or items drawn or otherwise issued by you or any other joint account holder from another depository unless previously approved by an officer of the bank and noted on the front of the check.

#### **Check requirements (including image quality):**

The image of an item transmitted to the Bank using the Services must be legible and contain images of the front and back of the Check. The image quality of the items must comply with the requirements established from time to time by the American National Standards Institute ("ANSI"), the Board of Governors of the Federal Reserve Board, or any other regulatory agency, clearing house or association. These requirements include, but are not limited to, ensuring the following information can clearly be read and understood by sight review of the Check image: the amount of the Check (both written and numeric); the payee; the signature of the drawer (maker); the date; the Check number; the information identifying the drawer and the paying financial institution that is preprinted on the Check including the MICR line; and all other information placed on the Check prior to the time of an image of the Check is captured (such as any required identification written on the front of the Check and any endorsements applied to the back of the Check).

#### **Rejection of deposits:**

After we receive Check images and all other required deposit information from you through the Service, we shall provisionally credit your designated account for the total amount of such Checks. The provisional credit is subject to final payment of the Checks and is also subject to your Bank Account Agreement. You agree that all deposits received by us are subject to verification and final inspection and may be rejected by us in our sole discretion, and you shall be liable to the Bank for any errors, inaccuracies, breach of warranties and any other loss sustained by, or claim made against the Bank relating to such deposits. The Bank is not liable for any service or late charges that may be imposed against you due to the Bank's rejection of any Check that you transmit for deposit through the Service. In all cases, you are responsible for any loss or overdraft plus any applicable fees to your account due to a Check being returned. You acknowledge and agree that, while we normally provide notice of rejected deposits, we may reject any Check transmitted through the Service in our sole discretion without notice to you, and we will not be liable for any such rejection or failure to notify you of such rejection. If we reject a Check for remote deposit, you must physically deposit the original Check.

#### **Unpaid checks:**

Should you fail to produce the original check, you authorize us to deduct that amount from your account. You are solely responsible for verifying that Checks that you deposit by using the Service have been received and accepted for deposit by the Bank. The Bank will provide you with notice of any deposits that it is unable to process because Checks were returned unpaid by the payor financial institution. You agree to accept such notices at your e-mail address on file with us, but we may choose any reasonable method for providing such notices to you. In

the event that the Bank credits your account for a Check that is subsequently dishonored and returned, you authorize the Bank to debit the amount of such Check plus any associated fees from the account. To the extent that funds in your account are insufficient to cover such amount, we shall debit the deficiency amount from any of your other account(s) with the Bank in our sole discretion. Our right to charge your account(s) will apply without regard to whether the Check was timely returned or whether there is any other claim or defense that the Check was improperly returned. You understand and agree, that since the original Check is your property, it will not be returned and the Bank may charge back an image of the Check, an ACH debit, or other electronic or paper debit, as applicable, to your account. You further agree that any image that we charge back may be in the form of an electronic or paper reproduction of the original Check or a substitute check. You may not use the Service to deposit a substitute check and you may not deposit the original Check through the Service or in any other manner if you receive a dishonored Check. You agree to comply with any additional instructions we may provide to you in connection with returned Checks.

**Duty to report errors:**

The Bank will provide you with periodic statements that will identify the deposits that you make through the Service. In addition, you may access the Bank's Online Banking service for information about your deposits, return items, deposit adjustments, Checks and other transactions on your accounts. You agree that it is your responsibility to review all such information that the Bank makes available to you in a timely manner to verify that deposits made through the Service have been received and accepted by the Bank and are accurate. Receipt of a Check by the Bank through the Service does not constitute an acknowledgement by the Bank that the Check is error-free or that we will be liable for the Check. You agree to notify us promptly of any errors, omissions, or discrepancies in a deposit within the time periods established in your Bank Account Agreement. You may notify us by e-mailing us at (email address), or writing to (Bank physical address) or telephoning us at (###-###-####). You agree to cooperate in any investigation by the Bank of any unsuccessful or lost transmission. Subject to applicable law, any failure by you to notify the Bank of any error, omission or other discrepancy in accordance with this Agreement and your Bank Account Agreement shall relieve the Bank of any liability for such error, omission or discrepancy.

