

## Woodland Bank Personal Online Banking Enrollment Agreement

Woodland Bank's Online Banking Enrollment Agreement ("Agreement") governs use of the Woodland Bank Online Banking ("OLB") Service ("Service"). As used in this document, the words "you" and "your" refer to Woodland Bank's customer(s) and their use of the Service. The words "we" and "our" refer to Woodland Bank.

**INTRODUCTION** – This Agreement explains the terms and conditions governing the OLB and Bill Pay Services offered through Woodland Bank. By using the Service, you agree to the terms and conditions of this Agreement. The terms and conditions of the deposit agreements and disclosures for each of your accounts held at Woodland Bank as well as any other agreements with Woodland Bank, such as for loans, etc., continue to apply notwithstanding anything to the contrary in this Agreement. This Agreement will be governed by and interpreted in accordance with Federal laws and regulations, or to the extent there is no applicable Federal law or regulation, by the laws of the State of Minnesota. By accepting below or otherwise using the Service, you agree to use the Service only for bona fide and lawful purposes permitted under this Agreement.

**INTERNET BROWSER REQUIREMENT** – For your privacy and protection, Woodland Bank requires your browser to support 128-bit encryption. If you do not know how your browser is set, please contact your browser supplier and ask them for instructions on setting your browser for 128-bit encryption. You are responsible for the installation, maintenance, and operation of your computer and your browser software. The risk of error, failure, or non-performance is your personal risk and includes, but is not limited to, the risk that you do not operate your computer, OLB, or your software properly. Woodland Bank is not responsible for any problems related to electronic virus(es) that may infect your system. Woodland Bank makes no warranty to you regarding your computer or your software.

**ACCESS** – To use this Service, you must have a Woodland Bank account, access to Internet services and an active email address listed at Woodland Bank. Once you have accepted this Agreement, we will send you by e-mail confirmation of your enrollment along with an assigned login ID and a temporary password. Secure E-mail is accessible through OLB after you log in. This will allow you to ask questions about your account(s) and to get general feedback. Please be aware that general or public e-mail transmissions are not secure. Therefore, to ensure the security of your account information, you are required to use the secure e-mail within the OLB system when asking specific questions about your account(s). E-mail cannot be used to initiate transactions on your account(s). For banking transactions, you must use the appropriate functions within OLB or call our bookkeeping department.

**BILLS AND STATEMENTS** – By requesting that bills, statements, or other communications from a biller be sent to you through the Service, you warrant that you have all necessary right, power and authority to receive such information. You acknowledge that we make no representations or warranties of any kind relating to, and are not responsible for, the content of the bills, statements, invoices, advertising or other

materials you may receive from billers or the products or services you may have purchased from them.

**USER ID / PASSWORD** – We will send you two separate, encrypted emails containing your initial User ID and temporary password to access your Woodland Bank account(s). For security purposes, you will be required to change your User ID and Password when you initially login to OLB. Your new User ID and Password will be determined by you and your Password will not be accessible by Woodland Bank. You are responsible for keeping your password, account number(s) and other account information confidential. You also agree to change your password regularly. Woodland Bank strongly recommends you do not authorize any other person to use your password. If you do authorize any other person to use your password, such authorization will be deemed without limitation. Woodland Bank and each biller shall be entitled to rely on any payment orders or other entries or instructions made by or on behalf of such person using your password until you have met all of the following requirements: (1) you have revoked such authorization; (2) you have changed your password; (3) you have provided us with written notice of such revocation; and (4) Woodland Bank has had a reasonable opportunity to act on such notice.

Upon three unsuccessful attempts to use your password, your access to OLB will be revoked. To re-establish your authorization to use OLB, to report that your OLB password may have been lost or stolen, or to report that someone has transferred or may transfer money from your account without your permission, immediately notify Woodland Bank's Bookkeeping Department at (218) 999-9952. Office hours are from 8:00 a.m. (CST) to 5:00 p.m. (CST), Monday – Friday. 24 hr voicemail is available, but action will not be taken until the following business day.

**SECURITY** – Your role in preventing misuse of your account(s) is extremely important. Examine your statement promptly upon receipt. If you find that your records and Woodland Bank's disagree, immediately call our Bookkeeping Department, (218) 999-9952. In addition to protecting your account information, you agree to take precautions to protect your personal identification information, such as your driver's license, social security number, etc. This information by itself or together with information on your account(s) may allow unauthorized access to your account(s). You agree to notify Woodland Bank immediately if you believe another person has improperly obtained your OLB password. You also agree to notify Woodland Bank if someone has transferred or you suspect someone may transfer money from your account(s) without your permission, or if you suspect any type of fraudulent activity on your account(s). Only reveal your account number(s) to a legitimate entity for a purpose you authorize (such as your insurance company for automatic payments). You could lose all the money in your bank account(s), plus your maximum overdraft line-of-credit, if applicable. Woodland Bank will not be responsible for losses that may occur.

