

TERMS & CONDITIONS

This Agreement outlines the terms and conditions governing the Depositor's use of Direct Services (defined below). The Financial Institution does not offer Direct Services other than in accordance with these terms and conditions. By requesting and using Direct Services, the Depositor acknowledges their acceptance of these terms and conditions.

In consideration of the Financial Institution providing access to any of the Depositor's Accounts using Direct Services, the Depositor agrees as follows:

1. INTERPRETATION – ANY DEFINED TERM USED IN THIS AGREEMENT, DEFINED IN THE SINGULAR, IS DEEMED TO INCLUDE THE PLURAL AND VICE VERSA.

"Access Terminal" means any device used to access any of the Depositor's Accounts, including without limitation an ATM, a computer, a portable hand-held device, or a telephone including any form of mobile telephone.

"Account" means any of the Depositor's accounts or subaccounts (if applicable) that the Depositor may have now or in the future, at the Financial Institution.

"Account Agreement" means the agreements for the operation of the Account.

"ATM" means an Automated Teller Machine.

"Biller" means a person who uses the EDP Services to deliver bills and invoices to their customers electronically.

"Contaminant" means a computer virus, worm, lock, mole, time bomb, or any other code or instruction which may modify, delete, damage, disable, or disrupt the operation of any computer software or hardware.

"Debit Card" means a card issued by the Financial Institution that allows the holder of the card to deposit cash and/or Instruments or withdraw cash from the Account through an ATM, authorize Transactions on the Account through an ATM, and that operates like an Instrument to purchase goods and services from merchants.

"Depositor" means the customer or member of the Financial Institution who holds the Account with the Financial Institution authorized by the Financial Institution for Direct Services.

"Direct Services" means the services offered by the Financial Institution from time to time that let the Depositor access the Account using an Access Terminal. However, Direct Services do not include card services such as Debit Cards or Smart Cards provided by a Third Party.

"EDP Services" means an electronic mail service provided by EPO Inc. (doing business as epost™) that facilitates the delivery of bills and invoices from Billers to their customers using Direct Services.

"Email Money Transfer Answer" means the word or phrase created by the sender of an email money transfer and used by the recipient to claim or decline the money transfer using EMT Services.

"EMT Services" means the money transfer service provided by Acxsys Corporation (doing business as CertaPay) that facilitates the sending and receiving of money transfers using email through Direct Services to and from Participating Financial Institutions, and/or CertaPay payment service.

"External Account" means an account held at another Canadian financial institution in the Depositor's name or on which the Depositor has the authority to independently authorize Transactions.

"Financial Institution" means the financial institution set out in the Account Agreement.

"Instrument" means a cheque, promissory note, bill of exchange, order for payment, securities, cash, coupon, note, clearing item, credit card slip for processing, other negotiable instrument, or item of deposit or withdrawal of a similar nature and its electronic equivalent, including electronic debit instructions.

"PAC" means the personal access code or word used with Direct Services to access an Account.

"PAD" means a Preauthorized Debit.

"Participating Financial Institution" means a financial institution participating in EMT Services.

"PIW" means the personal identification word selected by the Depositor used in connection with Remote Instructions.

"Preauthorized Debit" means a Transaction debiting the Account that is processed electronically by a financial institution in accordance with the Depositor's request.

"Remote Instructions" means instructions given to the Financial Institution with respect to the operation of the Account from a remote location using a telephone, mobile telephone, fax, via the Financial Institution's online banking system, email, text message transmission, or other remote communication acceptable to the Financial Institution in order to operate the Account or authorize Transactions and make arrangements with the Financial Institution.

"Rules" means the published rules and standards of the Canadian Payments Association as amended from time to time.

"Smart Card" means a Debit Card that has an embedded integrated circuit that can process data and protect the cardholder from fraudulent use.

"Third Party" means any person, firm, corporation, association, organization, or entity other than the Financial Institution or Central 1 Credit Union ("Central 1").

"Transaction" means any transaction processed to or from the Account.

2. **USE OF SERVICES** – The Depositor may use Direct Services to access the Account and to authorize such Transactions as may be permitted by the Financial Institution from time to time commencing upon the day these terms and conditions are accepted by the Depositor and the Depositor's request for Direct Services is approved by the Financial Institution. The Depositor cannot use Direct Services to authorize Transactions on an Account that requires more than 1 authorization (i.e. with multiple signature requirements) unless prior authorization is received in writing and with the Financial Institution's approval. The Financial Institution may from time to time add to or delete from the types of use permitted and Direct Services offered.

3. **SERVICE CHARGES AND FEES** – The Depositor will pay the service charges that the Financial Institution establishes from time to time for Direct Services and fees incurred, including, without limitation, service charges for providing records regarding the Depositor that the Financial Institution is legally required to provide or fees imposed by a Third Party. The Depositor acknowledges receipt of a schedule of the Financial Institution's charges for Direct Services in effect at the time of acceptance of this Agreement. The Financial Institution may from time to time increase or decrease the service charges for Direct Services and provide notice of such changes by mailing or emailing notice to the Depositor's last known address or email address, by posting notice at the Financial Institution's premises or on the Financial Institution's website, by personal delivery, or by any other means the Financial Institution, acting reasonably, considers appropriate to bring the change to the attention of the Depositor. Current service charges for Direct Services may be obtained by contacting the Financial Institution or through the Financial Institution's website. The Depositor is responsible for determining the then current service charges for Direct Services they request, in advance of requesting those services. By requesting Direct Services the Depositor acknowledges their agreement to pay service charges for the Direct Services requested by them then in effect. The Financial Institution can deduct service charges from the Account (or other accounts of the Depositor with the Financial Institution) when the service is requested or performed. New or amended service charges and fees will become effective following publication, when the service is requested or performed, or when incurred, and in any event, no later than 30 days after publication by the Financial Institution.

