



Horizon Community Bank Online Banking Service Agreement and Disclosure

Horizon Community Bank's Online Banking Service Agreement and Disclosure is an electronic disclosure. Simply checkmark the box at the bottom of this page and click on "Accept" to agree to the terms and conditions of this agreement. You will then be able to sign into your Online Banking.

By selecting "Accept" (which appears below if you are enrolling at this time), you choose to receive this Agreement electronically rather than by paper form.

In this agreement, "we", "us" and "our" means Horizon Community Bank and "you" and "your" means each person who is authorized on this agreement. This agreement states the terms and conditions that apply when you use the Horizon Online Internet Banking service. These terms and conditions are in addition to those that apply to any accounts you have with us or any other services you obtain from us. You must also follow all of our instructions and procedures applicable to the services covered by this agreement. This agreement applies to the account holder and any person who is authorized to use an Internet Banking identification number and password by the account holder. The term "Internet Banking" means our service that allows you to make payments, transfer funds, access accounts, obtain information, and perform other transactions over the Internet by use of a personal computer and modem and/or other means we authorize or allow. These provisions apply only to electronic funds transfers to and from accounts established primarily for personal, family or household purposes ("consumer accounts"). These provisions do not apply to: (a) electronic funds transfers to or from a non-consumer account; (b) transfers of funds through FedWire or a similar non-retail wire transfer service; (c) transfers of funds the primary purpose of which is the purchase or sale of a security or commodity; and (d) any other debits or credits to your account or transactions that are not covered under the Electronic Funds Transfer Act or its implementing Regulation E.

1. IDENTIFICATION NUMBER AND PASSWORD: To access our Internet Banking service, you must use the Identification number and/or other means of access we establish or provide for your Internet Banking account, together with a password. We recommend that you change your password at least once every six months. Anyone to whom you give your Internet Banking identification number and password or other means of access will have full access to your accounts, and you will be responsible for all that they do, even if you attempt to limit that person's authority and they act in violation of those limits. You can terminate your responsibility for their actions by contacting us and informing us that you no longer wish the other person to have access to your accounts, at which point we will assist you (including possible closure of the account and opening of a new account).

2. ACCOUNT RESTRICTIONS AND LIMITATIONS: You may not designate any account that requires more than one signature for withdrawal or transfer.

3. CONSUMER LIABILITY: Tell us AT ONCE if you believe your codes or other access device has been lost or stolen. 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, you can lose no more than \$50 if someone used your codes or access devices without your permission. If you do NOT tell us within 2 business days after you learn of the loss or theft of your code or access devices, and we can prove we could have stopped someone from using your code or access devices without your permission if you had told us, you could lose as much as \$500. Also, if your statement shows transfers that you did not make, tell us at once. If you do not tell us within 60 days after the statement was delivered 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 periods.

4. CONTACT IN EVENT OF UNAUTHORIZED TRANSFER: If you believe your codes or other access devices has been lost or stolen or that someone has transferred or may transfer money from your account without your permission; call us immediately (928) 854-3000 or write to us at Horizon Community Bank, 225 N. Lake Havasu Ave., Lake Havasu City, AZ 86403.

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

- 5.1 Where it is necessary for completing transfers, or
- 5.2 In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or
- 5.3 In order to comply with government agency or court orders, or
- 5.4 If you give us your written permission, or

6. PREAUTHORIZED PAYMENTS:

6.1 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 us at (928) 854-3000, or write us at Horizon Community Bank, 225 N. Lake Havasu Ave., Lake Havasu City, AZ 86403, in time for us to receive your request 3 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. See our Schedule of Services and Fees for current stop payment charges.

6.2 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.)

6.3 Liability for failure to stop payment of preauthorized transfer. If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

7. ERROR RESOLUTION NOTICE: In case of errors or questions about your electronic transfers, telephone us at (928) 854-3000, or write us at Horizon Community Bank, 225 N. Lake Havasu Ave., Lake Havasu City, AZ 86403, 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.

7.1 Tell us your name and account number.

7.2 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.

7.3 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 after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will provisionally credit your account within 10 business days 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. For errors involving accounts, we may take up to 90 days to investigate your complaint or question, and up to 20 business days to credit your account for the amount you think is an error. 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 documents that we used in our investigation.