**CONSUMER LIABILITY FOR UNAUTHORIZED USE** - Your account is a consumer account if it is used primarily for personal, family or household purposes. The following three paragraphs apply to consumer accounts.

If your statement shows transfers that you did not make, you agree to notify Woodland Bank immediately. If you do not notify us within sixty (60) days following the date of the first bank statement on which the problem first occurred, you may not receive any reimbursement for money lost after the said sixty (60) days.

If you believe your password has been lost or stolen, and you inform us within two (2) business days after you learn of the loss or theft, your maximum loss is \$50 if someone used your password without your permission.

If you do NOT tell us within two (2) business days after you learn of the loss or theft, and Woodland Bank could have stopped someone from using your password without your permission if you had told us, your maximum loss is \$500.

**SERVICES** – With online banking, you can manage your personal, sole proprietor, or small business account(s) from your home or office on your personal computer. You can use OLB to view account balances and transaction histories, transfer money between your accounts, (as noted in the applicable account deposit agreement and disclosure statement), pay bills, and/or communicate directly with Woodland Bank through e-mail.

**FEES & CHARGES** – Although there are currently no additional fees for accessing your account(s) through OLB, there may be charges for selected services, such as Bill Pay. You agree to promptly pay all fees and charges for services provided under this Agreement and authorize us to charge your designated account or any of your accounts when fees or charges are due. If you close your designated account, you must notify Woodland Bank and identify a new payment account. Additionally, if you close all Woodland Bank accounts, you must notify our Bookkeeping Department to cancel the OLB services. You agree to be responsible for any telephone charges or other out-of-pocket expenses incurred or related to this service.

**OVERDRAFTS** – If your account has insufficient funds to perform all electronic funds transfers (ATM withdrawals, pre-authorized transactions, online banking transfers, bill payments, etc.) requested for a given business day, then certain electronic funds transfers involving currency disbursement, like ATM withdrawals, will have priority, and the electronic funds transfers initiated through this service may result in overdrawing your account and/or may, at Woodland Bank's discretion and without prior notification to you, be canceled. In addition, all overdraft charges that apply will be debited from your account. You also authorize Woodland Bank to charge any or all of your accounts to cover uncollected funds or overdrafts in your designated account(s). Refer to our Account Truth in Savings and Regulation-E Disclosures for further information.

**DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY** – Woodland Bank makes no warranty of any kind, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, in connection with the OLB services provided to you under this Agreement. We do not and cannot warrant that OLB will operate without errors or that any or all OLB services will be available and

operational at all times. Except as specifically provided in this Agreement or where the law requires a different standard, you agree that neither we, nor the service providers, shall be responsible for any loss, property damage, or bodily injury whether caused by the equipment, software, Woodland Bank, Internet browser providers, Internet access providers, online service providers, or by an agent or subcontractor of any of the foregoing. Nor shall we or the service providers be responsible for any direct, indirect, special, consequential, economic or other damages arising in any way out of the installation, use or maintenance of the equipment, software, online financial services, or Internet browser or access software.

**HOURS OF ACCESS** – You can access your Woodland Bank account(s) through this Service seven days a week, 24 hours a day. However, at certain times, some or all of OLB may not be available due to system maintenance or other problems.

**POSTING OF TRANSFERS** – A transfer initiated on a business day through this Service before 4:00 p.m. (Central Standard Time) is posted to your account the same day and will be available to you the same business day. All transfers completed after 4:00 p.m. (Central Standard Time) or on a Saturday, Sunday or banking holiday will be posted and available the next business day.

**TRANSFERRING FUNDS** – Transfers may be subject to limitations based on individual account types. If a hold has been placed on a deposit(s) made to an account from which you wish to transfer funds, you cannot transfer the portion of the funds being held until the hold expires.

**CHANGES IN TERMS** – We reserve the right to change any terms or conditions described in this Agreement. When changes are made to fees, notification will be posted or sent at least thirty (30) days in advance of the effective date of any fee change for online banking transactions, any changes to limits on the type, amount or frequency of transactions, or any increase in our responsibility for unauthorized transactions, unless an immediate change is necessary to maintain the security of the system. If such a change is made for security reasons and it can be disclosed without jeopardizing the on-going security of the system, we will provide you with written notice within thirty (30) days after the change. As always, you may choose to accept or decline changes by continuing or discontinuing the account(s) or service(s) to which these changes relate.