4. **AVAILABILITY OF DIRECT SERVICES** – The Depositor acknowledges that the availability of Direct Services depends on telecommunications systems, computer hardware and software, and other equipment, including equipment belonging to the Financial Institution, Central 1, and Third Parties and that there is no guarantee or obligation to provide continuous or uninterrupted service. The Financial Institution and Central 1 are not liable for any cost, loss, damage, injury, inconvenience, or delay of any nature or kind whatsoever, whether direct, indirect, special, or consequential, that the Depositor may suffer in any way arising from non-continuous or interrupted service or the Financial Institution or Central 1 providing or failing to provide Direct Services, or from the malfunction or failure of telecommunication systems, computer hardware or software, or other equipment or other technical malfunctions or disturbances for any reason whatsoever, nor are the Financial Institution or Central 1 liable for any lost, incomplete, illegible, misdirected, intercepted, or stolen messages, or failed, incomplete, garbled, or delayed transmissions, or online failures (collectively, "Interruption Claims"), even if the Depositor has advised the Financial Institution of such consequences. The Depositor releases and agrees to hold harmless the Financial Institution and Central 1 from any and all Interruption Claims.

5. **AUTHORIZATION FOR TRANSACTIONS** – The Depositor acknowledges and agrees that:

- using the PAC to authorize a Transaction constitutes authorization of that Transaction in the same manner as if authorization was given by the Depositor in person or as otherwise contemplated or permitted by the Account Agreement,
- the Depositor will be bound by each such Transaction, and
- once the PAC has been used to authorize a Transaction, the Transaction cannot be revoked or countermanded.

The Depositor irrevocably authorizes and directs the Financial Institution to debit or credit, as the case may be, the amount of any Transaction to the Account authorized using the PAC, the PIW, in person by the Depositor, or as otherwise contemplated or permitted by the Account Agreement, in accordance with the normal practices of the Financial Institution, which may be amended from time to time without notice.

6. **PAC AND PIW CONFIDENTIALITY** – The Financial Institution can assign and/or require the Depositor to select and use a PAC and/or PIW in connection with this Agreement. The Depositor agrees to keep the PAC and PIW confidential and will only reveal them to authorized Financial Institution agents or officers when required by the Financial Institution. The Depositor agrees not to record the PAC or PIW in any format or medium. The Depositor can change the PAC or PIW at any time. The Depositor agrees to change the PAC or PIW if and when required by the Financial Institution. The Depositor acknowledges that the PAC and/or PIW must be changed if there is a change in the persons authorized to provide Remote Instructions on the Account.

The Depositor is responsible for all use of the PAC and/or PIW and for all Transactions on the Account authorized using Direct Services.

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The Depositor acknowledges that the Financial Institution may from time to time implement additional security measures, and the Depositor will comply with all instructions and procedures issued by the Financial Institution in respect of such security measures. The Depositor is aware of the risks of unsolicited email, telephone calls, and text message transmissions from persons purporting to be representatives of the Financial Institution. The Depositor agrees not to respond to such unsolicited communications and will only initiate communications with the Financial Institution either through the Financial Institution's internet banking website or through the Financial Institution's published contact information as shown on the Financial Institution's website.

7. **REMOTE INSTRUCTIONS** – The Depositor may provide Remote Instructions to any branch of the Financial Institution, as permitted by the Financial Institution, online through the Direct Services web portal, or through the Financial Institution's telephone banking service, if any. The Remote Instructions may concern the Account maintained at that branch, or concern other Transactions and arrangements conducted at or with that branch.

The Financial Institution may, but will not be obliged to, act on Remote Instructions received in the name of the Depositor along with any requisite PAC and/or PIW, if any, to the same extent as if the Remote Instructions were written instructions delivered to the Financial Institution by mail signed by the Depositor authorized to operate the Account. Any such Remote Instructions are deemed genuine.

The Financial Institution may, in its sole discretion, acting reasonably, delay acting on or refuse to act on any Remote Instruction.

A Remote Instruction is deemed received by the Financial Institution only when actually received and brought to the attention of an authorized officer of the Financial Institution capable of acting upon and implementing the Remote Instruction.

Remote Instructions can be transmitted to the Financial Institution at the telephone or fax number or email address provided by the Financial Institution, or at such other telephone or fax number or email address as the Financial Institution may advise the Depositor by notice in writing, or online through the Direct Services web portal. **Any of the persons that constitute the Depositor may act alone and provide Remote Instructions to the Financial Institution, even if 2 or more signatures are required generally to operate the Account.** The Financial Institution, acting reasonably, is entitled to assume that any person identifying himself or herself as the Depositor is in fact the Depositor, and can rely upon such, and the Financial Institution may act on the Remote Instructions provided by any such person. All Remote Instructions given to the Financial Institution in the name of the Depositor will bind the Depositor.

8. **VERIFICATION AND ACCEPTANCE OF TRANSACTIONS BY THE FINANCIAL INSTITUTION** – All Transactions are subject to verification and acceptance by the Financial Institution and, if not accepted, or if accepted but subsequently determined to be in error or otherwise improper or unauthorized, the Financial Institution may, but is not obliged to, reverse them from the Account. Verification may take place at a date later than the date the Depositor authorized the Transaction, which may affect the Transaction date. Notwithstanding any other provision herein, if at any time the Financial Institution, acting reasonably, ever determines that a credit to or traced to the Account was made in error or based upon a mistake of fact, or induced through or tainted by fraud or unlawful conduct, the Financial Institution may place a hold on the credit and/or reverse the credit.

