

ebank Agreement and Disclosure

By agreeing to the terms of the ebank Agreement and Disclosure, you consent to receive this document and any other disclosures related to services you agree to online in electronic format. If you wish to receive the ebank Agreement and Disclosure or other disclosures in paper format, please call us at 712-277-6500.

Internet Banking (ebank)

User Terms and Conditions

Security National Bank (Bank) hereby publishes the following terms and conditions for use of the Internet Banking services. Bank reserves the right to modify these terms and conditions at any time, effective upon publication. Use of the Internet Banking services constitutes agreement to these terms and conditions and any modifications thereof.

1. User agrees that the following uses of the Internet Banking services are strictly prohibited. User agrees to indemnify, hold harmless, and defend Bank from and against any and all claims, actions, suits, judgments and expenses (including court costs and reasonable fees of attorneys, accountants and expert witnesses) at User's sole expense, arising from User's failure to abide by these restrictions on use of the Internet Banking services.
 - A. Unauthorized communication or use of any charge or credit card information belonging to any other person or entity.
 - B. Unauthorized communication or use of any information concerning any password or other on-line access number, code, or identification or any other proprietary information belonging to any other person or entity.
 - C. Use of the Internet Banking services to copy or to distribute or transmit copies of copyrighted materials belonging to any other person or entity is permitted only to the extent that the owner has provided express permission to the User permitting such activity. Copying or distribution or transmitting copyrighted materials other than with permission as specified above is expressly prohibited.
 - D. Communicating any obscene or defamatory information including but not limited to bulletin boards or in conjunction with e-mail.
 - E. Use of the Internet Banking services in violation of any telecommunication, postal or other local laws or regulations of the User's country of origin or of the United States or in furtherance or in the commission of any crime or other unlawful or improper purpose.
 - F. This service may not be used to transmit alimony, child support or other court-directed payments or tax payments, including payments to or at the direction of government agencies, organizations, and institutions. Using the service to send payments to unlawful internet gambling sites, or any other unlawful or improper purpose, is also prohibited.
 - G. User agrees that the use of Internet Banking is prohibited by children under the age of 13.
2. Bank and its suppliers make no warranties or representations of any kind with respect to the Internet Banking services. Whether expressed or implied, including but not limited to merchantability or fitness for particular purpose and neither bank nor its suppliers nor anyone else who has been involved in the creation, production or delivery of the internet services assume any responsibilities with respect to User's use thereof. No oral or written information or advice given by bank or its suppliers or any of their employees shall create a warranty or in any way increase the scope of this warranty, and User may not rely on any such information or advice. In no event will Bank or its suppliers be liable for incidental, special, exemplary, or consequential damages. Even if advised of the possibility thereof, in no event shall Bank's liability for damages, regardless of cause or form of action, whether in contract or in tort (including negligence, defamation, and/or privacy actions), exceed the greater of (1) the User's invoice value of internet banking services usage for the month during which the cause of action occurred, or (2) one hundred U.S. dollars (U.S. \$100). The foregoing constitutes Bank's sole and exclusive liability to User with respect to the use of the Internet Banking services.
3. User further agrees:

Updated 06/18/2020

- A. Any cause of action concerning the Internet Banking services under this Agreement must commence within one year after such cause of action has occurred.
 - B. Transmission of confidential business and sensitive personal information is at Customer's sole risk.
 - C. Bank reserves the right to monitor and review transmissions on-line and in storage, and to remove or reject any material which Bank, at its sole discretion, believes may be unlawful or objectionable, without prior notice to User.
4. Regarding non-personal ebank accounts:

