

Central Federal
Online Banking Agreement
WWW.CENTRALFEDERALONLINE.COM

1. General

This Online Banking Agreement (“Agreement”) for accessing your Central Federal Savings and Loan account(s) via the Internet explains the terms and conditions governing Central Federal Savings and Loan Online Banking and other banking services offered through Central Federal Savings and Loan (collectively, “Online Banking”). By using Online Banking you agree to abide by the terms and conditions of this Agreement. This Agreement will be governed by and interpreted in accordance with federal law and regulation, and to the extent there is no applicable federal law or regulation, by the laws of the State of Missouri. The terms “our,” “we,” “us,” “Central Federal Savings and Loan,” and “Association” refer to Central Federal Savings and Loan. “You” refers to each signer on an account. The term, “business day” means Monday through Friday, excluding Federal-banking holidays.

Online Banking can be used to access products and accounts made available by Central Federal Savings and Loan. The applicable account disclosure statement also governs each of your accounts.

2. Protecting Your Account

Notify us at once if you believe another person has improperly obtained your Online Banking Personal Identification Number (PIN). Also notify us if someone has transferred or you think someone may transfer money from your account without your permission, or if you suspect any fraudulent activity on your account. To notify us, call Central Federal Savings and Loan at (573) 364-1024 or write to:

Central Federal Savings and Loan
Atten: Customer Service
210 W. 10th St.
Rolla, MO 65401

Or, email us at cfsf@centralfederal.com be sure to include your email address.

A. Your Liability

If your Internet PIN has been compromised and you tell us within two (2) business days after learning of the loss or theft, you can lose no more than \$0 if someone used your Internet PIN without your permission to access a Central Federal Savings and Loan deposit account. If you do NOT tell us within two (2) business days after you learn of the loss or theft, and we could have stopped someone from taking money without your permission, had you told us, you could lose as much as \$50 of the disputed amount. If your monthly statement shows withdrawals, transfers or purchases that you did not make or authorize, you must notify us at once. If you do not notify us within sixty (60) days after the account transaction detail information was transmitted or mailed to you, and we could have stopped someone from taking money if you had told us in time, you may not get back any money lost after the sixty (60) days. If there are extenuating circumstances that kept you from telling us, the time periods in this section may, in our sole discretion be extended.

B. Preventing Misuse

It is extremely important that you take an active role in the prevention of any wrongful use of your account. If you find that your records do not agree with ours, you must immediately call Central Federal Savings and Loan at (573) 364-1024.

Protect your Internet Personal Identification Number (**PIN**) – The PIN that is used to gain access to Online Banking should be kept confidential at all times. For your protection we recommend that you change your Internet PIN regularly. It is recommended that you memorize this PIN and do not write it down. You are responsible for keeping your PIN, account numbers and other account data confidential. If you believe that your PIN may have been lost or stolen, or that someone has transferred or may transfer money from your account without your permission, notify Central Federal Savings and Loan at once.

3. Your Right to Stop Payments

A. Right to Stop Payment and Procedure for Doing So

If you have arranged to make regular payments out of your account, you can stop any of these payments by using the capabilities provided in the online website, or by telephone at (573) 364-1024. Do not write or email these request to us since we may not receive them in time. To stop payments for checks or preauthorized transfers the request must be received by Central Federal Savings and Loan 3 banking days or more before the payment is scheduled to be made. To stop payments for online Bill Payments, the request must be made before 4:30 PM (Central Time) the day PRIOR to the payment date.

If you call, we will also require you to put your request in writing and submit it to us within 14 days after you call. We will charge you our regular stop payment fee for each stop payment order you give; this fee will be charged in accordance with the current fee schedule.

4. Bank's Liability

A. Failure to Make Stop Payments

If you order us to stop one of these payments according to the limitations in section 3 above and we do not do so, we will be liable for your losses or damages up to the value of the payment.

B. Failure to Make Transfers

If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages up the value of the transfer. However, there are some exceptions. We will not be liable, for instance:

- a) If, through no fault of ours, you do not have enough money in your account to make the transfer;
- b) If the transfer will go over the credit limit on your Overdraft Agreement;
- c) If the system was not working properly;
- d) If there is a dispute about the amount to be paid or transferred, or we have been legally ordered to pay to or hold the money in your account for someone else;
- e) If a withdrawal would consist of money deposited in the form of a check or other order and is not yet available for withdrawal;
- f) If you have told us that your PIN was lost or stolen;
- g) If, in the case of a preauthorized credit or debit to your account, a third party does not send your money to us on time or does not send us the correct amount, or we do not have the required authorization to perform the transaction;
- h) If circumstances beyond our control (such as fire, flood, or natural disaster) prevent the transfer, despite reasonable precautions and efforts we have taken.