9. **RECORDS** – The Financial Institution's records of all Transactions will be deemed to be correct and will be conclusive and binding on the Depositor. All Transactions will appear on the regular statements of account for the Account.

If the Depositor believes or suspects that the records of the Financial Institution contain an error or omission, or reflect unauthorized Account activity, the Depositor must give immediate written notice to the Financial Institution, and in any event, must do so within the time provided in the Account Agreement.

A copy of any fax or email message or other Remote Instructions or the Financial Institution's notes of any Remote Instructions given by telephone may be entered into evidence in any court proceedings as if it were an original document signed by the Depositor. The Depositor will not object to the admission of the Financial Institution's or Central 1's records as evidence in any legal proceeding on the grounds that such records are not originals, are not in writing, are hearsay, or are documents containing information extracted from a computer and all such records will be conclusive evidence of the Remote Instructions in the absence of documentary recorded evidence to the contrary.

In the absence of evidence to the contrary, the records of the Financial Institution are conclusive for all purposes, including litigation, in respect of any other matter or thing relating to the state of the Accounts between the Depositor and the Financial Institution in respect of any Transaction.

10. **LIABILITY FOR ERRORS AND OMISSIONS** – If the Financial Institution makes an error or omission in recording or processing any Transaction, the Financial Institution is only liable for the amount of the error or omission if the Depositor has not caused or contributed to the error or omission in any way, has complied with this Agreement and the Account Agreement, has given written notice to the Financial Institution within the time provided in the Account Agreement, and to the extent the liability is not otherwise excluded by this Agreement or the Account Agreement.

If the Depositor has given such notice, the Financial Institution's maximum liability is limited to the amount of the error or omission. In no event will the Financial Institution be liable for any delay, inconvenience, cost, loss, or damage (whether direct, special indirect, exemplary, or consequential) whatsoever caused by, or arising from, any such error or omission.

11. **EXCLUSION OF FINANCIAL INSTITUTION RESPONSIBILITY** – The Financial Institution is not responsible for any loss or damage suffered or incurred by the Depositor

except to the extent caused by the gross negligence or intentional or wilful misconduct of the Financial Institution, and in any such case the Financial Institution will not be liable for any indirect, special, consequential, or exemplary damages (including, but not limited to, loss of profits) regardless of the cause of action and even if the Financial Institution has been advised of the possibility of such damages. In no event will the Financial Institution be liable for any cost, loss, or damage (whether direct, indirect, special, or consequential) suffered by the Depositor that is caused by:

- the actions of, or any failure to act by, any Third Party (and no Third Party will be considered to be acting as an agent for the Financial Institution unless expressly authorized to do so);
- the inaccuracies in, or inadequacies of, any information furnished by the Depositor to the Financial Institution;
- the failure by the Financial Institution to perform or fulfill any of its obligations to the Depositor, due to any cause beyond the Financial Institution's control; or
- forged, unauthorized, or fraudulent use of services, or forged, unauthorized, or fraudulent instructions or Instruments, or material alteration to an instruction, including Remote Instructions.

12. **RISKS AND DUTIES** – Except for loss caused exclusively by the Financial Institution's gross negligence or intentional or wilful misconduct, and subject to the limitations of liability in this Agreement or the Account Agreement, the Depositor assumes all risk of loss due to the use of Direct Services, including without limitation, the risk of Third Party fraud. The Depositor further agrees that they will notify the Financial Institution immediately:

- of any suspected or actual misuse or unauthorized use of the PAC and/or PIW, or
- if the PAC and/or PIW becomes known to anyone other than the Depositor, and
- change the PAC and/or PIW if either situation arises.

The Depositor acknowledges that the Depositor is responsible for all use made of the PAC and/or PIW and that the Financial Institution is not liable for the Depositor's failure to comply with any part of this Agreement. The Depositor is liable for all authorized and unauthorized use, including all withdrawals on and any transfers from the Account. The Depositor is also liable for all fraudulent or worthless deposits made into the Account. Without limiting the generality of the foregoing, the Depositor expressly acknowledges and agrees that they shall be bound by and liable for any use of the PAC or PIW by a member of the Depositor's household.

The Depositor is liable for all transfers to linked accounts. The Depositor bears all risk for all such Transactions.

Where the Depositor knows of facts that give rise or ought to give rise to suspicion that any Transactions, or instructions in respect of the Depositor's Account, or Instruments deposited to the Depositor's Account are fraudulent, unauthorized, counterfeit, or otherwise likely to be returned to the Financial Institution or found invalid for any reason, the Depositor has a duty to make reasonable inquiries of proper parties into such Transactions, instructions, or Instruments, as the case may be, to determine whether they are valid authorized Transactions, instructions, or Instruments, as the case may be, before negotiating or, alternatively, accessing any funds derived from such Transactions, instructions, or Instruments, and to disclose to the Financial Institution, the Depositor's suspicion and the facts upon which the Depositor's suspicion is based ("Suspicious Circumstances").

The Financial Institution may, in its sole discretion, investigate any Suspicious Circumstances disclosed by the Depositor but the Financial Institution does not owe the Depositor any obligation to undertake its own investigation of Suspicious Circumstances. The Financial Institution may place a hold on all or some of the Depositor's Accounts pending investigation of any improper use of any Account. Any hold imposed by the Financial Institution pursuant to any of the terms of this Agreement, or investigation undertaken by the Financial Institution, is imposed or undertaken by the Financial Institution at the Financial Institution's sole discretion and for the Financial Institution's sole benefit.