User agrees to establish and maintain procedures to safeguard their user ID and password. User understands that any transaction using the ebank authorization procedures shall be presumed to be User-authorized transactions, whether or not actually authorized. User authorizes Bank to consider any access to Internet Banking to be the User's authorized access. A person is deemed an authorized user if such person provides or appears to have appropriate authorization, user ID, and/or password. Any transaction whatsoever initiated by an authorized user, regardless of the authorized user's intent, is an authorized transaction. User agrees to notify Bank immediately if it believes or should have reason to believe any user ID or password has been learned or used by an unauthorized person. If Bank believes that security has been breached, Bank may suspend or terminate a transaction without prior notice. User agrees it is responsible for keeping its user ID and password secure, and it will change the password if a previously authorized user is no longer authorized. User will notify Bank immediately if User believes or should have reason to believe the security of its user ID and password may be compromised. User acknowledges that Bank uses commercially reasonable security procedures. USER AGREES THAT BANK SHALL NOT BE LIABLE FOR ANY AUTHORIZED OR UNAUTHORIZED TRANSACTION INCLUDING BUT NOT LIMITED TO ANY TRANSACTION THAT OCCURS BEFORE USER PROVIDES WRITTEN NOTIFICATION TO BANK AND BANK HAS A REASONABLE OPPORTUNITY TO ACT ON SUCH WRITTEN NOTICE

Automated Bill Payment

User Terms and Conditions & Authorization Agreement

Bank hereby publishes the following terms and conditions for User's use of bill payment services via the Internet. Bank reserves the right to modify these terms and conditions at any time, effective upon publication. User's use of bill payment services constitutes agreement to these terms and conditions and any modifications thereof.

1. User agrees to accurately follow product use instructions provided in the on-line tutorial.
2. User agrees to schedule bill payments (payment transaction date) at least 5 business days before the due date, not including any grace period.
3. User agrees to provide correct payee name, address, account information and payment amount.
4. User agrees to maintain sufficient funds in funding account on the transaction date requested. If the ledger and available balances are not sufficient on the date the payment is scheduled, the payment may be delayed or cancelled.
5. User hereby authorizes Bank or its authorized agent to make payments to creditors, through internet banking from time to time, and also authorizes Bank to post such payments to User's account. Funds are taken out of User's funding account the day the online transaction is made. User allows 5-7 business days for bills to be paid.
6. User understands that Bank or its authorized agent will use reasonable efforts to ensure payments reach creditors on time, but cannot guarantee the time a payment will be posted by a creditor. Bank or its authorized agent will use reasonable effort in ensuring creditors reverse any service fee or late charge that is related to payment processing error. User also understands that Bank or its authorized agent will not be responsible for any loss or penalty that User may incur due to lack of sufficient funds or other conditions that may prevent the withdrawal of funds from User's account.
7. User may be responsible for overdraft charges when using bill payment services if sufficient funds are not available to pay specified bills. After one returned item, the bill payment service will be discontinued until

further notice. If this occurs, please call Bank at 712-277-6500. (See Truth in Savings Disclosure for Fees, Services, and Information for details.)

8. User agrees to notify Bank or its authorized agent no later than 60 days after User receives the first statement on which User believes a problem or error occurred. See the Electronic Funds Transfer Disclosure section of this document for liability limits and error resolution policy.
9. This service may not be used to transmit alimony, child support or other court directed payments or tax payments.
10. Bank may change the fees with at least 30 days prior notice.

Funds Transfer Rules and Regulations

1. The owners and signers of both preauthorized accounts involved in a transfer must be the same. However, the Bank may, at a customer's direction, accept an authorization when the owner of an individual account is also a signer on a joint account.
2. The Bank shall have no duty to verify the identity of a person using a valid access code to transfer funds.
3. The account owner(s) agree(s) to indemnify and hold the Bank harmless against any claims, demands, costs or expenses resulting from or arising out of any unlawful or unauthorized requests for funds transfer or in failing or refusing to make any requested transfers.
4. Transfer requests will be accepted at any time provided all systems are operational. The transfer will be posted on a business day during the regular processing hours. Transfers made after 5:00 p.m. may not be posted until the next business day.
5. The Bank may discontinue this service at any time.
6. The account owner(s) agree(s) to pay any applicable service charges for transfers as shown in Bank's fee schedules.
7. The account owner(s) agree(s) to notify the Bank immediately if they become aware that an unauthorized individual has knowledge of their access code, security code, or personal identification number (PIN).
8. Changes to accounts subject to Funds Transfer may be accepted verbally or in writing. Authorizing funds transfers through Internet Banking will also activate the same transfer capabilities through SNAP.

Security National Bank External Transfer Service Agreement

1. General Terms Applicable to External Transfer Service

Your use of Internet Banking with The Security National Bank of Sioux City, Iowa ("Bank") to issue instructions to Bank to make transfers to or from accounts not held by Bank ("External Transfer Service") means that you agree to the following terms and conditions set forth in this section. You agree that you will not use this service for International ACH Transactions, which are prohibited under this Agreement.