8. INTERNET BANKING TRANSACTIONS: You may make transfers between your qualifying accounts to the extent authorized ("Transfers");

- Obtain account information that we make available about your qualifying accounts;
- View account activity on your accessible accounts;
- Review check images on accounts (if applicable);
- Authorize payments to be made to third parties from a designated account in the amounts and on the days you request ("Bill Payment").

9. FEES AND CHARGES: We may impose a fee or charge for the following electronic funds transfer services, or for the right to make them as described in our Products and Services Brochure:

9.1 Bill Payment Fee – per bill payment instruction we receive.

9.2 Stop Payment Fee – per request we receive. The amount of the fee or charge may change from time to time. Instructions sent to us more than once may result in multiple fees for the duplicate services.

10. LIMITS ON INTERNET BANKING TRANSACTIONS: You must have enough available money or credit in any account from which you instruct us to make a payment or transfer. If any of your accounts are money market or savings accounts, certain types of transfers and withdrawals from those accounts, including payments and transfers to other accounts, are limited to a total of no more than 6 in any monthly statement period. Online banking transactions will count towards these totals. If you exceed these limitations, we may close

your account or convert it into another account that does not have withdrawal or transfer limitations (including a non-interest-bearing transaction account).

11. OUR LIABILITY FOR FAILURE TO COMPLETE PAYMENTS OR TRANSFERS: If we do not complete a payment or transfer 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:

- 11.1 If, through no fault of ours, you do not have enough available money in the account from which a payment or transfer is to be made, or if the account has been closed or is not in good standing, or if we reverse a payment or transfer because of insufficient funds.
- 11.2 If any payment or transfer would go over the credit limit or available collected balance of any account.
- 11.3 If your equipment or ours was not working properly and the breakdown should have been apparent to you when you attempted to conduct the transaction.
- 11.4 If you have not given us complete, correct or current account number or other identifying information so that we can properly credit your account, another person's account or business account or otherwise complete the transaction.
- 11.5 If you do not properly follow our instructions or if you provide us with wrong or inaccurate information or fail to correct or tell us about any inaccuracy of which you are aware.
- 11.6 If you do not instruct us soon enough for your payment or transfer to be received, sent and/or debited or credited by the time it is due.
- 11.7 If the money in the account from which a payment or transfer is to be made is subject to legal process or any hold or block or other claim restricting the transaction or account.
- 11.8 If circumstances, such as but not limited to, computer, telephone line or electrical failure, acts of nature, civil disturbances, suspension of banking hours or other such circumstances, or persons beyond our control prevent, delay, intercept or alter the transaction, despite reasonable precautions that we have taken. There may be other exceptions stated in our agreement with you. We will not be responsible for any errors or failures due to any malfunction or unsuitability of your computer system or software, or any virus.

12. BUSINESS DAYS: Our Internet Banking service is generally available 24 hours a day, 7 days a week. However, we only process transactions and update information on business days. For purposes of these disclosures, our business days are Monday through Friday. Holidays are not included. Internal transfers between Horizon Community Bank accounts made after 7:00 PM CST will be processed on the next business day.

13. STATEMENTS: Your Internet Banking payments and transfers will be indicated on the monthly statement we provide. You agree to notify us promptly if you change your address or if you believe there are any errors or unauthorized transactions on any statement or statement information.

14. YOUR LIABILITY: You agree to the terms of this account and the schedule of charges that may be imposed. You authorize us to deduct these charges as accrued directly from the account balance. You are liable for all transactions that you make or authorize.

15. SYSTEM REQUIREMENTS: To use this Service you must have at least one account with us, have access to the internet and have an e-mail address. You are solely responsible for the selection, installation, maintenance, operation and cost of your computer, including your Internet Service Provider. If you are applying for Online Banking through our website, you will need to complete a Horizon Online Banking application. After we have reviewed your application you will be assigned an access ID and temporary password via the email address provided.

16. E-MAIL LIMITATIONS: We may not immediately receive an e-mail you sent. Therefore, you should not rely on e-mail when you need to communicate with us immediately, for example, to report a lost or stolen ATM/Debit card and/or PIN number or to report unauthorized transactions on your account. You should contact us at (928) 854-3000. E-Mail may not be used to request account information or conduct any transactions with us such as loan transfers.