Release of a hold by the Financial Institution is not a confirmation that a Transaction, instruction, or Instrument is in fact good and may not be relied upon as such by the Depositor. If to the satisfaction of the Financial Institution, any improper use is established, the Financial Institution can withdraw or suspend Direct Services and/or operation of the Account without notice.

13. **RIGHTS FOR INNOCENT BREACH** – Subject to the provisions of this Agreement and the Account Agreement:

- If the Depositor did not reveal the PIW to any other person, other than authorized Financial Institution agents or officers when required by the Financial Institution, or write it down or otherwise record it, and changed the PIW when required by this Agreement, the Depositor will not be liable for any unauthorized use that occurs after the Financial Institution has received written notice from the Depositor that the PIW may have become known to someone other than the Depositor. The Financial Institution will not be considered to have received written notice until the Financial Institution gives the Depositor written acknowledgement of receipt of such notice;
- If the Depositor did not reveal the PAC to any other person, other than authorized Financial Institution agents or officers when required by the Financial Institution, or write it down or otherwise record it, and changed the PAC when required by this Agreement, the Depositor will not be liable for any unauthorized use that occurs after the Financial Institution has received written notice from the Depositor that the PAC may have become known to someone other than the Depositor. The Financial Institution will not be considered to have received written notice until

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the Financial Institution gives the Depositor written acknowledgement of receipt of such notice; and

- c) The Financial Institution will not otherwise be liable for any damages or other liabilities that the Depositor may incur by reason of the Financial Institution acting, or failing to act, on Remote Instructions given in the name of the Depositor whether or not the Depositor actually gave the Remote Instructions. The Financial Institution will not be liable for any damages or other liabilities that the Depositor may incur by reason of the Financial Institution acting, or failing to act, on no statement requests made by the Depositor through Direct Services whether or not the Depositor actually gave the Remote Instructions.

14. PROCEDURES FOR ADDRESSING UNAUTHORIZED TRANSACTIONS AND OTHER TRANSACTION PROBLEMS – In the event of a problem with a Direct Services Transaction or an unauthorized Direct Services Transaction the Depositor will report the issue promptly to the Financial Institution. The Financial Institution will investigate and respond to the issue on a timely basis. The Financial Institution will not unreasonably restrict the Depositor from the use of any funds subject to dispute, as long as it is reasonably evident that the Depositor did not cause or contribute to the problem or unauthorized Transaction, has fully cooperated with the investigation, and has complied with this Agreement and the Account Agreement. The Financial Institution will respond to reports of a problem or unauthorized Transaction within 10 business days and will, within a reasonable period of time thereafter, indicate what reimbursement, if any, will be made for any loss incurred by the Depositor. Reimbursement will be made for losses from a problem or unauthorized Transaction in this time frame provided that the Depositor has complied with this Agreement and on the balance of probabilities it is shown that the Depositor took all reasonable and required steps to:

- a) protect the confidentiality of the PAC and PIW as required by this Agreement and the Account Agreement, and
- b) use security safeguards to protect against loss, theft, and unauthorized access as required by this Agreement and the Account Agreement.

15. ACCESS TERMINAL SECURITY – If Direct Services are made available through the Internet or a telephone service provider, the Depositor acknowledges that although the Financial Institution uses security safeguards to protect against loss, theft, and unauthorized access, because of the nature of data transmission, security is not guaranteed and information is transmitted at the risk of the Depositor. The Depositor acknowledges and shall ensure that any Access Terminal used to access Direct Services has a current anti-virus program, an anti-spyware program, and a firewall, and that it is his or her personal responsibility to reduce the risk of Contaminants or online attacks and to comply with this provision. The Depositor further acknowledges that to reduce the risk of unauthorized access to the Account through the Access Terminal, the Depositor will sign out of Direct Services and, where applicable, close the browser when finished using it. The Depositor further acknowledges that using public or shared computers and Access Terminals, or Access Terminals in a public place, to access Direct Services increases the risk of unauthorized access to the Account and will take all reasonable precautions to avoid such use and inadvertent disclosure of the PAC and/or PIW.

16. LINKS – If Direct Services are made available through the Internet, the Financial Institution's website may provide links to other websites, including those of Third Parties who may also provide services to the Depositor. The Depositor acknowledges that all those other websites and Third Party services are independent from the Financial Institution's and may be subject to separate agreements as govern their use. The Financial Institution and Central 1 have no liability for those other websites or their contents or the use of Third Party services. Links are provided for convenience only and the Depositor assumes all risk resulting from accessing or using such other websites or Third Party services.

17. THIRD PARTY SERVICES – The Financial Institution and Central 1 may from time to time make services provided by Third Parties available through the Financial Institution's website or Direct Services. The Depositor acknowledges and agrees that:

- a) the Financial Institution and Central 1 make the services of Third Parties available through the Financial Institution's website or Direct Services for the convenience of Depositors. The services are provided by the Third Party and not the Financial Institution or Central 1. The Depositor's relationship with the Third Party shall be a separate relationship, independent of the relationship between the Depositor and the Financial Institution and Central 1 and such a relationship is outside the control of the Financial Institution and Central 1;
- b) the Financial Institution and Central 1 make no representation or warranty to the Depositor with respect to any services provided by a Third Party even though those services may be accessed by the Depositor through the Financial Institution's website or through Direct Services;
- c) the Depositor assumes all risks associated with accessing or using the services of Third Parties;
- d) the Financial Institution and Central 1 have no responsibility or liability to the Depositor in respect of services provided by a Third Party;
- e) any dispute that relates to services provided by a Third Party is strictly between the Depositor and the Third Party and the Depositor will raise no defence or claim against the Financial Institution and/or Central 1; and
- f) the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act and Regulations* may apply to the services provided by Third Parties and that the Third Parties will from time to time adopt policies and procedures to address the reporting, record-keeping and client identification requirements of that legislation.