To activate the External Transfer Service you must have at least one eligible deposit account with Bank from which you may transfer money and at least one External Account. External Account ownership will be verified prior to the transfer relationship being set up and you may be required to provide verification of ownership and relationship to the External Account(s).

Any transfer made from any of your savings accounts by using Internet Banking is a restricted transfer subject to certain limitations. Please refer to Bank's Truth in Savings Disclosure for Fees, Services, and Information for full details.

As used in this Agreement, "Business Day" refers to Monday through Friday, excluding federal holidays.

2. Statements

All of your transfers made through the External Transfer Service will appear on the statement for your respective accounts.

3. Cancellation of Your Service

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To cancel the External Transfer Service, call Bank at 712-277-6500. It is your responsibility to cancel any Recurring or Future Dated transfers. When you cancel the External Transfer Service, you will no longer be able to access any of your External Transfer Service features, including without limitation, prior transfer information without re-enrolling in the External Transfer Service. You will not receive a refund of any service fee if your External Transfer Service is cancelled. Such notice will serve to cancel your External Transfer Service only, not your entire Internet Banking nor your account relationships with Bank.

4. Bank's Right to Review External Transfers

As a sender of any transfer using the External Transfer Service, you acknowledge and agree that Bank may delay or cancel a request to transfer money and/or charge back the amount of such transfer to the Transfer From account or other account at the Bank's discretion or claim a refund from you for such amount for various reasons including fraud, duplicate payment, incorrect amount or incorrect recipient.

5. External Transfers

Bank will not be obligated to make any transfer you may request unless there are sufficient available funds in your Transfer From account to cover the transfer on the Transfer On date. If there are insufficient available funds to cover a transfer, Bank will not retry the transaction and the transfer will be immediately rejected. As well, you are responsible for providing Bank accurate and complete information and for verifying that all money has been properly transferred to the appropriate accounts.

The Cutoff Time for the External Transfer Service is 6pm CST on any Business Day. All Cutoff Times referenced in this Agreement reflect the times displayed on Bank's internal system clocks and may not necessarily be synchronized with the internal clock displayed on your computer. For this reason, Bank suggests that you transmit any instructions to Bank sufficiently in advance of such Cutoff Times to eliminate the possibility of missing the Cutoff Time.

All outgoing transfers are assumed to be Next Day. Money being transferred is taken out of the Bank Transfer From account on the Business Day that the transfer is requested, assuming all funds are available. Transfers between deposit accounts held by Bank and an External Account that Bank receives by the Cutoff Time on any Business Day will begin processing on the same day. Transfers **to** an External Account will be deducted from your Transfer From account held by Bank on the Transfer On date and will usually be reflected in your External Account on the next Business Day. However, the receiving bank's processing policies and guidelines still apply and may not allow for same day availability. Transfers **from** External Accounts are subject to the processing times of the financial institution holding your External Account. Instructions for transfers from External Accounts that Bank receives by the Cutoff Time on any Business Day will be sent to the holder of your External Account on the same day for processing.

Transfer instructions relating to External Accounts and the transmission and issuance of data related to such instructions shall be received pursuant to the terms of this Agreement and the rules of the National Automated Clearing House Association ("NACHA") and the applicable automated clearing house ("Regional ACH") (collectively, the "Rules") and you and Bank agree to be bound by such Rules as in effect from time to time. In accordance with such Rules, any credit to your deposit account held by Bank or your External Account shall be provisional until such credit has been finally settled by Bank or the third party institution which holds your External Account, as the case may be. You acknowledge that you have received notice of this requirement and of the fact that if Bank does not receive final settlement for a transfer for any reason, Bank shall charge back the amount of such transfer to the Transfer To or Transfer From account (as applicable) or any other of your accounts or claim a refund from you.

6. Recurring Transfers

If you desire to cancel a Recurring transfer, you should cancel your transfer online prior to the scheduled Transfer On date. If for any reason you cannot access the External Transfer Service, you may also call Bank at 712-277-6500.