17. ERRORS IN TRANSMISSION: We are not responsible for any errors in any transmission (including Transfers or Bill Payment) that occur prior to our receipt of the transmission. You acknowledge that the security procedures used in the System are for the purposes of authentication of a transmission, and not to detect error.

18. RECEIPT: There can be a delay between the time you send a transmission to us and the time we receive it. All transmissions (including requests for Bill Payment or Transfers) are deemed to be received by us only when they are actually received by us, at the

location and in the format specified in the System. We are not responsible for any delays between the time you send a transmission and the time we receive it.

19. ONLINE BILL PAYMENT:

19.1 Technical Requirements. When using Bill Payment, you must designate the Account from which the payments are to be made; the complete name of the payee, the account number, and the payee's remittance address, all exactly as shown on the billing statement or invoice; the amount of the payment; and the date you want the payment to be debited from your account. If the date you want the payment to be debited from your account is not a business day, your account will be debited the next business day. By using the Bill Payment Service option, you agree that, based upon instructions received under your password, we can charge your designated account by electronic transfer, "no signature required draft", or by debiting and remitting funds on your behalf. You also agree to pay your bill payment fees, if applicable.

19.2 Use of Vendors; Use of Information. We may use one or more bill payment vendors to provide the Bill Payment Services, and you understand that various financial intermediaries and their servicers may be involved in processing your bill payment. These intermediaries may benefit from interest that accrues on Bill Payments between the time your Account is debited and the time the payee is paid. Any information you provide may be used by us or any of these other parties to complete or otherwise deal with your transaction or comply with any laws, rules or regulations. If there is a dispute between you and us, or either of us and any other person (including any merchant, payee, financial institution or other intended or actual recipient of any bill payment), you authorize us to obtain information regarding you, your account and your Bill Payment obligations (or the absence of them) from any party that was involved in the Bill Payment transaction or that might otherwise assist in the resolution of the dispute or problem. This may include financial and other information regarding you.

19.3 One-Time and Recurring Payments; Charging Account; Fees. You can use Bill Payment Services to make one-time or recurring Bill Payments. The Service will allow you to schedule bill payments in advance, and then to choose to have these payments made on a regular schedule or only one time. When you schedule a payment, you will need to identify the Account that will be used to pay the bill and the date for sending the bill payment. This date is called the "Send On" date. We can charge your account for Bill Payments made using the Services and treat your password as your authorization to do so. You agree to pay our fees for Bill Payment Services, even if you do not use the Service in any given month. If you wish to cancel the Service, you must notify us and we can continue to assess any monthly service charge or other fees until we receive notice of your cancellation of the Services.

19.4 Available Funds. For current transactions, you will need to have sufficient available funds in that Account to cover the amount of the bill payment on the day you initiate the payment, and we will debit your Account at that time. For future or recurring transactions, you will need to have sufficient funds in the Account on the business day before the "Send On" date, since we will debit your account on the day before the "Send On" date. You can initiate bill payments up to the available funds in your Account, plus any linked credit or another overdraft facility. If you exceed these limits, then we may prevent (or reverse) Bill Payments in any order and in any amount that we choose, even if the result is to reduce your transactions to a level below the amounts needed to pay your bills. We do not recommend that you use this Service to pay your federal, state or local taxes, courts or other governmental entities. These agencies normally require an accompanying coupon, which cannot be provided via the Bill Payment Service. We will not be liable for penalties, interest or other damages of any kind if you try to use Bill Payment to remit or pay money for taxes, or to courts or governmental agencies. The Bill Payment Services identifies transfers based on the login ID of the User and therefore the "View Postings" screens in both the Transfer and the Bill Payer menu options will not reflect transfers made by multiple Users from the same account if different login ID's are used. Account balance information obtained through the Bill Payment Service may not reflect current transactions.

19.5 Cut-Off Hour. The "Send On" is the date that we will initiate the Bill Payment. Bill Payments should be scheduled sufficiently in advance of the due date of your bill to allow the payee to receive it on the due date set by your payee and without taking into account any grace period that may be offered by your payee. Bill Payment requests received by us after 3:00 PM CST or on a day that is not a business day of ours (or of any bill payment vendor or intermediary that we may use) may be treated by us as received on the next business day, delaying payment.

