

**WAKEFIELD COOPERATIVE BANK  
PERSONAL ONLINE BANKING AGREEMENT  
AND ELECTRONIC FUNDS TRANSFER DISCLOSURE**

This Agreement and Disclosure provides information about the Wakefield Cooperative Bank (WCB) Online Banking service and contains the disclosures required by State and Federal regulation. This Agreement describes the terms and conditions under which the Bank will provide the customer with access to and use of WCB Online Banking, the features of which are described more fully in this Agreement.

For the purpose of this document, “you”, “your”, and “yours” shall refer to each Depositor who will be using WCB Online Banking. “We”, “us”, “our”, and “Bank” shall refer to Wakefield Cooperative Bank. All references to time of day in this Agreement and Disclosure refer to Eastern Standard Time. When you log into the WCB Online Banking, you agree to be bound by the following terms outlined within this Agreement.

You should retain a copy of the Agreement for your records. You may print this Agreement, or you may receive a copy of this Agreement along with other agreements that govern your accounts and services with us by calling our Main Office during regular business hours at (781) 245-3890. To the extent necessary, this Agreement amends and supersedes your signature cards and any other agreements authorizing specific persons to access your deposit and loan accounts and initiate transactions on your behalf. Otherwise, the account agreements for each of your deposit and loan accounts at the Bank continue to apply, notwithstanding anything to the contrary in this Agreement.

WCB Online Banking and Bill Payment through Quicken and QuickBooks® is inclusive of the terms and conditions of the Electronic Funds Transfer Disclosure including but not limited to transaction limits, transaction processing and system availability. Specifics of Online Banking and Bill Payment through Quicken and QuickBooks® are documented in the Quicken/QuickBooks section of Online Banking which can be found in the Service Center link.

**WCB ONLINE SERVICE**

WCB Online Banking is an electronic banking service which allows you to access your accounts and make payments through the Internet. You may access Online Banking through Wakefield Cooperative Bank’s web page at [www.wakefieldcoop.com](http://www.wakefieldcoop.com)

**DESIGNATION OF PRIMARY ACCOUNT**

You understand that in order to use certain WCB Online Banking Services, such as Bill Payment, you must have a checking account with Wakefield Cooperative Bank. This

checking account will be designated as your “primary” account and all Bill Payment transactions will be processed through this account.

### **THE BANK’S BUSINESS DAYS**

Wakefield Cooperative Bank’s business days are Monday through Friday, 8:30 am to 4:00 pm excluding Federal and State Holidays.

### **SERVICES AVAILABLE THROUGH ONLINE BANKING**

WCB Online Banking service allows you to:

1. Transfer funds electronically (Transfers);
2. Obtain account information;
3. Access your checking account(s) to pay most bills (Bill Payments); (See the “Bill Payments section for restrictions)

Collectively, these are referred to as “WCB Online Banking Services”.

### **GENERAL INFORMATION ABOUT ONLINE BANKING**

You may use WCB Online Banking virtually any time, day or night, 7 days a week. However, WCB Online Banking may be temporarily unavailable due to periodic updating or technical difficulties. In addition, access to WCB Online Banking is made available pursuant to a license agreement by and between Wakefield Cooperative Bank and our Online Banking Service Provider. Any interruption of service or access caused by our Service Provider will also prevent your use of the service. To utilize the service, you will need to enter your User ID and Password and otherwise satisfy the system’s security procedures.

### **SECURITY PROCEDURES**

The WCB Online Banking transactions are private and secure. The latest technology was applied in creating the WCB Online Banking security architecture using the internet for secure delivery of account balances, account histories, and transfer requests, while utilizing a private network for access to account information. The Services to which this agreement applies are electronic banking services. To access or use the Services, you will need to satisfy the following requirements:

#### **1. User ID and Password**

You must enter your User ID and Password at the start of every WCB Online Banking session. Your User ID and Password are confidential and should not be disclosed to third parties or any other individual including other authorized signers on the account. You are responsible for the safekeeping of the User ID and Password.