7. External Transfer Service Fees

Bank will charge a one-time ACH Setup fee of \$15.24 for each transfer relationship set up and this will be charged to your Bank account. If Bank processes a transfer in accordance with your instructions that overdraws your account, Bank may assess a fee for any such overdraft in accordance with the terms of your Agreement for Depository Accounts. From time to time, Bank may amend any of the terms and conditions, including fees, contained in this Agreement upon notice to you. You are responsible for any

overdraft or return item fees that are incurred based upon the timeliness of delivery or the lack of availability of funds at the time of the transfer. You are also responsible for any fees assessed to the External Account(s) noted in this Agreement.

8. Liability

If you permit other persons to use the Transfer Service or your Password, you are responsible for any transactions they authorize from your accounts. **If you believe that your password has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, notify Bank AT ONCE, by calling 712-277-6500 or writing Bank at Security National Bank, Attn Internet Banking, P.O. Box 147, Sioux City, IA 51102.**

Bank shall be responsible only for performing the services expressly provided for in this Agreement and shall be liable only for its gross negligence or willful misconduct in performing those services.

Security National Bank Internet Banking and Bill Pay Fee & Information Schedule

Internet Banking

FREE of Charge

Transfer of Funds between Specified Accounts

FREE of Charge

Online Bill Payment (ebank user fee)

FREE of Charge

Mobile Banking

FREE of Charge

Inactivity

No fee; however, Internet Banking, Mobile Banking and/or Bill Pay will be closed if inactive for more than six months.

Security National Bank Internet Banking and Bill Pay System and Software Requirements

System Requirements: PC, Tablet, or Smartphone. Software: Web Browser (Microsoft Internet Explorer 11.0 or greater, Safari 13.0.1 or greater, Firefox 76.0 or greater, Chrome 83.0 or greater), modem and Internet access through an Internet Service Provider (ISP). Cookies and JavaScript must be enabled.

SECURITY NATIONAL BANK ELECTRONIC FUND TRANSFERS DISCLOSURE YOUR RIGHTS AND RESPONSIBILITIES

The Electronic Fund Transfers we are capable of handling for consumers are indicated below, some of which may not apply to your account. Some of these may not be available at all terminals. Please read this disclosure carefully because it tells you your rights and obligations for these transactions. You should keep this notice for future reference.

TYPES OF TRANSFERS, FREQUENCY AND DOLLAR LIMITATIONS

(a) Prearranged Transfers.

- Preauthorized Credits. You may make arrangements for certain direct deposits to be accepted into your checking and/or savings account(s).
- Preauthorized payments. You may make arrangements to pay certain recurring bills from your checking account(s).

Updated 06/18/2020

(b) Telephone Transfers. You may access your account(s) by telephone at 1-877-762-4692 using a touch tone phone, your account numbers, and password to:

- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Transfer funds from checking or savings accounts to a home equity line(s) of credit
- Transfer funds from home equity line(s) of credit to checking or savings accounts
- Make payments from checking or savings accounts to installment loans with us
- Get checking account(s) information
- Get savings account(s) information

(c) ATM Transfers. You may access your account(s) by ATM using your ATM/debit card and personal identification number to:

- Make deposits to checking accounts
- Make deposits to savings accounts
- Get cash withdrawals from checking accounts
- Get cash withdrawals from savings accounts
- Your ATM withdrawals from checking or savings accounts are limited to \$510 or 10 transactions per day
- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Get checking account(s) information
- Get savings account(s) information

(d) Point of Sale Transactions. Using your card:

- You may access your checking account(s) to purchase goods (in person, by phone, or by computer), pay for services (in person, by phone, by computer), get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that a participating merchant will accept.
- You may not exceed more than 30 transactions or \$1,000 per day using your PIN number
- You may not exceed more than 30 transactions or \$1,000 per day in credit purchases

(e) Computer Transfers. You may access your account(s) by computer by visiting www.snbonline.com and using your ebank user ID and password to:

- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Transfer funds from checking or savings accounts to home equity line(s) of credit
- Transfer funds from home equity line(s) of credit to checking or savings accounts
- Make payments from checking or savings to installment loans with us. If you use automatic payments, making an additional payment through ebank may affect the amount and timing of the next regular payment.
- Make payments from checking accounts to third parties
- Get checking account(s) information
- Get savings account(s) information