19.6 Scheduling Payments in Advance of the Due Date. Electronic bills will be paid within 48 hours of the close of business of the Send On date. Some companies you pay through online banking are not set up for electronic payment and therefore receive a paper draft on your behalf. These paper draft payments can take up to 8 to 10 business days to process before the payee receives the payment. You are responsible for ensuring

that you initiate a bill payment in time for the payment to reach the payee before its due date (without taking into account any grace period).

19.7 Accurate Information on Payees. You can make a Bill Payment to anyone that is accepted by the System as a payee. Whether the bill payment is made by electronic payment or by check or draft, the bill payment will be processed using the information you supply, and if the information you give to us is inaccurate or incomplete in any way the bill payment may be delayed or mis-directed. If the System provides you with a series of options regarding payee address or location, you are responsible for correcting that information if it does not agree with your records or with your particular bill. We and the others that handle your bill payment (including the payee's bank) are entitled to rely on information you supply, such as the payee's account number or the routing number of the payee's bank, even if the name you give to us and the number you give identify different persons. Electronic payments are made through the Automated Clearing House (the "ACH") are subject to the rules of the ACH, and you agree to be bound by the Operating Rules of the ACH, including the rule making payment to the payee provisional until receipt by the payee's bank of final settlement of the credit transaction. If final settlement is not received, you will not be deemed to have paid the payee the amount of the electronic bill payment. You agree not to initiate ACH payments in violation of, and to comply with, the laws of the United States, including sanctions laws administered by the Office of Foreign Assets Control. You agree to reimburse us for any fines or penalties imposed on us by the ACH, any ACH Operator or any other organization or person that are due to your conduct.

19.8 Our Right to Refuse a Bill Payment Request or Transaction. In addition to any other rights we may have, we may refuse to process any bill payment or payments at any time, for any reason or for no reason. We will normally seek to notify you promptly, unless there are security reasons for not doing so (but no notice is required if we refuse to process a payment that is prohibited under this Agreement). Without limiting the foregoing, we are authorized under this Agreement, and you agree that we may, prevent payments to or refuse to process payments to any person or entity that you attempt to pay using the Services.

20. EXPEDITED BILL PAYMENTS: This is an optional Bill Payment Service that allows you to submit a payment instruction for same day service. Payments can be sent Electronic or as an overnight check. Expedited electronic payments are processed several times throughout the day based on the time of day the payment is submitted; and the cutoff time that the payee is available to accept payments that day. Expedited electronic payments are processed Monday through Friday excluding Federal Holidays. Expedited payments can be initiated 24 hours a day, 7 days a week. Cutoff for expedited check payments is 4:30 pm MST Monday through Friday excluding Federal Holidays. Your account will be charged for the payment and fee once the payment has been submitted. If there are insufficient funds to cover the payment and fee, the payment request will be declined when the payment is submitted. After submitting an expedited bill payment, you cannot modify or cancel the payment. Electronic expedited payments can be used to send an electronic payment to a managed payee. A managed payee is a payee that has an agreement with us to accept electronic payments. Electronic expedited payments are processed several times per day. The option to send an expedited electronic payment is not displayed if an expedited electronic payment cannot be made faster than the standard electronic payment because of payee-specific cutoffs and/or the time of day you are entering the payment. Contact your local branch for current fee's and payment limits. Overnight checks can be used to send a payment by check to any payee in your Payee List using FedEx Overnight Delivery Service. To ensure overnight delivery, Overnight checks can only be sent to a valid street address in the continental United States excluding Alaska and Hawaii. Overnight checks cannot be sent to APO or FPO addresses; PO Boxes; or addresses considered undeliverable using USPS standards. You will be required to provide a valid address at the time you set up the overnight check payment. If you enter an undeliverable address, you will receive an error message. A FedEx tracking number will be assigned to the transaction once the payment has been processed. The FedEx tracking number is displayed on the Payment Details screen.

21. ELECTRONIC SIGNATURE: When a payment is requested using Bill Payment, you agree that we may charge your account and that your Bill Payment instruction will serve as your electronic signature and authorization. When using the Service to make Transfers from accounts, you agree that we may treat your instruction as an electronic signature and take any action required to obtain certain loan advances on your behalf, including charging the affected account you designated.