## **2. Computer Requirements**

You are responsible for the installation, maintenance and operation of the computer or other device used to access Online Banking including the security of the computer or other device. This includes having security software such as anti-virus and anti-malware. You are responsible for all charges incurred in connecting to WCB Online Banking, including any sales taxes, fees or similar charges imposed by federal, state or local governments where you are located and conduct your business and all charges incurred in connection with or related to the use of the computer or other device, such as telephone charges and charges by an Internet or other service provider providing your Internet connection to the Services.

We are not responsible for any losses, damages, injuries, errors or failures caused by a malfunction of the computer or other device including any virus or other problem that may be associated with access to or use of the Services. We also are not responsible for any losses or delays in transmission of information you provide to us or otherwise arising out of or incurred in connection with the use of any Internet or other service provider providing your connection to the Internet or any browser software.

### **ONLINE ACCOUNT FUNDS**

You agree to maintain sufficient available funds in your Online Accounts in connection with your access to and use of the Services. If you have a line of credit attached to an Online Account, the available credit will be added to the available funds in the Online Account and the amount of any Bill Payment, Transfer or other Service debited to this account may not exceed the sum.

When you initiate a Bill Payment or Transfer, you represent that you have sufficient available funds in your Online Account or available credit, as applicable, to cover the amount of the Bill Payment or Transfer.

### **TRANSACTION PROCEDURES**

1. **“Today.”** If you designate a payment or transfer as a “Today” transaction, the funds are immediately deducted from your designated account. Therefore, sufficient funds must be available on the day and time you request the “Today” transaction. “Today” Bill Payments and Transfers may not be canceled for any reason once you have ended a WCB Online Banking session.
2. **“Future.”** If you designate a Bill Payment or Transfer as a “Future” transaction, you may request that the transaction be made on a future date up to 364 days in advance of the Scheduled Initiation Date. Sufficient funds must be available by 12:00 midnight before the Scheduled Initiation Date, and will be deducted from your designated account on the Scheduled Initiation Date. “Future” transactions may be canceled or changed until 12:00 midnight before the Scheduled Initiation Date.

3. **“Recurring.”** If you designate a Bill Payment or Transfer as a “Recurring” transaction, you may request, and WCB Online Banking will use, a Scheduled Initiation Date that reoccurs on a specified regular basis (i.e. weekly, bi-weekly, monthly, etc). You will designate a “start” and “end” date. Sufficient funds must be available by 12:00 midnight before the Scheduled Initiation Date, and will be deducted from your designated account on the Scheduled Initiation Date. “Recurring” transactions may be canceled or changed until 12:00 midnight before the Scheduled Initiation Date.

## **BILL PAYMENTS**

1. **Account Designation and Payees.** Bill Payments you make through WCB Online Banking will be deducted from your designated checking account. Any payee you wish to pay through Online Banking must be payable in U.S. Dollars and located in the United States. Each payee must appear on the payee list you create in WCB Online Banking and the account you are paying with must be in your name. You may not use WCB Online Banking to make payments to a federal, state, or local governmental or tax unit, or to other categories of payee that we establish from time to time.
2. **Processing.** Funds will be deducted from your designated funding account on the Scheduled Initiation Date entered by you. In many cases, your Bill Payments are electronically delivered to the payee within two business days of the Scheduled Initiation Date. However, some payees are not set up to accept electronic payment. In these cases, a check will be sent, which may take five business days to process and deliver to the payee. WCB Online Banking provides an indication of how many days to allow for each payee you designate. Bill Payments must be submitted prior to 12:00 noon in order to be processed the same day. Any Bill Payments submitted after 12:00 noon will be processed the next business day.

You must allow sufficient time (2 to 5 business days, as indicated) for WCB Online Banking to receive your request and process the Bill Payments so that the funds can be delivered to the payee before the payment due date, or for mortgage payments, on or before the due date (the due date shown on your invoice or provided in your agreement with the payee, not taking into account any grace period provided by the payee). If you do not allow sufficient time, you will assume full responsibility for all late fees, finance charges, or other actions taken by the payee. If you schedule your payment with sufficient time, and the payment was not received by the payee, or was received late, the Bank will assume responsibility.