Other exceptions may be stated in our stop payment agreement with you.

5. Accessing Your Central Federal Savings and Loan Accounts

A. Requirement

To access your account(s) through the Internet, you must have an eligible Central Federal Savings and Loan account, enroll in Online Banking by agreeing to the Online Banking Agreement, and have an Internet PIN. In addition, you must have the required Internet secure browser software as defined by the Association. Access to the Online Banking portion of Central Federal Savings and Loan web site requires the use of a web browser capable of supporting encryption of data transmitted between the computer you are using and our web site. Our Site is best viewed using the most current versions of Google Chrome, Mozilla Firefox, Apple Safari, Opera, and Microsoft's newest browser, "Edge". If you choose to use another browser to access our Site, we assume no responsibility for the resulting layout or content. As Netscape and Microsoft release updated browsers, this site will evolve with their advancing technology.

B. Account Number – Use the account number printed on your most recent bank statement

C. New Services

Central Federal Savings and Loan may, from time to time, offer and introduce new Internet services. The Association will notify you of the existence of these new products and services. By using these services when they become available, you agree to be bound by the rules, which will be communicated to you, concerning these services.

D. Fees

There may be monthly or transaction fees for accessing your account(s) through the Internet. Please note that there may also be fees assessed by your Internet service provider.

6. Terms and Conditions

Upon signing this agreement you have confirmed your agreement to be bound by all of the terms and conditions of this Agreement and acknowledges your receipt and understanding of this disclosure.

A. Your Internet Account Access PIN

You will select your Internet PIN. You will be required to change your PIN on a regular schedule, every 182 days. Do not use names or numbers that are easily associated with you, such as your social security number, telephone number, address

or birth date as your PIN. You are authorizing Central Federal Savings and Loan to act on instructions received under your PIN. You are responsible for keeping your PIN, account number(s) and other account data confidential at all times. You will be required to use a combination of Alpha and Numeric characters with a minimum of 10 characters in your PIN, and your Login name.

B. Our Liability

Except as specifically provided for in this Agreement or where the law requires a different standard, you agree that neither the Association nor the Internet Service Provider shall be responsible for any loss, property damage or bodily injury, whether caused by the Association, equipment, software, or Internet access providers or any agent or subcontractor of any of the foregoing. Nor shall the Association or the Internet Service Providers be responsible for any direct, indirect, special or consequential, economic or other damages arising in any way from the installation, use or maintenance of the equipment, software or Internet browser or access software.

C. Changes to Fees or Other Terms

We reserve the right to change the fees or other terms described in this Agreement. However, when changes are made to any fees, we will notify you on-line, or we will send a notice to you at the address shown on our records. All notices will be sent at least thirty (30) days in advance of the effective date of the change, unless an immediate change is necessary to maintain the security of the system. If such a change is made, and it can be disclosed without jeopardizing the security of the system, we will provide you with written or electronic notice within thirty (30) days in advance of the change. By continuing to use the accounts or services to which these changes relate, you are accepting the changes. The applicable Account Disclosure Statement governs changes to fees applicable to specific accounts.

D. Disclosure of Account Information

You authorize the Association to disclose to selected third parties about your account or the transactions you make:

- a. When necessary for completing transactions; or
- b. In order to verify the existence and condition of your account for a third party, such as a credit bureau, or merchant; or
- c. In order to comply with government agency or court orders, or to give information to any government entity having legal authority to request such information; or
- d. If you give us permission

E. Other General Terms

In addition to this Agreement you agree to be bound by and will comply with the requirements of the applicable Account Disclosure Statement, the Association's rules and regulations, the rules and regulations of any funds transfer system to which the Association belongs, and all applicable State and Federal laws and regulations. The Association also agrees to be bound by them. The Association reserves the right to terminate this Agreement and Your access to Online Banking in whole or in part, at any time without prior notice.

You agree to be responsible for any telephone charges incurred for accessing your accounts through Online Banking.