**DISCLOSURE OF ACCOUNT INFORMATION AND TRANSFERS** – You understand and agree that in addition to information furnished pursuant to legal process, some information about your account(s) may be disclosed to others. For example, the tax laws require disclosure to the government of the amount of interest you earn, and some transactions, such as certain large currency or foreign transactions must be reported to the government. Woodland Bank may also provide information about your account(s) to persons or companies Woodland Bank believes would use the information for reasonable purposes, such as when a prospective creditor seeks to verify information you may have given in a credit application or a merchant calls to verify a check you have written. In addition, Woodland Bank may inform a credit bureau or collection agency when accounts

are closed by Woodland Bank because they were not handled properly. Disclosure of any information should be in accordance with all applicable Federal laws and regulations. Woodland Bank may also seek information about you from others, such as a credit bureau, in connection with the opening or maintaining of your account(s), and by accepting this agreement, you give us authority to provide or obtain all the above information.

**YOUR RIGHT TO TERMINATE** – You may cancel your OLB service at any time by providing us with written and signed notice via postal mail or fax. Within three (3) business days of receiving instructions, your access to OLB will be suspended. You will remain responsible for all outstanding fees incurred prior to Woodland Bank receiving and processing your cancellation. You may also cancel any of your OLB services by contacting our bookkeeping department at (218) 999-9952, or sending cancellation instructions in writing to: Woodland Bank, P. O. Box 960, Grand Rapids, MN 55744 Attention: Bookkeeping.

**OUR RIGHT TO TERMINATE** – Your online banking access may be canceled by Woodland Bank at any time, without prior notice and for any reason. After cancellation, online banking services may be reinstated at Woodland Bank's discretion. To reinstate your service, call bookkeeping at (218) 999-9952. If you do not access your Woodland Bank account(s) through OLB for a 6 month period, Woodland Bank reserves the right to disconnect your service without notice.

#### **COMMUNICATIONS WITH WOODLAND BANK**

**Telephone** – You can contact us by telephone at (218) 999-9952 or Toll Free (888) 566-2357; Office hours are from 8:00 a.m. (CST) to 5:00 p.m. (CST); 24 hour voicemail is available.

**Facsimile** – You can contact us by fax at (218) 999-9803.

**Postal Mail** – You can write to us at Woodland Bank, P. O. Box 960, Grand Rapids, MN 55744 Attention: Bookkeeping.

**In Person** – You may visit us at any of our locations as listed on our website at [www.woodlandbank.com](http://www.woodlandbank.com).

**Email** – You may email us at [bookkeeping@woodlandbank.com](mailto:bookkeeping@woodlandbank.com).

**EXCEPT AS SPECIFIED ABOVE OR AS MAY OTHERWISE BE PROVIDED BY LAW, WOODLAND BANK SHALL HAVE NO LIABILITY FOR ANY ACT OR OMISSION IN CONNECTION WITH THE SERVICE, AND WOODLAND BANK'S CUMULATIVE LIABILITY IN ANY ONE CALENDAR YEAR, SHOULD IT BE FOUND TO EXIST NOTWITHSTANDING THIS PROVISION, SHALL NOT EXCEED THE FEES YOU HAVE PAID FOR THE SERVICE IN THAT CALENDAR YEAR. WOODLAND BANK HEREBY DISCLAIMS, FOR ITSELF AND/OR ANY OTHER ENTITY INVOLVED IN THE PROVIDING OF THIS SERVICE, ALL**

WARRANTIES, EITHER EXPRESSED, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR LACK OF VIRUSES. IN NO EVENT SHALL OLB OR ANY OTHER ENTITY INVOLVED IN THE PROVIDING OF THE SERVICE BE LIABLE FOR (1) DAMAGES CAUSED OTHER THAN BY ITS OWN GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT, OR (2) INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

BY CLICKING THE "I AGREE" BUTTON, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. YOU ALSO AUTHORIZE WOODLAND BANK TO SEEK INFORMATION ABOUT YOU FROM OTHERS, FOR EXAMPLE A CREDIT BUREAU, IN CONNECTION WITH THE OPENING AND MAINTAINING OF YOUR ACCOUNT(S). IF YOU DISAGREE, END YOUR ACCOUNT APPLICATION PROCESS NOW. YOU MAY NOT MAKE CHANGES TO THIS AGREEMENT. IF YOU DO SO, THE AGREEMENT WILL NO LONGER BE IN EFFECT, AND YOUR OLB ACCESS WILL BE CANCELED.