The Bank is responsible only for exercising ordinary care in processing and sending Bill Payments upon your authorization in accordance with this Agreement. WCB Online Banking is not liable in any way for damages you incur if you do not have sufficient funds in your account to make the payment on the

processing date, if the estimate of time to allow for delivery to the payee is inaccurate, or due to delays in mail delivery, changes in the payee address or account number, the failure of any payee to correctly account for or credit the payment in a timely manner, or for any other circumstances beyond the control of the Bank.

WCB Online Banking Customer Service will send an in-session email on the Scheduled Initiation Date if a Bill Payment is not processed because there are insufficient funds available in your account. Wakefield Cooperative Bank is not responsible if WCB Online Banking Customer Service is unable to reach you, whether or not this is due to events beyond the control of WCB Online Banking Customer Service. Moreover, to take advantage of this service, you must keep WCB Online Banking Customer Service aware of any changes in your current email address. If a Bill Payment is not processed because there are insufficient funds available in your account, another attempt will be made to deduct the funds from your account after one business day has elapsed. If there are still insufficient funds available in your account, you are responsible for either making alternate arrangements for the payment, or rescheduling the payment through WCB Online Banking.

**The actual payment of all bills is administered by ACI, our Bill Payment Service Provider, not by Wakefield Cooperative Bank.**

## **TRANSFERS**

1. **InterBank Transfers.** Also called Bank to Bank Transfers, are transfers between your account with Wakefield Cooperative Bank and account(s) held at other financial institutions. InterBank Transfers are accomplished through an automated clearing house (ACH) debit against the account that funds are being transferred from and an ACH credit to the account that funds are being transferred to.
  - a. **Account Designation.** In order to be accessible by WCB Online Banking, accounts maintained at other financial institutions must be either a checking or a savings account which you are the owner of. You must provide the name of the financial institution, the account number, and a transit-routing number.
  - b. **Funds Availability.** Funds from InterBank transfers will be available for withdrawal in accordance with the funds availability policy of the institution(s) holding the account that received the funds. For “Today” InterBank transfers made during a session, you must schedule the transaction as a “Today” InterBank transfer before 3:00 p.m. on a Bank business day for the Scheduled Initiation Date to be that day. Otherwise, “Today” InterBank Transfers scheduled after 3:00 p.m., or on a weekend or holiday will have a Scheduled Initiation Date of, and thus will be initiated on, the following Bank business day.

- c. **Transfers Between Two Financial Institutions Other Than The Bank.** To Transfer funds between two financial institutions other than Wakefield Cooperative Bank, you must first transfer funds from one institution into a designated online account at Wakefield Cooperative Bank and then transfer funds from your Wakefield Cooperative Bank designated online account to the second institution.

2. **IntraBank Transfers.** Also called Internal Bank Transfers, are transfers between your accounts or other authorized accounts at the Bank.

- a. **Account Designation.** The accounts involved in the transfer must be a checking or savings account at Wakefield Cooperative Bank which you are authorized to access.
- b. **Funds Availability.** The funds from a “Today” IntraBank Transfer are available immediately upon completion of the transfer. “Today” transfers cannot be canceled.

Transfers designated as “Future” or “Recurring” transactions will be processed by 10:00 am of the Scheduled Initiation Date and will be available for your immediate use. If the Scheduled Initiation Date falls on a weekend or holiday, the transfer will occur on the next banking day. Future-dated transfers may be changed or canceled until 12:00 midnight before the processing date.

## **LIMITATIONS ON SERVICES**

- 1. **Dollar Limitations.** There is a dollar limit of \$25,000 (or the available balance in your designated account, plus any overdraft line of credit available balance if applicable, whichever is less) on any Bill Payment or IntraBank Transfer. InterBank Transfers are limited to \$25,000 per transaction with a \$100,000 limit in a 30 day period.
- 2. **Transfer Limitations.** Except as provided herein, all Bill Payments and Transfers to and from an account are subject to the terms and conditions applicable to the account as set forth in the account agreement governing such account. Federal regulations limit the number of transfers and check withdrawals from interest bearing accounts like Statement Savings and Money Market Accounts. You may not make more than six transfers or withdrawals per month to another account of yours or to third parties, when these transfers are made by means of a preauthorized or automatic transfer, or telephone agreement, order or instruction.