22. AUTOMATED CLEARING HOUSE ENTRIES: Electronic Bill Payment may be processed through a system known as the Automated Clearing House, or "ACH." There are special rules that govern ACH, and they apply to your electronic Bill Payments. You acknowledge that the ACH system may not be used in violation of, and that Bill Payments (both electronic and paper) originated by you must comply with, the laws of the United States, including sanctions laws administered by the Office of Foreign Assets Control. When you send an electronic Bill Payment, it is sent to and received by another financial institution (or, possibly, the Bank). The receiving depository financial institution ("RDFI") receives the ACH transaction and credits it to the account of the payee. You agree to be bound by the provision of the National Automated Clearing House Rules making payment by the RDFI to the payee provisional until receipt by the RDFI of final settlement for the transaction. You understand that if final settlement is not received, the RDFI will be entitled to a refund

from the payee of the amount credited and you will not be deemed to have paid the payee the amount of the electronic Bill Payment. You also agree that any payment by the Bank to you for any returned electronic Bill Payment is provisional until we receive final payment.

23. SERVICE UNAVAILABILITY: Access to the Service may be unavailable without notice at certain times for the following reasons: Although we undertake reasonable efforts to ensure the availability of the Service, we will not be liable in any way for its unavailability or for any damages that may result from such unavailability. In addition, there may be times when the Internet is slower than normal, such as during high usage periods, and we are not responsible for any delays that may result between transmission by you and receipt by us. The Service may be unavailable when unforeseen maintenance is necessary. In addition, major unforeseen events, such as earthquakes, fires, floods, computer failures, interruptions in telephone service or electrical outages, may interrupt Service availability.

24. TERMINATION OF SERVICE: We may suspend or terminate your Service at any time, with or without cause and without affecting your outstanding obligations under this agreement. We may immediately take this action if: - You breach this or any other agreement with us; · We have reason to believe that there has been or may be an unauthorized use of your account or Password; · There are conflicting claims to the funds in your account; or · You request that we do so.

25. AMENDMENTS OF THIS SERVICE: Horizon Community Bank may change or cancel this Service at any time without cause, subject to applicable laws and regulations. We may amend this agreement by sending you advance notice of the amendment. All notices we send to you will be deemed delivered when mailed to the last address the Bank has for you. Electronic communications by us to you will normally be deemed equivalent to written communications, but any electronic communication will not cause an amendment to this Agreement unless specifically stated in the communication.

26. NOTICES: We may send notices to you at the address shown in our account or Service records.

27. SEVERABILITY: If any provision of this agreement is determined to be void or invalid, the rest of the agreement will remain in full force and effect.

28. OTHER TERMS: This agreement supplements the agreements of the various accounts you can access via this Service. Please see those agreements for other details regarding your accounts, fees and transactions.

29. CHOICE OF LAW AND VENUE: This Agreement will be governed by Arizona law, without regard to conflict of law principles, and you consent to the jurisdiction of the Arizona courts. Venue for any dispute will be in the courts of Arizona. By selecting "Accept", I am agreeing to the terms of this agreement.

PEOPLE PAY SERVICE AND EXTERNAL TRANSFERS AGREEMENTS AND DISCLOSURES

PEOPLE PAY AGREEMENT AND DISCLOSURE

This Disclosure and Consent (“Service Agreement and Disclosure”) applies to the Horizon Community Bank People Pay service through Horizon Community Bank’s Online Banking or a Mobile Banking device related to the active consumer deposit Account(s) for which you have with us. You authorize Horizon Community Bank to post transactions generated by Horizon Community Bank’s People Pay through your eligible Horizon Community Bank Checking account to another individual’s Account or to PayPal for payment to another individual. Horizon Community Bank People Pay payments can be made to consumers residing anywhere within the United States, its territories (American Samoa, Virgin Islands, Northern Mariana Islands, Guam, Puerto Rico, and the District of Columbia), and military installations. All payments made to another person through Horizon Community Bank People Pay are subject to the terms and conditions within this agreement and all other agreements connected with your Accounts. This Horizon Community Bank People Pay Agreement includes applicable fees, disclaimers of liability, and other information that pertains to the users of this service. Horizon Community Bank reserves the right to modify, change, or amend any of the Horizon Community Bank People Pay services, and/or the terms of this Agreement or any other agreement you have with us, at any time, for any reason, and without notice, unless otherwise required by law.