**Availability of service/Contingency:**

In the event you are unable to capture, balance, process, produce or transmit a file to the Bank, or otherwise comply with the terms or the Procedures for any reason, including but not limited to, communications, equipment or software outages, interruptions or failures, you will transport or mail the originals of all checks to the closest Bank location. The deposit of original checks at an office of the Bank shall be governed by the terms and conditions of the Deposit Account Agreement and not by the terms of this Agreement.

**Storage, security and destruction/disposal of the checks:**

After you receive confirmation that we have received an image, you must securely store the original Check for 14 days after transmission to us and make the original Check accessible to us at our request. Upon our request from time to time, you will deliver to us within two Business Days, at your expense, the requested original Check in your possession. If not provided in a timely manner, such amount will be reversed from your account. Promptly after the 14-day retention period expires, you must destroy the original Check by first marking it "VOID" and then destroying it by cross-cut shredding or another commercially acceptable means of destruction. After destruction of the original Check, the image will be the sole evidence of the original Check. You agree that you will never represent the original Check. You understand that you are responsible if anyone is asked to make a payment based on an original check that has already been paid.

**Presenting checks more than once:**

Once you have used the Service to deposit a Check you agree not to present, or allow anyone else to present, that original Check or a substitute check of that original Check again for deposit through the Service or by any other means. If you or anyone else present a Check or substitute check for deposit more than once, in violation of this Agreement, you agree to indemnify, defend and hold the Bank harmless from and against all liability and damages that may result from any claims, suits or demands from third parties with respect to such Check or substitute

check. You agree that we may debit from your Bank account the aggregate amount of any Checks that that are deposited more than once. To the extent that funds in your account are insufficient to cover such amount, we shall debit the deficiency amount from any other of your account(s) with the Bank in our sole discretion.

**Your Authentication method:**

You agree that we are entitled to act upon instructions we receive with respect to the Service under your user ID, password, test key or other code or authentication method that we require (these components are referred to herein collectively as your "Authentication Method"). You are liable for all transactions made or authorized with the use of your Authentication Method. We have no responsibility for establishing the identity of any person who uses your Authentication Method. You agree that if you give any component of your Authentication Method to anyone or fail to safeguard its secrecy, you will be in violation of your obligations under your Bank Account Agreement and this Agreement. You agree to take appropriate steps to ensure that all components of your Authentication Method are protected and kept confidential. You agree to indemnify and release us from any and all liability, and agree not to make any claim or bring any action against us, relating to our honoring or allowing any actions or transactions that are conducted under your Authentication Method or acting upon instructions, messages or authorizations provided to us using your Authentication Method. By accessing the Service with your Authentication Method, you authorize us to complete the requested transaction(s) through the Service. Any requests or instructions we receive from you through the Service using your Authentication Method shall be considered "in writing" under all applicable law and shall have the same force and legal effect as a writing signed by you. This includes, but is not limited to, inquiries, deposit transactions, Checks deposited, Check images, changes to accounts or services or any other communication you provide us through the Service using your Authentication Method.

**Data security:**

You will complete each deposit promptly. If you are unable to complete your deposit promptly, you will ensure that your mobile device remains securely in your possession until the deposit has been completed. It is your responsibility to establish and maintain procedures to safeguard against unauthorized deposits. You will notify us immediately by telephone at (###-###-####) and with written notice at (Bank Name) Attn: (Bank Address), if you learn of any loss or theft of original checks. You will ensure the safety and integrity of original Checks from the time of receipt until the time of destruction. If warranted in our reasonable judgment, we may audit and monitor you, and you agree to cooperate with us to permit such monitoring, to confirm that you have satisfied your obligations under this Agreement.

**Cooperation with Investigations:**

You agree to cooperate with us in the investigation of unusual transactions, poor quality transmissions, and resolution of customer claims, 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.