18. INDEMNITY – The Depositor agrees to indemnify and hold the Financial Institution and its service providers and Central 1 and all of their connected parties, including without limitation their respective agents, directors, officers, employees, affiliates, and licensees (collectively, the "Indemnified Parties") harmless from and against any and all liabilities and costs, including without limitation reasonable legal fees and expenses incurred by the Indemnified Parties in connection with any claim or demand arising out of or connected to the Depositor's use of Direct Services. Depositors must assist and cooperate as fully as reasonably required by the Indemnified Parties in the defense of any such claim or demand. The disclaimers, liability exclusions, liability limitations, and indemnity provisions in this Agreement survive indefinitely after the termination of this Agreement and apply to the extent permitted by law. Without limiting the foregoing, the Depositor will indemnify and save the Indemnified Parties harmless from and against all liability, costs, loss, and damages, including direct, indirect, and consequential incurred by the Indemnified Parties as a result of:

- a) any of the Indemnified Parties making Direct Services available to the Depositor,
- b) any of the Indemnified Parties acting upon, or refusing to act upon, Remote Instructions,
- c) any of the Indemnified Parties acting upon, or refusing to act upon, no statement requests made by the Depositor through Direct Services, or
- d) any other Transaction authorized by the Depositor.

This indemnity will enure to the benefit of the Indemnified Parties and will be binding upon the Depositor and the Depositor's heirs, executors, successors and assigns and shall survive the termination of this Agreement for any act or omission prior to termination as gives rise to an indemnified claim, even if notice is received after termination.

19. DIRECT SERVICES ACKNOWLEDGEMENT – The Depositor acknowledges and agrees that:

- a) when transfers and bill payments are authorized through Direct Services, funds are deemed irrevocably transferred out of the Account and the Transaction cannot be revoked or countermanded by the Depositor;
- b) anyone with access to the PAC and/or PIW may be able to access Direct Services and may use the PAC and/or PIW to transfer money out of an Account, set up bill payment arrangements, make bill payments, and authorize any other Transaction;
- c) the Financial Institution will not be liable in any way to the Depositor or any other person for processing or accepting on the Account any Transaction resulting in the transfer of money out of the Account or in the payment of bills, even if the money is used for the benefit of a person other than the Depositor, or if bills owed by a person other than the Depositor are paid;
- d) the Depositor will be liable for all Transactions using Direct Services, including Transactions that benefit a person other than the Depositor or that result in the payment of bills owed by a person other than the Depositor; and
- e) a copy of an electronic communication is admissible in legal proceedings and constitutes the same authority as would an original document in writing.

20. NO STATEMENT REQUEST AND ONGOING VERIFICATION OBLIGATIONS – If, at the request of the Depositor, the Financial Institution agrees to cease printing and mailing statements of account for the Account to the Depositor, the Depositor acknowledges and agrees that:

- a) the Depositor will be responsible to obtain (whether from the Financial Institution or using Direct Services) and review, after the end of each calendar month, a statement of the activity in the Account, and will, by the end of the following calendar month (the "Notification Date"), notify the Financial Institution of any errors, irregularities, omissions, or unauthorized Transactions of any type in that account record or of any Instrument or other items or of any forgeries, fraudulent or unauthorized Transactions of any type and any debits wrongly made to the Account;
- b) notwithstanding any other provision of this Agreement, after the Notification Date (except as to any errors, irregularities, omissions or unauthorized Transactions of any type of which the Depositor has notified the Financial Institution in writing on or before the Notification Date), the Depositor agrees that:
- i) the amount of the balances shown on the last day of the calendar month is correct and binding on the Depositor subject to the right of the Financial Institution to make reversals in accordance with this Agreement and the Account Agreement,
- ii) all amounts charged to the Account are valid,
- iii) the Depositor is not entitled to be credited with any amount not shown on the statement of account for the Account for that calendar month,
- iv) the Depositor has verified the validity of any Instruments and instructions, and
- v) the use of any service shown is correct.

The Depositor acknowledges that:

- vi) notwithstanding a negotiable Instrument may be provisionally posted to the Account, it is not considered processed until it has been honoured and irrevocably collected by the Financial Institution and the time for return by any process of law has expired. The credit represented by a negotiable Instrument that is not honoured and collected may be reversed from the Account notwithstanding any provisional posting. The statement of account for the Account will be modified accordingly, and