In addition, you understand that you may receive funds through the Horizon Community Bank People Pay service from a payment generated by another individual. You hereby acknowledge that the receipt of money from another person is subject to the terms and conditions of other account agreements between you and Horizon Community Bank.

Rejection of Payment

Payments to another person may not be completed for various reasons. For example, if information provided for the recipient is inaccurate or if identity verification is not completed, the payment may be placed on hold or the amount of the payment may be returned to your account. Similarly, if you have insufficient funds in your account(s) or the payment is otherwise prohibited by the terms of this Agreement, the payment may not be completed. If there are insufficient funds to cover the payment at the time the receiver attempts to claim the payment, they will receive an error message indicating that the payment cannot be claimed and the sender should be contacted.

Insufficient Funds

If an Account does not have sufficient available funds on the scheduled transfer date, the transfer may not be made. If we do elect to initiate the transfer, it may cause an overdraft in your account in which case you shall be liable for the overdraft item including any overdraft and related fees as disclosed in your Deposit Agreement. We may report information about your account to credit bureaus.

Statements

All of your payments made through the Horizon Community Bank People Pay service will appear on your periodic Account statement(s). The transaction type, recipient's name, payment amount, and the transmission date will be reflected for each payment made through the Horizon Community Bank People Pay services. You have sole responsibility to monitor and review your statements and the payments from your Account and to immediately report any suspected fraud or unauthorized access to your account or account information.

In case of Errors or Questions about your Electronic Transfers or Payments

In case of errors or questions about your electronic transfers or payments, 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 from the time we sent the FIRST statement on which the problem or error appeared.

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

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 (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 (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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

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 inspect or ask for copies of the documents that we used in our investigation. If there is no error, we may impose on you a reasonable charge for making such reproductions. You may telephone us at: (928) 854-3000, or write us at Horizon Community Bank, 225 N. Lake Havasu Ave., Lake Havasu City, AZ 86403

Fees

Any applicable fees for use of the Horizon Community Bank People Pay services are reflected within this document under the Horizon Community Bank People Pay Options and Limitations section and are also disclosed to you at the time you utilize the Horizon Community Bank People Pay service. We reserve the right to modify the terms of this disclosure and the applicable fees and service charges at any time, effective upon 30 days' notice to you as described in our Products and Services Brochure.

CARRIER CHARGES MAY APPLY FROM YOUR MOBILE DEVICE OR INTERNET PROVIDER, WHICH ARE SOLELY YOUR RESPONSIBILITY. You will be responsible for any other fees, including, but not limited to overdraft fees, which may be incurred in connection with the Horizon Community Bank People Pay services for insufficient funds or Bank holds on your Account.

Third Party Fees

You understand and acknowledge that the use of the PayPal™ service may result in a payment fee being applied to any transferred fund payments by PayPal™. Such fees are governed by any agreements and disclosures provided by PayPal™. Horizon Community

Bank is not liable or responsible for any such transaction fee or any fees incurred by the Recipient or any other third-party in the Payment.

Liability

You specifically acknowledge and agree to be bound by all terms of the Horizon Community Bank People Pay Agreement. Additionally, you agree that Horizon Community Bank shall not be liable in the event that a payment is transmitted in accordance with your instructions, but is not received by the intended individual recipient, if you failed to provide complete and accurate instructions for the payment.