(f) Mobile Banking Transfers. You may access your account(s) by web-enabled, cell phone, by utilizing our SMS (Short Message Service) or mobile banking application and using your mobile banking user ID and password to:

- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Transfer funds from home equity line(s) of credit to checking or savings accounts
- Transfer funds from checking or savings accounts to home equity line(s) of credit
- Make payments from checking accounts to third parties
- Get checking account(s) information
- Get saving account(s) information
- Make payments from checking or savings accounts to installment loans with us. Payments through mobile banking applications may affect next regular payment.
- You may be charged access fees by your cell phone provider based on your individual plan. Web access is needed to use this service. Check with your cell phone provider for details on specific fees and charges.

(g) Electronic Fund Transfers Initiated By Third Parties. You may authorize a third party to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check to an electronic fund transfer or to electronically pay a returned check charge can occur when a merchant provides you with notice and you go

Updated 06/18/2020

forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and financial institution information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your financial institution and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- **Electronic check conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills.
- **Electronic returned check charge.** You may authorize a merchant or other payee to initiate an electronic fund transfer to collect a charge in the event a check is returned for insufficient funds.

GENERAL LIMITATIONS

In addition to those limitations on transfers elsewhere described, if any, the following limitations apply:

- For purposes of these disclosures, our business days are Monday through Friday. Holidays are not included.

FEES– See Truth in Savings Disclosure for Fees, Services, and Information.

ATM Operator/Network Fees: When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

DOCUMENTATION

(a) Terminal Transfers. You can get a receipt at the time you make a transfer to or from your account using a(n)

- Automated teller machine
- Point-of-sale terminal

You may not get a receipt if the amount of the transfer is \$15 or less.

(b) Preauthorized Credits. If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at the telephone number listed at the end of this disclosure to find out whether or not the deposit has been made.

(c) In addition, you will get a monthly account statement from us, unless there are no transfers in a particular month. In any case you will get a statement at least quarterly.

PREAUTHORIZED PAYMENTS

(a) Right to stop payment and procedure for doing so. If you have told us in advance to make regular payments out of your account, you can stop any of these payments.

Here's how:

Call or write us at the telephone number or address listed in this disclosure, in time for us to receive your request three business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. We charge a fee* for each stop payment.

**See Truth in Savings Disclosure for Fees, Services, and Information for fee amount(s).*

(b) Notice of varying amounts. If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)

(c) Liability for failure to stop payment of preauthorized transfer. If you order us to stop one of these payments three business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

FINANCIAL INSTITUTION'S LIABILITY

(a) Liability for 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. However, there are some exceptions. We will not be liable, for instance:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If the transfer would go over the credit limit on your overdraft line.
- If the automated teller machine where you are making the transfer does not have enough cash.

- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

We will disclose information to third parties about your account or the transfers you make:

- (1) where it is necessary for completing transfers; or
- (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- (3) in order to comply with government agency or court orders; or
- (4) if you give us written permission,
- (5) as explained in the separate Privacy Disclosure.

UNAUTHORIZED TRANSFERS

(a) Consumer Liability. Tell us at once if you believe your card and/or code has been lost or stolen, or if you believe an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission. Also, if you do NOT tell us within two business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500. Also, if your statement shows transfers made with your card and/or code that you did not make, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time period.

VISA® Debit Credit

- Unless you have been grossly negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen VISA® card. This additional limit on liability does not apply to ATM transactions, or to transactions using your Personal Identification Number which are not processed by VISA®, or to commercial cards. VISA® is a registered trademark of Visa International Service Association.

(b) Contact in event of unauthorized transfer. If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed at the end of this disclosure.

ERROR RESOLUTION NOTICE

In case of errors or questions about your electronic transfers, call or write us at the telephone number or address listed below, 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 we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (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.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days (five business days if involving a VISA® transaction or 20 business 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 business days (five business days if involving a VISA® point-of-sale transaction or 20 business 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. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not

credit your account. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the document that we used in our investigation.

The Security National Bank
601 Pierce Street P.O. Box 147
Sioux City, IA 51101
Phone: 712-277-6500 or 1-800-475-4762
www.snbonline.com

To report lost or stolen cards after bank hours call:
1-800-236-2442