We may from time to time, and at our sole discretion, refuse to issue or limit the number or amount of funds transfers you may request using the Services.

**Passbook Savings, Christmas Club and Certificate of Deposit accounts are available for viewing only, no transactions are permitted.**

3. **Available Funds Required.** All Bill Payments and Transfers initiated through WCB Online Banking are subject to there being sufficient funds available in the affected account to cover the transfer on the Scheduled Initiation Date. If a hold is placed upon any portion of deposits made to an account from which you wish to transfer funds, you may not transfer the portion held until the hold expires.

### **STOPPING/MODIFYING ONLINE BANKING TRANSFERS OR PAYMENTS**

Payments designed as “Today” transactions cannot be stopped, canceled, or changed once your Online Banking Session is terminated. Except as stated below, in order to request a stop payment or change an Online Banking transaction designated as “Future” or “Recurring,” you must use Online Banking and follow the instructions provided. You must cancel the payment or transfer using Online Banking by 12:00 midnight before the scheduled processing day. A charge will be assessed for each stop payment that you place. (See “Schedule of Services Charges” section in this agreement)

If you request a cancellation of a transaction as set forth above and the Bank does not do so, we will be liable for the losses or damages caused as explained in the “Financial Institution’s Liability” section of this Agreement.

### **AUTHORIZATION TO CHARGE ACCOUNTS**

You authorize the Bank to charge your designated account(s) for any transactions accomplished through the use of WCB Online Banking for the amount of any Bill Payment or transfer that you make, and to charge your primary account for any charges for the service. You agree that in adding a Payee or maintaining a payee list, even if no payments are scheduled, you are electing to use the WCB Online Banking and Bill Payment service in full and therefore, will be charged accordingly. If you permit other persons to use your Password to access Online Banking you will be responsible for any transactions authorized from your accounts. You authorize the Bank to process Bill Payments and to transfer funds according to the instructions you provide if the instructions are received from you through WCB Online Banking. You authorize the Bank to initiate any reversing entry or reversing file, and to debit your accounts at Wakefield Cooperative Bank or elsewhere, in order to correct any mistaken credit entry. You understand that if a Bill Payment or Transfer request describes the beneficiary inconsistently by name and account number, execution of the request will occur on the basis of the account number, even if it identifies a person different from the named beneficiary. Further, Wakefield Cooperative Bank and other financial institutions to which a Bill Payment or Transfer request is forwarded may rely on any identification number supplied to the Bank as a means to identify any other account, even if the identification number is different than the account named by you. Your obligation to pay the amount of the Bill Payment or Transfer is not excused in such circumstances.

## **ACCOUNT INFORMATION; ELECTRONIC NOTICE**

You may get detailed deposit and loan account information for the Online Accounts that are linked by access through the Online Banking Services. (NOTE: the balance figure may not reflect recent transactions, and may include funds which are not subject to immediate withdrawal.) You will be able to access 12 months of account history in WCB Online Banking.

You agree to receive communications regarding your Online Accounts, including change in terms, electronically and will not attempt to circumvent receiving any messages. You are deemed to have received any electronic messages sent to you when they are made available to you, regardless of whether you have accessed the Online Banking Services. You may print a copy of these communications using the “print” function of your software.

If you send the Bank an email message, we are deemed to have received it when it is made available to us. The Bank will then have a reasonable time to act on your email. Since the email message may not be available to us immediately, you should not rely on email if you need to report an unauthorized transaction, a User ID or Password security breach or to place a stop payment. Email transmissions may not be secure. Furthermore, we request that you do not send us or ask for sensitive information such as account numbers, account information and User IDs, etc. via email.