Where we are found liable, our liability is strictly limited to the amount of any late fee assessed and caused by a delayed payment not sent in accordance with your instructions. We may suspend, reject, delay, cancel, or refuse to send any payment for any reason and we shall have no liability to you or any third party for any such suspended, rejected, delayed, cancelled, or refused bill payment, where Horizon Community Bank acts in good faith. You will be responsible for (i) protecting your information, passwords, logon information, and other security with Horizon Community Bank and with any third parties; (ii) periodically updating and providing accurate and current personal information; (iii) properly and accurately providing recipient information; and (iv) fulfilling all other obligations under this Horizon Community Bank People Pay Agreement. Under no circumstances will Horizon Community Bank, its affiliates, subsidiaries, officers, employees, or representatives be liable to you or any third parties for any delayed, late, or cancelled payments, fees, expenses, or costs due to insufficient funds in your account, inaccurate information provided by you or your representatives, services not properly activated, accounts with restricted funds or instructions, inactive accounts, or accounts not in good standing with the Bank. Horizon Community Bank, its affiliates, subsidiaries, officers, employees, or representatives shall not be liable to you or any third parties for any liabilities, damages, fees, expenses, penalties, or costs arising out of your negligence or your failure to monitor your account and schedule payments properly and accordingly, or for any special, consequential, indirect, incidental, or punitive damages arising from or out of this Horizon Community Bank People Pay Agreement.

Termination

Access to Horizon Community Bank People Pay service may be suspended or terminated by the Bank at any time. You may terminate your use of Horizon Community Bank People Pay services by contacting us. If you have scheduled payments pending, you are responsible for any payments sent as stated in this Horizon Community Bank People Pay Agreement. We shall have no liability for any failed, terminated, or cancelled payments following termination of the Horizon Community Bank People Pay services from you. Horizon Community Bank may terminate your use of the Horizon Community Bank People Pay service, in whole or in part, at any time with or without prior notice to you for any reason and we shall have no liability whatsoever for any failed, terminated, or cancelled payments due to such termination. Your access to the Horizon Community Bank People Pay service will terminate automatically if your account is closed for any reason or if access to funds in your account are restricted for any reason. We reserve the right to terminate your access to the Horizon Community Bank People Pay services if you don't use the service during any six (6) month period. Termination will not affect your liability or obligations under this Horizon Community Bank People Pay Agreement for transactions processed by us on your behalf and through any termination or any transfer of accounts.

Rules and Regulations

This product is governed in addition to this Agreement by all rules and regulations associated with your checking account, the Online Banking Service Agreement and Disclosure, and the Electronic Funds Transfer Act.

EXTERNAL FUNDS TRANSFER DISCLOSURE AND AGREEMENT

Transfers outside the Bank to/from accounts that you own

Within Online Banking you may sign up for the option of transferring funds between your linked deposit accounts with the bank and certain deposit accounts at other financial institutions (International Transfers are not supported). You will need to set up and verify each of your non-Horizon Community Bank accounts that you wish to use for these transfers. You agree that you will only attempt to set up and verify accounts for which you have the authority to transfer funds.

External transfers are processed after 7:00 PM CST on the date they are scheduled Monday thru Friday. External transfers will not be processed on Federal Holidays. Sufficient funds need to be available at that time. If you transfer funds into the account you have with us, the funds are credited to your account on the next business day but may not be available for use until we receive the funds from the other financial organization. This may take up to two business days, five business days for accounts less than 30 days old.

- Transfers outside the Bank can be initiated on either a 1-time or a recurring basis. The recurring transfer feature may be used when a set amount is transferred at regular intervals. For example, a \$100.00 transfer from an account you own at another

financial institution to your Horizon Community Bank checking account that occurs every 2 weeks. All scheduled transfers will occur with Standard delivery.

- One-time future-dated or recurring transfers scheduled for a weekend, a non-business day or on a Federal Holiday will be processed on the next business day, Monday thru Friday.
- Future-dated and recurring transfers can be canceled prior to 7:00 PM CT on the business day prior to the date the transfer is scheduled to be made. However, if the transfer's status is In Process or Processed, you can no longer cancel it.

Transfer outside the Bank to accounts you own are subject to the following fees:

- Incoming Transfers - \$1.00
- Outgoing Transfers - \$1.00

We reserve the right to charge additional fees at a later time and will notify you if we do so as required by law.

Transfer outside the Bank are subject to the following limits:

- Incoming/Outgoing transfers - \$2,500.00 per transaction/\$5000.00 per business day
- Incoming/Outgoing transfers per Month - \$10,000.00

The above limits apply to the total of all Transfers outside the Bank for all accounts. Any transfer initiated on a day that is not a business day counts toward the applicable limit for the next business day. Transfers outside the Bank are available to all consumers, but you agree we may cancel, without prior notice, upon the occurrence of a "Disqualifying Event," as defined below.