7. Bill Payment Service

As part of the Central Federal Savings and Loan Online Banking, you can schedule payment of your periodic bills. You can arrange for the payment of current, future and recurring bills from your Central Federal Savings and Loan "checking account". There is no limit to the number of payments that may be authorized. You may pay any merchant or individual approved by Central Federal Savings and Loan. By furnishing us with the names of your payees/merchants and their addresses, you authorize us to follow the payment instructions to these payees/merchants that you provide through Online Banking. When we receive a payment instruction (for current or future date), we will remit funds to the payee on your behalf, from your designated checking account, on the day you have instructed the payment to be sent (Payment date). However, we shall not be obligated to make any such payment unless your account and/or overdraft protection plan has sufficient collected funds or credit availability to pay the bill on the Payment Date.

NOTE: Any payments made through Bill Payment require sufficient time for your payee to credit your account properly. To avoid incurring a finance charge or other charge, you must schedule a payment far enough in advance of the due date of your payment. Central Federal Savings and Loan shall not be responsible for any charges imposed or any other action taken by a payee resulting from a payment that you have not scheduled properly, including any applicable finance charges and late fees.

In addition, Central Federal Savings and Loan will not be liable if;

- Any third party through whom any bill payment is made fails to properly transmit the payment to the intended payee.
- For delays or losses of payments caused by the U.S. Postal Service or other delivery service or

- If there are insufficient funds or credit availability in your designated payment account and/or overdraft protection plan
- If a legal order directs us to prohibit withdrawals from the payment account
- If the payment account is closed or frozen; or if any part of the electronic funds transfer system is not working properly
- For bill payments not completed due to circumstances beyond our control (such as fire, telecommunication outages, strikes, or natural disasters).
- For indirect, special, or consequential damages arising out of the use of Bill Payment.
- If a payee will not accept payments made through Bill Payment.

Central Federal Savings and Loan reserves the right to terminate your use of Bill Payment at any time without prior notice.

Bill Payment Fees:

There is no charge for this service.

Additional fees may be assessed due to special requests made by you. See below.

- \$ 1.00 Photocopy of a check
- \$20.00 Stop Payment per item both by check or ACH
- \$25.00 Insufficient Funds (Returned Item) per item will be assessed each time an attempt is made to pay the bill but cannot due to insufficient funds in the account and the item is returned unpaid
- \$30.00 Overdraft (Paid Item) per item will be assessed if the Bill Payment system pays a bill and the account has insufficient funds when the items clears the account.

If the payment account has insufficient funds to cover the fees, the Association may deduct the fee from any other transaction account linked to Online Banking. If the fee cannot be paid, we may cancel your Bill Payment service.

8. Other Information

A. Account Number – Use the account number printed on your most recent bank statement

B. Balance Inquiries and Transfers

You may use the service to check the balance of your accounts and to transfer funds among your accounts selected for Online Banking. In order to initiate one of these transactions, you must first use your PIN to obtain access to the Service. The balance shown on your PC may include deposits still subject to verification by us. The balance shown also may differ from your records because it may not include deposits in progress, outstanding checks, or other withdrawals, or charges. Funds transfer request may be made 24 hours per day, but may not result in immediate funds availability because of the time required to process the files. If there are insufficient available funds in an Account from which you are requesting a funds transfer, the transfer will not be initiated. Insufficient fund fees will be assessed as indicated in the applicable account disclosure. For monetary transfers, the accounts must have the same PIN relationship and must belong to the same “ownership” of accounts. You may not transfer to or from accounts that the ownership is not exactly the same. Transfer withdrawals from a Statement Savings or Money Market Deposit account are regulated by federal banking laws. These are limited to 6 per statement cycle. If this number is exceeded a fee may apply. You may also be restricted from this type of transaction if it occurs 3 times in a twelve (12) month period.

C. Statements

All of your payments and funds transfers made through the Service will appear on your monthly account statement(s).

D. Equipment

We are not responsible for any loss, damage or injury resulting from an interruption in your electrical power or telephone service; the disconnection of your telephone line by your local telephone company or from deficiencies in your line quality; or any defect or malfunction of your computer and related equipment, modem, or telephone line. We are not responsible for any services relating to your computer and related equipment other than those specified in this Agreement. If any equipment failure occurs in any way relating to your computer and related equipment, modem, telephone line, Central Federal Savings and Loan is not responsible.

E. Business Days/Hours of Operation

Our business days are Monday through Friday, except financial institution legal holidays. The service is available 24 hours a day, seven days a week, except during maintenance periods for scheduling, modification, or for review of funds transfers and balance inquiries.