## **MOBILE BANKING**

Mobile Access (also referred to as Mobile Finance Manager/MFM) is inclusive of the terms and conditions of the Electronic Funds Transfer Disclosure including but not limited to transaction limits, transaction processing and system availability.

### **Mobile Banking Requirements & Limitations**

1. Your mobile device must have access to the Apple or Google App Store.
2. You will not be able to access all functions/services that are accessible via Online Banking. Examples include, but are not limited to, electronic statement, check reordering, third party account transfer, and account aggregation services.
3. The account balances presented to you in Mobile Banking are not necessarily your current balances. If you attempt to make a payment or transfer to be executed immediately, your current balance will be obtained to ensure that you have proper funds for the payment or transfer.

## **FEES**

1. **Service Fee** – The charges for use of WCB Online Banking are listed in the “Schedule of Service Charges” section at the end of this Agreement. We will automatically deduct any fees incurred from your Online Banking account. We will continue to charge your account monthly on the same day (or the next



banking day if the due date falls on a weekend or holiday), until the service is discontinued.

2. **Transaction Fees** – If the deposit account from which a transfer is made is charged a per item fee for excess debit transactions, such as a Money Market Account, a fee may be charged for Online Banking transfers in excess of the specified limit. This fee may not apply to other accounts. The amount of this fee, and the specific types of accounts included, are listed in the Wakefield Cooperative Bank Fee Schedule.
3. **Applicable to all Fees and Charges** – If you do not have sufficient funds in your account on the date the fee or charge is payable, you authorize us to automatically deduct the payment from your account as soon as funds are available.

### **LIABILITY FOR UNAUTHORIZED USE**

You will notify the Bank immediately if you believe that your User ID and/or Password have become known to an unauthorized person or that someone has transferred money or made payments without your permission. You may call the Wakefield Cooperative Bank during normal business hours at (781) 245-3890 or call our 24 hour customer care line at (866) 987-7601. You should also change your User ID and Password immediately. You can lose no more than \$50.00 if you fail to give us notice that your User ID and Password have become known to an unauthorized person or that someone has transferred money or made payments without your permission.

### **FINANCIAL INSTITUTION'S LIABILITY**

If the Bank does not send a payment or make a transfer on time, or in the correct amount according to your instructions given in accordance with this Agreement and Disclosure, the Bank will be liable for your losses or damages. However, there are some exceptions. The Bank will not be liable, for instance, if:

1. Through no fault of ours, your account does not contain sufficient funds to make the payment or transfer.
2. The payment or transfer would go over the credit limit on your overdraft line of credit.
3. The equipment, ATM network, phone lines, or computer systems were not working properly or were temporarily unavailable.
4. Circumstances beyond our scope of control, such as fire or flood, prevented the payment or transfer, despite reasonable precautions that we have taken.
5. A court order, legal process or other encumbrance prevents us from making a transfer or payment.
6. If we have a reasonable basis for believing that unauthorized use of your User ID and Password, or designated account have occurred or may be occurring or if you default under any agreement with us or if you or we terminate this Agreement.
7. The payee does not process a payment correctly, or in a timely manner.

8. There may be other exceptions stated in our agreement with you.

If any of the circumstances listed in subparagraph 3. or 4. above shall occur, the Bank shall assist you with reasonable efforts in taking appropriate corrective action to reprocess the transactions that may not have been completed or to correct transactions that have incorrectly been processed.

### **ERROR RESOLUTION NOTICE**

In case of errors or questions about your WCB Online Banking transactions, telephone or write to us at the telephone number or address listed below in the “Contact Us” section as soon as you can, if you think your statement is wrong or if you need more information about a Bill Payment or Transfer listed on the statement. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error appeared (a statement is considered to have been sent when it is first made available).

You must;

1. Tell us your name and account number
2. Describe the error or payment 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 ten 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 calendar days to investigate your complaint or question. If we decide to do this, we will 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 ten business days, we may not credit your account.

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 request copies of the documents that we used in our investigation to verify our findings.