We may change your dollar limits at any time. Any decrease will be subject to notice, as required by law, but you agree that we may reduce your limits stated above without prior notice upon occurrence of a Disqualifying Event.

Each of the following is a "Disqualifying Event":

- You have had an overdraft, an over-limit item, or an item returned for insufficient funds with respect to any Horizon Community Bank account during the current or 3 prior calendar months.
- Any of your accounts with Horizon Community Bank are not current or are not in good standing.
- You shall be solely responsible for the accuracy and completeness of Transfer Instructions transmitted to Horizon Community Bank. Horizon Community Bank shall not be responsible for any errors in the Instructions or requests for cancellation or amendment of Instructions transmitted to Horizon Community Bank by you, and your sole recourse for erroneous or unauthorized Entries or Instructions received by Horizon Community Bank from a third-party processor acting on behalf of you is against such third-party processor and not against Horizon Community Bank.

Settlement for Entries will occur as provided in the Rules, except that Horizon Community Bank may, upon notice, require Settlement prior to processing. Payment of a Credit Entry by the Receiving Depository Financial Institution to the Receiver shall be provisional until receipt by the Receiving Depository Financial Institution of final Settlement for such Entry. You acknowledge that, if such final Settlement is not received, the Receiving Depository Financial Institution shall be entitled to a refund from the Receiver of the amount credited and you shall not be deemed to have paid the Receiver the amount of the Entry.

If an Entry describes the Receiver inconsistently by name and account number, payment may be made on the basis of the account number even if it identifies a person different from the named Receiver. In addition, if an Entry describes the Receiving Depository Financial Institution inconsistently by name and identification number or routing number, payment may be made on the basis of the identification number or routing number even if it identifies a financial institution other than the named Receiving Depository Financial Institution.

If you transmit an Entry that instructs Horizon Community Bank to debit or credit an account at a financial institution that does not participate in an ACH association, Horizon Community Bank may reject such Entry and use reasonable efforts to notify you of such rejection.

You agree to maintain sufficient collected balances in your account to cover your transfer obligations for all Entries transmitted to Horizon Community Bank. You authorize Horizon Community Bank to obtain payment of any amount due Horizon Community Bank with respect to any of the Entries by debiting, without prior notice or demand, the Account or any other account maintained by you at Horizon Community Bank or, to the extent permitted by applicable law, any of its affiliate banks. Entries requiring payments in excess of the collected balances available in the Account may be returned unprocessed by Horizon Community Bank, provided that Horizon Community Bank may, in its discretion, debit other accounts maintained by you at Horizon Community Bank in order to complete the Entry. You shall fund the Account with collected funds on or prior to any applicable Settlement Date, or, if so notified by Horizon Community Bank, on or prior to the date any Entries are to be processed. In the event that there are not sufficient collected funds in the Account to cover all

entries transmitted to Horizon Community Bank by you, such entries will be completed in the order determined by Horizon Community Bank. If you fail to fund the Account as required, then Horizon Community Bank may refuse to provide you the ability to make transfers outside the bank.

ADDITIONAL INFORMATION

Any documentation provided to you which indicates that an electronic fund transfer was made will be admissible as evidence of the transfer and will constitute prima facie proof that the transfer was made. The initiation by you of certain electronic fund transfers from your Account will effectively eliminate your ability to stop payment of the transfer. **UNLESS OTHERWISE PROVIDED IN THIS AGREEMENT, YOU MAY NOT STOP PAYMENT OF ELECTRONIC FUND TRANSFERS; THEREFORE, YOU SHOULD NOT EMPLOY ELECTRONIC ACCESS FOR PURCHASES OR SERVICES UNLESS YOU ARE SATISFIED THAT YOU WILL NOT NEED TO STOP PAYMENT.**

Contact Information

HORIZON COMMUNITY BANK

ATTN: CUSTOMER SERVICE

225 N LAKE HAVASU AVE

LAKE HAVASU CITY, AZ 86403

Business Days: Monday through Thursday 8:55 A.M. - 5:05 P.M. and Friday 8:55 A.M. – 6:05 P.M.

Excluding Federal Holidays

Phone: 928-854-3000

www.Horizoncommunitybank.com

Member FDIC