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- vii) notwithstanding a deposit or other credit may be provisionally posted to the Account, it is not considered processed until it has been verified and accepted by the Financial Institution. A deposit or other credit that is not verified and accepted may be reversed from the Account notwithstanding any provisional posting. The statement of account for the Account will be modified accordingly.
- c) Despite Subsection b) above, the Rules provide that, under specified conditions, claims for reimbursement of PADs may be made and:
- where the purpose of the PAD was for payment of consumer goods and services, the time period for making such a claim is 90 calendar days from the date of debiting, and
 - where the purpose of the PAD was for payment of goods and services related to commercial activities of the Depositor, the time period for making such a claim is 10 business days from the date of debiting.
- Claims must be made in writing to the Financial Institution within the specified time period and in compliance with the Rules, as amended from time to time.
- 21. BILL PAYMENTS MADE THROUGH DIRECT SERVICES** – The Depositor acknowledges and agrees that:
- bill payments made through Direct Services are not processed immediately and that the time period for processing depends upon a number of factors including, without limitation, the time when the bill payment is authorized and the internal accounting processes of the bill payment recipient;
 - it is the responsibility of the Depositor to ensure that bill payments are authorized in sufficient time for the payment to be received by the bill payment recipient before its due date; and
 - the Financial Institution and Central 1 will not be liable for any cost, expense, loss, damage, or inconvenience of any nature or kind whatsoever arising as a result of non-payment or a delay in the processing of bill payments.
- 22. DIRECT SERVICES AND THIRD PARTIES** – In respect of all Direct Services and any Third Party services made available by the Financial Institution, the Depositor shall not:
- use services for an illegal, fraudulent, or defamatory purpose; and
 - take steps, or cause, or permit anything to be done that could undermine the security or integrity of the services (including activities that threaten to harm or cause harm to any other participant in the provision, utilization, or support of the Direct Services or Third Party services).
- In the event of a breach of the provisions of a) or b), the Depositor's participation in Direct Services or any service provided by the Financial Institution or a Third Party may be suspended or terminated.
- 23. EDP SERVICES** – If the Financial Institution through Direct Services makes EDP Services available and the Depositor uses the EDP Services:
- the Depositor consents to epost™ preparing, using, and disclosing reports relative to the performance and/or operation of the EDP Services, including statistical or performance reports and other analysis, compilation, and information about the EDP Services or the Depositor, and reports that pertain to the Depositor's involvement in and use of the EDP Services. The Depositor further consents to epost™ disclosing to Central 1 Depositor-specific data that consists of the total number of Billers for which the Depositor has registered, without identifying those Billers apart from the Financial Institution and its affiliates, and without identifying detailed data of the Depositor's viewing activities;
 - the Depositor acknowledges that epost™ will not respond directly to the Depositor with respect to any inquiries, requests, questions, complaints, or other issues relating to the EDP Services in any way, other than to direct the Depositor to the Financial Institution or the Biller; and
 - the Depositor acknowledges that the consents contained in a) above are requirements of the EDP Services and that if such consents are withdrawn, the Depositor's participation in the EDP Services may be suspended or terminated and any or all documents may not be presented via the EDP Services.
- 24. TRANSFERS WITH EXTERNAL ACCOUNTS** – If the Financial Institution through Direct Services enables the Depositor to transfer funds between the Account and an External Account, then:
- the Depositor agrees to inform the Financial Institution in writing of the External Accounts it wishes to link to the Account in a form acceptable to the Financial Institution;
 - the Financial Institution reserves the right to refuse to accept the External Account;
 - the Depositor agrees to provide the Financial Institution with the financial institution number, branch address or number, and the account number of the External Account the Depositor wishes to link to the Account. The Financial Institution reserves the right to verify the External Account;
 - the Depositor and the External Account holder must provide authorization to establish the link between the Account and the External Account;
 - the Depositor agrees to not link the Account to an account that is not owned by the Depositor;
 - the Depositor acknowledges and agrees that the Financial Institution, at its discretion, may limit the type of transfers that can be conducted between the Account and the External Account; specifically whether transfers will be in the form of credits to the External Account, debits from the External Account, or both credits to and debits from the External Account;
- the Depositor may only link an Account denominated in US dollars to an External Account denominated in US dollars and if the External Account is with a financial institution domiciled in Canada;
 - the Financial Institution reserves the right to limit the number of External Accounts that can be linked to the Account;
 - the Financial Institution reserves the right to limit the dollar amount of transfers to or from the External Account;
 - the Financial Institution reserves the right to limit the number of transfers to and from the External Account;
 - the Financial Institution reserves the right to hold funds on the transfer amount;
 - the Depositor consents to the disclosure to the financial institution that holds the External Account of any personal information provided to the Financial Institution with respect to transfers to or from the External Account;
 - funds usually arrive in the Depositor's External Account or Account within three to five business days from the day the request is initiated. The Financial Institution cannot guarantee the date of deposit to the Account or External Account. The Financial Institution will not be liable for any cost, expense, loss, damage, or inconvenience of any nature or kind whatsoever arising as a result of a delay in the processing of transfers;
 - all deposits or withdrawals will be reversed if the transfer cannot be delivered or if it is returned for any reason; and
 - the Depositor agrees that for security purposes and at the Financial Institution's discretion, one cent may be credited to the External Account once per year.
- 25. TRANSFERS WITH LINKED ACCOUNTS** – If the Financial Institution through Direct Services enables the Depositor to link multiple Accounts to a single user name to allow the Depositor to access the Accounts from a single user name, it will not constitute merging the Accounts. If the Accounts are linked through Direct Services, then:
- the Financial Institution reserves the right to refuse to accept any Account;
 - the Depositor agrees that the Financial Institution, at its discretion, may limit the type of transfers that can be conducted between the Accounts, specifically whether transfers will be in the form of credits to an Account, debits from an Account, or both credits to and debits from an Account;
 - the Financial Institution reserves the right to limit the number of Accounts that can be linked;
 - the Financial Institution reserves the right to limit the dollar amount of transfers to or from a linked Account;
 - the Financial Institution reserves the right to limit the number of transfers to and from a linked Account;
 - the Financial Institution reserves the right to apply a hold on the transfer amount to a linked Account for a period of time to be determined by the Financial Institution during which time the transfer or portion thereof will not be accessible to the Depositor;
 - the Depositor agrees that the Financial Institution cannot guarantee the date of transfer to a linked Account. The Financial Institution and Central 1 will not be held liable for any cost, expense, loss, damage, or inconvenience of any nature arising as a result of a delay in the processing of transfers; and
 - all transfers will be reversed if the transfer cannot be delivered or if it is returned for any reason.
- 26. EMT SERVICES** – If the Financial Institution through Direct Services makes EMT Services available and the Depositor uses the EMT Services, the Depositor acknowledges and agrees that:
- the EMT Service is only available in Canadian dollars;
 - the Account will be debited as soon as the Depositor initiates a transfer and the Financial Institution may hold the transfer amount until the recipient successfully claims the transfer or the transfer is cancelled. The Financial Institution has no obligation to and will not pay interest on the transfer amount. To the extent permitted at law, the Financial Institution is deemed to have a security interest in the transfer amount from the time the Account is debited until the recipient successfully claims the transfer or the transfer is cancelled;
 - transfers sent and received through the EMT Service are subject to number and dollar limits that may change from time to time without prior notice to the Depositor;
 - the Financial Institution will not be responsible or liable for any losses or damages incurred as a result of funds held and/or limits set by the Financial Institution, CertaPay, or a Participating Financial Institution;
 - an email notice advising the recipient of the transfer will be generated approximately 30 minutes after the Depositor originates the transfer;
 - as the sender, the Depositor will keep the Email Money Transfer Answer confidential and will not disclose it or share it with anyone but the intended recipient;
 - the recipient must correctly provide the Email Money Transfer Answer to claim or decline the transfer;