### **OTHER PROBLEMS**

If you believe an error other than an electronic funds transfer problem has occurred concerning a deposit account or if you have a problem regarding an account accessed by an ATM Card, refer to your monthly statement for instructions regarding how to have us resolve your issue or correct an error.

## **ACCOUNT INFORMATION DISCLOSURE**

The bank will not disclose any information about your account and the payments or transfers you make to any person, organization, or agency except:

1. for certain routine disclosures necessary for the completion of a payment or transfer; or
2. to verify the existence and the condition of your account for a third party, such as a credit bureau or merchant; or
3. to persons authorized by the law in the course of their official duties; or
4. to bank employees, auditors, service providers, attorneys or collection agents in the course of their duties; or
5. pursuant to a court order or lawful subpoena; or
6. to a consumer reporting agency as defined in Chapter 93 of Massachusetts General Law; or
7. by your written authorization which shall automatically expire 45 days after receipt of the authorization.

If an unauthorized disclosure is made, the Bank must inform you of the particulars of the disclosure within 3 business days after we discover that an unauthorized disclosure has occurred.

## **DOCUMENTATION AND VERIFICATION OF PAYMENTS AND TRANSFERS**

1. **Confirmation Numbers.** Upon completion of a transaction using WCB Online Banking a confirmation number will be given. You should record this number, along with the payee, scheduled date and transaction amount in your checkbook register (or other permanent record), because this will help in resolving any problems that may occur. No printed receipts are issued through WCB Online Banking.
2. **Periodic Statements.** Information concerning WCB Online Banking transactions will be shown on your normal statement for the account to and from which transfers or payments are made. You will receive a statement monthly.
3. **Recurring Deposits.** If you have arranged to have deposits made to your account at least once every 60 days from the same person or company, you can find out whether or not the deposit has been made through Online Banking or by calling Wakefield Cooperative Bank during regular business hours at (781) 245-3890.

## **OTHER CONDITIONS**

You are responsible for complying with all terms of this Agreement and Disclosure and the regulations governing the deposit accounts which you access using WCB Online Banking. The Bank can terminate your WCB Online Banking privileges without notice if you do not pay any fee required in this Agreement and Disclosure when due or if you do

not comply with any of the terms of these agreements. The regulations governing your deposit account are set forth in “Your Deposit Account Terms and Conditions” which was provided to you at account opening. A copy can be obtained by calling or visiting one of our branch locations during normal business hours.

You are responsible for charges assessed by your Internet service provider in order to connect to Online Banking and for the hardware, software and maintenance of your computer or other device. We are not responsible for any losses, damages, injuries, errors or failures caused by a malfunction of the computer or other device including any virus or other problem that may be associated with access to or use of the Services. We also are not responsible for any losses or delays in transmission of information you provide to us otherwise arising out of or incurred in connection with the use of any Internet or other service provider providing your connection to the Internet or any browser software.

### **SUSPENSION**

We reserve the right to suspend your access to and use of the Services for any reason. If we do this, we may notify you in a manner provided for in this Agreement; however, we are not under any obligation to do so. If your access to and use of the Services is suspended, transactions which were previously scheduled will be canceled; however, we will not be liable to you if we allow a transaction to be completed. All inquiries or correspondence relating thereto, including requests for reinstatement, should be directed to us at the address listed at the end of this Agreement.

### **AMENDMENTS**

The Bank may amend this agreement or the applicable fees and charges at any time. We will notify you at least 30 days before the effective date of any change in a term or condition disclosed in this Agreement and Disclosure, if the change will result in increased cost or liability to you or decreased access to your account. If, however, an immediate change in the terms and conditions is necessary for security reasons, the Bank may amend these terms and conditions without prior notice. Your use of the services after the date on which the change becomes effective constitutes your acceptance of these changes to the Services and this Agreement.

### **NOTICES/ADDRESS CHANGES**

We may rely upon your address including your email address as it appears in our records for any and all communications we send to you unless or until you notify us of any changes and we have had a reasonable opportunity to act on such notice.

If your online account is owned by more than one person or entity, you agree that we may consider any such notice or communication as being given to all online account owners when such notice or communication is given to any one online account owner.