9. Error Resolution Notice

A. Contact Information

In case of error or questions about your electronic transactions contact us at 573-364-1024 or write to: Central Federal Savings and Loan Customer Service, 210 W 10th, Rolla, MO 65401. You may also email us at cfsl@centralfederal.com - be sure to include your email address in the message. Contact us as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after the problem or error appeared on your passbook; or no later than 60 days after we sent you the FIRST statement in which the problem or error appeared.

1. Tell us your name and account number.
2. Describe the error or the transfer you are unsure about, 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.

We will investigate whether an error occurred within 10 banking days (5 banking days for MasterCard-branded card point-of-sale transactions and 20 banking days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question.

If we decide to do this, we will credit your account within 10 banking days (5 banking days for MasterCard-branded card point-of-sale transactions and 20 banking days if the transfer involved a new account) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.

We will ask you to put your complaint or question in writing and if we do not receive it within 10 banking days, we may not credit your account as described above. Your account is considered a new account for the first 30 days after the first deposit is made, unless each or you already have an established account with us before this account is opened. We will inform you of the results within three banking days after completing our investigation. If we decide that there was no error, we will send you a written explanation and reverse the credit describe above. You may ask for copies of the documents that support our investigation.

Central Federal Savings and Loan Bill Payment Service

As part of the Central Federal Savings and Loan Online Banking, you can schedule payment of your periodic bills. You can arrange for the payment of current, future and recurring bills from your Central Federal Savings and Loan "checking account". There is no limit to the number of payments that may be authorized. You may pay any merchant or individual approved by Central Federal Savings and Loan. By furnishing us with the names of your payees/merchants and their addresses, you authorize us to follow the payment instructions to these payees/merchants that you provide through Online Banking. When we receive a payment instruction (for current or future date), we will remit funds to the payee on your behalf, from your designated checking account, on the day you have instructed the payment to be sent (Payment Date). However, we shall not be obligated to make any such payment unless your account and/or overdraft protection plan has sufficient funds or credit availability to pay the bill on the Payment Date. Funds for all bill payments will be withdrawn from your account the day before the requested payment date. If the account is insufficient at that time, the bill payment will not be completed. You will be notified of an estimated arrival date of the payment to the designated payee. You **MUST** allow sufficient time for the processing and receipt of the payment to the payee.

NOTE: any payments made through Bill Payment require sufficient time for your payee to credit your account properly. To avoid incurring a finance charge or other charge, you must schedule a payment far enough in advance of the due date of your payment. Central Federal Savings and Loan shall not be responsible for any charges imposed or any other action taken by a payee resulting from a payment that you have not scheduled properly, including any applicable finance charges and late fees. In addition, Central Federal Savings and Loan will not be liable if any third party through whom any bill payment is made fails to properly transmit the payment to the intended payee. Central Federal Savings and Loan will not be liable for delays or losses of payment caused by the U.S. Postal service or other delivery service. We will also not be liable if there are insufficient funds or credit availability in our designated payment account and/or overdraft protection plan; if a legal order directs us to prohibit withdrawals from the payment account; if the payment accounts closed or frozen; or if any part of the electronic funds transfer system is not working properly. Central Federal Savings and Loan will not be liable for bill payments not completed due to circumstances beyond our control (such as fire, telecommunication outages, strikes, or natural disasters). Central Federal Savings and Loan will not be liable for indirect, special, or consequential damages arising out of the use of Bill Payment. Central Federal Savings and Loan will not be liable if a payee will not accept payments made through Bill Payment.

Central Federal Savings and Loan reserves the right to terminate your use of Bill Payment at any time without prior notice.

Account Number – Use the account number on your most recent account statement

Bill Payment Fees:

There is no charge for this service.

Additional fees may also be assessed due to special request made by you. See below.

Photocopies of Checks	\$ 1.00 per copy
Stop Payments	\$20.00 per item
Insufficient Funds	\$25.00 Insufficient Funds (Returned Item) per item will be assessed each time an attempt is made to pay the bill but cannot due to insufficient funds in the account and the item is returned unpaid
Overdraft	\$30.00 Overdraft (Paid Item) per item will be assessed if the Bill Payment system pays a bill and the account has Insufficient funds when the items clears the account.

If the payment account has insufficient funds to cover the fees, the Association may deduct the fee from any other transaction account linked to Online Banking. If the fee cannot be paid, we may cancel your Bill Payment service.

I agree to the terms of the above Bill Payment agreement.