TERMS & CONDITIONS (CONTINUED)

- h) the Financial Institution, the other Participating Financial Institution, and CertaPay or CertaPay's agents are entitled to pay the transfer amount to anyone who, using the EMT Service, claims to be the recipient and successfully provides the Email Money Transfer Answer;
- i) the Financial Institution will not be liable for losses or damages incurred as a result of a person other than the intended recipient guessing or obtaining the Email Money Transfer Answer;
- j) as the sender, the Depositor will not include the Email Money Transfer Answer in the transfer details;
- k) as the recipient, the Depositor will not disclose the Email Money Transfer Answer except as required to claim or decline the transfer;
- l) the recipient may claim a transfer using the online banking services of the Financial Institution or another Participating Financial Institution or through the CertaPay payment service;
- m) if the recipient declines a transfer that the Depositor initiated, the transfer will be returned to the Depositor;
- n) funds usually arrive in the recipient's account within 3 to 5 business days from the day the recipient successfully claims the transfer. The Financial Institution cannot guarantee the date of deposit;
- o) as the sender, the transfer will be returned to the Depositor if the recipient does not claim the transfer within 30 days of the date the transfer is initiated, if the transfer cannot be successfully sent to the recipient's email address as provided by the Depositor, or if the recipient declines the transfer. The Depositor is responsible for providing the recipient's correct email address and further agrees that the recipient has consented to the Depositor's use of the email address for EMT Services purposes, including its provision to the Financial Institution, the other Participating Financial Institution, and CertaPay;
- p) if the recipient successfully claims the transfer using the CertaPay payment service but provides incorrect account information, CertaPay or its agent may request correct account information from the recipient or may mail an Instrument to the recipient. The Financial Institution will not pay interest on the transfer amount;
- q) the Financial Institution may cancel a transfer if it has reason to believe that a mistake has occurred or if it believes that the transfer is a product of unlawful or fraudulent activity;
- r) the Depositor is responsible for providing a valid email address and will immediately update it via Direct Services if there are any changes to said email address;
- s) as the sender, the Depositor may cancel a transfer up to the time the recipient successfully claims the transfer. As the recipient, the Depositor acknowledges that a transfer may be cancelled up to the time the Depositor successfully claims the transfer;
- t) all disputes will be handled directly between the sender and the recipient;
- u) the Financial Institution may refuse to provide EMT Services for the Depositor; and
- v) the Financial Institution will not be liable for any cost, expense, loss, damage, or inconvenience of any nature or kind whatsoever arising as a result of a delay in processing a transfer or for transfers claimed by someone other than the intended recipient.
- 27. VIEWING CHEQUE IMAGING** – The Financial Institution may, in connection with Direct Services, permit the Depositor to view and print images of Instruments drawn on the Account and such images may be made available before the Financial Institution has determined whether the Instrument will be honoured or accepted. The Depositor acknowledges and agrees that such images are made available by the Financial Institution as a service to the Depositor and the provision of such images does not mean that the Transaction has been processed, nor does it in any way oblige the Financial Institution to honour or accept the Instrument.
- 28. VIEWING DOCUMENTS** – The Financial Institution may, in connection with Direct Services, permit the Depositor to view and print images of documents. The Depositor acknowledges and agrees that such images are made available by the Financial Institution as a service to the Depositor and the provision of such images does not in any way oblige the Financial Institution.
- 29. MODIFICATION OF AGREEMENT** – The Financial Institution may, in its sole discretion, amend the terms and conditions of this Agreement as it relates to the Depositor's future use of Direct Services from time to time, for any reason, without any liability to the Depositor or any other person. The Financial Institution may provide notice of a change to this Agreement by mailing notice to the Depositor's last known address, by posting notice at the Financial Institution's premises, by personal delivery, or by any other means the Financial Institution, acting reasonably, considers appropriate to bring the modification to the attention of the Depositor. The Depositor is responsible for regularly reviewing the terms and conditions of this Agreement. If the Depositor uses the Direct Services after the effective date of an amendment to this Agreement, it will mean that the Depositor agrees to the amendment and adopts and is bound by the newer version of this Agreement. The Depositor may not change, supplement, or amend this Agreement by any means.
- 30. OTHER AGREEMENTS** – In addition to this Agreement, the terms and conditions of the Account Agreement between the Depositor and the Financial Institution will apply to Direct Services and to Transactions made under this Agreement, except as expressly provided otherwise in this Agreement. If there is a conflict between the terms and conditions of the Account Agreement or any other agreements between the Depositor and the Financial Institution and the terms and conditions of this Agreement, then the terms and conditions of this Agreement will apply in respect of Direct Services. There are no representations or warranties made by the Financial Institution to the Depositor concerning Direct Services except for the representations, warranties, and obligations of the Financial Institution as expressly set out in this Agreement. Any advice, information, or statements provided by the Financial Institution, Central 1, or their service providers, agents, or their representatives, whether oral or written, will not create any representation, warranty, or condition or vary or amend this Agreement, including the above liability exclusions, liability limitations, release and indemnity provisions, and the Depositor may not rely upon any such advice or information.