## **OTHER SERVICES**

1. **Stop Payment Requests.** You may request a stop payment for any paper check written by you on your account. Your stop payment order is valid for 6 months. There is a fee for each stop payment placed on your account. You agree that we may debit this fee from the account on which the check is drawn. The amount of the stop payment fee is disclosed in the Wakefield Cooperative Bank Fee Schedule.

## **ADDITIONAL INFORMATION REQUIRED BY MASSACHUSETTS LAW**

1. Any documentation provided to you which indicates that an electronic funds transfer was made shall be admissible as evidence of the transfer and shall constitute prima facie proof that the transfer was made.
2. The initiation by you of certain electronic funds transfers from your account will, except as otherwise provided in this agreement, effectively eliminate your ability to stop payment of the transfer.

**Unless otherwise provided in the Electronic Funds Transfer agreement, you may not stop payment of electronic funds transfers; therefore, you should not employ electronic access for purchases or services, unless you are satisfied that you will not need to stop the payment.**

## **GOVERNING LAW**

This Agreement is governed by the federal laws of the United States and the laws of the Commonwealth of Massachusetts. You agree to be bound by, and hereby consent to, such laws with respect to any claim relating to this Agreement. Any issues relating to an account or service that you access through WCB Online Banking shall be governed by the laws specified in the agreement for that account or service if there is a separate agreement for that account or service. In the event of a conflict between this Agreement and any applicable law or regulation, this Agreement shall be deemed modified to the extent necessary to comply with such law or regulation.

## **TERMINATION OF THE AGREEMENT**

You may terminate your use of WCB Online Banking at any time by sending an email to [onlinebanking@wcbbank.com](mailto:onlinebanking@wcbbank.com) or by contacting the Bank during regular business hours at (781) 245-3890. If you call, you must also put your request in writing and send it to us within 10 business days. Any request to terminate your access to WCB Online Banking will be effective only after we have had a reasonable opportunity to act on your request.

If more than one person is authorized to withdraw funds from your account, or if another person uses WCB Online Banking to access your account, the bank cannot stop that person from using WCB Online Banking unless we end this agreement. If the account is a

joint account, any owner of the account may ask the bank to end this agreement. The bank is not responsible for notifying any remaining account holders of the termination.

If you end your rights to use WCB Online Banking, you authorize the Bank to continue making transfers and bill payments you previously authorized until such time as we have had a reasonable opportunity to act upon your written notice. Once the Bank has acted upon your notice, we will make no further transfers or payments from your accounts, including any transfers or payments you previously authorized.

The Bank may terminate your ability to use any or all of the Services available through WCB Online Banking at any time without prior notification. If we terminate your rights to use WCB Online Banking, we reserve the right to make no further transfers or payments from your account, including any transactions you previously authorized.

### **ENTIRE AGREEMENT**

You acknowledge and agree that any access to or use of the WCB Online Banking Services constitutes acceptance of the terms of this Agreement, and that this Agreement contains the entire and final agreement and expressly supersedes all prior agreements and understandings, both written and oral, between you and us concerning the Services.

Your Online Accounts will also be governed by the Account Agreement. If any provision of the Account Agreement is inconsistent with a provision of this Agreement, the provisions of this Agreement will apply to the Online Banking Services.

### **CONTACT US**

Wakefield Cooperative Bank  
Online Banking Dept  
342 Main Street  
Wakefield, MA 01880

Phone:  
(781) 245-3890

24 Hour Customer Service:  
(866) 987-7601

Email:  
onlinebanking@wcbbank.com

Business Hours: Monday through Friday 8:30 am to 4:00 pm  
Excluding Federal and State Holidays

## **SCHEDULE OF SERVICE CHARGES**

Online Banking and Bill Pay - no charge

Online Banking and Bill Pay with Quicken/QuickBooks® - no charge

Stop Payment Fee – refer to the Wakefield Cooperative Bank Fee Schedule

Copies of checks issued through Online Banking - \$10.00 per copy