

ONLINE BILL PAY DISCLOSURE

You may utilize Bill Pay to direct us to make payments from your designated checking account to the Payees you choose in accordance with this agreement. The terms and conditions of this Agreement are in addition to the Membership Agreement and Disclosure Statements governing your Account.

A. How to Set Up Payees and Payments: Complete Bill Pay enrollment through the Jefferson Financial FCU Online Banking platform or Mobile App. If you want to add a new Payee, use the “Add Payee” button in the Bill Pay menu section of the Online Banking portal or Mobile App. You may add a new fixed payment to a Payee, only if the Payee is on your authorized list of payees, and by accessing the service and entering the appropriate information. Most other additions, deletions or changes can be made by using the Bill Pay service. We reserve the right to refuse the designation of a Payee for any reason. We are not responsible if a Bill Payment cannot be made due to incomplete, incorrect or outdated information provided by you regarding a Payee or if you attempt to pay a Payee that is not on your Authorized Payee list or if you have insufficient funds in your account to make the payment as described in subparagraph C below.

If a hold has been placed on deposits made to an account from which you wish to transfer funds, you cannot transfer the portion of the funds held until the hold expires. Due to circumstances beyond our control, particularly delays in handling and posting payments by Billers or Financial Institutions may take longer to be credited to your account. You bear responsibility for any late payment related charges should a payment post after its Due Date.

B. Accessing the Service: To utilize this service, you must first register for Online Banking access. The Bill Pay service is accessible only through the Jefferson Financial FCU Online Banking portal or Mobile App.

C. The Bill Pay Process: We will process variable payments on the business day (generally Monday through Friday, except holidays) you designate the bill to be processed, provided the payment request is received prior to the cut-off time set by us, which is currently 3:00 PM CST. Variable bill requests received after the business day cut-off time or at any time on a non-business day will be processed on the next business day. We reserve the right to change the cut-off time by giving you notice if it changes. Recurring payment requests will be processed on the dates you have designated, unless such date falls on a non-business day resulting in your payment being processed on the next business day.

We reserve the right to select the method in which to remit funds on your behalf. **You must allow at least three (3) business days, prior to the due date, for each electronic Bill Payment (variable or recurring) to reach the Payee. You must allow at least five (5) business days, prior to the due date, for each non-electric Bill Payment (variable or recurring) to reach the Payee. It is the responsibility of the subscriber to schedule/activate recurring payments. It is our recommendation that additional days be allowed for payments traveling more than four (4) states away.**

Any Bill Payment can be changed or canceled, provided you access the Service prior to the cut-off time on the business day prior to the business day the Bill Payment is going to be initiated. Jefferson Financial FCU reserves the right to terminate this Agreement as to all programs, services and/or related material and limit access.

D. Liability: You are solely responsible for controlling the safekeeping of credentials used to access the Bill Pay service. You are liable for all transactions you make or that you authorize another person to make event if that person exceeds his or her authority. You will be responsible for any Bill Payment request you make that contains an error or is a duplicate of another Bill Payment. We are not responsible for a Bill Payment that is not made if you did

not properly follow the instructions for making a Bill Payment or if your account does not contain sufficient funds for the payment. We are not liable for any failure to make a Bill Payment if you fail to promptly notify us after you learn that you have not received credit from a Payee or a Bill Payment. We are not responsible for your acts or omissions or those of any other person, including without limitation, any transmission or communications facility, and no such party shall be deemed to be our agent. In any event, we will not be liable for any special, consequential, incidental or punitive losses, damages or expenses in connection with this Agreement or the Service, even if we have knowledge of the possibility of them. We are not liable for any act, failure to act or delay in acting if it is caused, in whole or in part, by any cause beyond our reasonable control. **We do not warrant that your use of Bill Pay will be uninterrupted or that operation of Bill Pay will be error free or secure.**

E. Fees: Currently, there are no fees for Bill Pay; however, we may determine at any time to begin charging a fee for this service, but if such a determination is made you will receive notification electronically as discussed in this Agreement. You agree that a NSF fee may be charged to your account even if the payment is not returned, but is paid and overdraws your account.

F. Additional Charges for Customer requested Services and Other Items: These charges will only be assessed if you request one or more of the services listed here. There will be NO Charge for any item if needed to correct a Financial Institution error.

- Written correspondence to Payee.....\$10.00
- Per proof of payment not necessitated by a dispute.....\$10.00
- Payments returned due to customer error.....\$5.00

We reserve the right to charge you for research time involving payments no longer available in your screen history. You will be informed of any such charges before they are incurred.

Bill Payments are processed by Electronic Fund Transfers (EFT). Please see the Electronic Fund Transfers Disclosure Statement located on our website under Fee Schedule & Disclosures > Membership Disclosures and which was included or received when you opened your account, which discloses important information concerning your rights and obligations.