- 31. NOTICES** – Any notice required or permitted to be given to the Financial Institution in connection with this Agreement must be in writing and must be addressed and delivered to the Financial Institution at the address or fax number set forth on the Account Agreement. Any notice required or permitted to be given to the Depositor in connection with this Agreement may be given to the Depositor by delivering a written notice to the Depositor's last known address, at such other address, email address, or fax number given by the Depositor to the Financial Institution, or, except as to confidential financial information specific to the Depositor, by posting notice at the Financial Institution's premises or on the Financial Institution's website, or by any other means the Financial Institution, acting reasonably, considers appropriate to bring the notice to the attention of the Depositor.
- 32. TERMINATION** – This Agreement may be terminated by either the Financial Institution or the Depositor on not less than 1 business day's prior written notice. Any notice of termination shall not release the Depositor from any obligations incurred under this Agreement prior to its termination.
- 33. ELECTRONIC EXECUTION** – This Agreement may be executed electronically. Use of Direct Services shall be deemed to be acceptance of these terms and conditions as of the date of first use, or in the case of a modification of this Agreement, acceptance of the modified terms and conditions.
- 34. APPLICABLE LAW** – This Agreement is governed by the laws of the province of the Depositor's Account, or if more than 1 Account, then the jurisdiction of incorporation of the Financial Institution and the federal laws of Canada applicable therein, excluding any rules of private international law or the conflict of laws which would lead to the application of any other laws.
- 35. ENUREMENT** – This Agreement will take effect and continue for the benefit of and be binding upon each of the Financial Institution and the Depositor and their heirs, executors, successors and assigns.
- 36. PROCEEDS OF CRIME LEGISLATION** – The Depositor acknowledges that the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act and Regulations* apply to the operation of the Account and that the Financial Institution will from time to time adopt policies and procedures to address the reporting, record-keeping and client identification requirements of that legislation. The Depositor agrees to abide by and comply with all such laws and procedures.
- 37. CONFIDENTIALITY** – The Financial Institution may collect, use, and disclose the Depositor's personal information in order to provide financial services and products to the Depositor, to identify and inform the Depositor about services or products for which the Depositor may be eligible, to verify or determine the Depositor's identity, and to comply with legal and regulatory requirements, all in accordance with this Agreement and the privacy policies of the Financial Institution. The Depositor may opt out of collection, use, and disclosure of their personal information for marketing purposes by contacting their branch of Account. The Financial Institution may obtain, collect, use, and release confidential Depositor information as permitted or required by law or in a court proceeding or with the Depositor's consent or as necessary to process Transactions. The Depositor also agrees that the Financial Institution may collect credit or other personal information about the Depositor from Third Parties such as credit reporting agencies, credit grantors, financial institutions holding External Accounts, TransUnion, and Equifax Canada, and those income sources and personal references that the Depositor identifies to the Financial Institution. The Depositor also agrees that the Financial Institution may disclose credit and other financial information about the Depositor to credit reporting agencies, credit issuers, and other credit grantors, such as financial institutions holding External Accounts, TransUnion, and Equifax Canada. The Depositor may withdraw this consent in writing upon reasonable notice, but in that event the Depositor agrees that the Financial Institution will have the right to cancel or withhold access to Direct Services for which credit worthiness may be relevant.
- 38. SEVERABILITY** – This Agreement will be enforced to the fullest extent permitted by applicable law. If for any reason any provision of this Agreement is held to be invalid or unenforceable to any extent, then:
- such provision will be interpreted, construed, or reformed to the extent reasonably required to render the same valid, enforceable, and consistent with the original intent underlying such provision; and
 - such invalidity or unenforceability will not affect any other provision of this Agreement.
- 39. NO WAIVER** – No waiver by the Financial Institution of any breach of or default under this Agreement shall be deemed to be a waiver of any preceding or subsequent breach or default. The Financial Institution may, without notice, require strict adherence to the terms and conditions of this Agreement, despite any prior indulgence granted to or acquiesced in by the Financial Institution.
- 40. CHOICE OF LANGUAGE** – It is the express wish of the parties that this Agreement and any related documents be drawn up and if execution is required, to be executed in English. Les parties conviennent que la présente convention et tous les documents s'y rattachant soient rédigés et signés en anglais.