

Online Banking Agreement & Disclosure
Please read this agreement carefully before following the link
at the bottom of this page.

Introduction

This Online Banking Agreement (IBA) governs your use of Online Banking that permits our members to access a number of financial services through the use of the Internet. Also included in this document are the regulatory disclosures applicable to these services. Throughout this web site the IBA and Disclosure will be referred to as "Agreement". By using PyraMax Bank Online Banking, you agree to all of the terms of this Agreement. **You must read this Agreement before enrolling in our Online Banking and initiating any electronic funds transfers via the Internet.** By using Online Banking, you agree to all of the terms of this Agreement. Please read it carefully before following the link at the bottom of this page or accessing any of the Services. We recommend that you print a copy of this document for your records; however, if you cannot, contact us at the number provided below and we will mail you a copy.

Accounts and services provided by PyraMax Bank may also be governed by separate agreements with you. This Agreement supplements any other agreements or disclosures related to your account (s), including the Terms and Conditions of Your Account Agreement provided to you separately.

Definitions

You or Your - The person(s) subscribing to or using Online Banking.

We, Us, or Our - Refers to PyraMax Bank and any agent, independent contractor, designee, or assignee PyraMax Bank may involve in the provision of Online Banking.

Business Day - Any calendar day other than Saturday, Sunday, or any holidays recognized by PyraMax Bank. Bill payments are processed on all business days that both the Federal Reserve Bank and the US Postal System are operating and open for business.

Business Day Cutoff PyraMax Bank's corporate office is located in Greenfield, WI and we base our business day on the Central Time zone for posting purposes, we will process all Bill Pay transactions completed by 9:00 p.m. on the prior business date. Bill Pay Transactions completed after 9:00 p.m., will be processed on the following business day.

Electronic funds transfers – include deposits to, withdrawals from, or transfers between your accounts, which are not originated by check, draft, or similar paper instrument. Electronic transfers include those made through a computer. If we authorize your account(s) for electronic transfers through Online Banking, you have certain rights and responsibilities under the Electronic Funds Transfer Act (EFT) which are further detailed in this agreement.

Privacy Statement – PyraMax Bank understands how important privacy is to our members. We have taken steps to protect the security and privacy of your personal information and as well as your financial transactions with us. You can view the PyraMax Bank Privacy Disclosure at PyraMaxBank.com/customer_protection/

About Online Banking

PyraMax Bank Online Banking consists of an online banking web site that provides a complete array of financial services to our members. Our service allows you to access your account information 24 hours a day, 7 days a week.

The services currently available to our customers via the Internet consist of:

Account Inquiries, balances, rates, etc.	Copies of Cleared Checks
Up to 3 Months of Historical Transactions	Detailed View of Transactions
Secure E-mails & Secure file transfers	Payments to our loan accounts
Transaction Downloads into Quicken® and Microsoft Money	Transfers between your accounts at this financial institution
Transfers to other PyraMax Bank members without compromising account security	

For customers who select Bill Payment, these additional functions are available:

One-time Payments	Fixed Recurring Payments
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Internet Security Information

PyraMax Bank Online Banking is provided by Open Solutions Inc. The Open Solutions Online Banking System utilizes a comprehensive security strategy to protect your accounts and transactions conducted over the Internet. In addition to log-on security, Open Solutions uses the SSL (secure socket layer) encryption technology for everything you do in Online Banking. This technology is automatically activated by your browser when it attempts to connect to our system and it will support only a 128 bit key length. Whenever SSL is securing your communications, the browser will typically indicate the "secure session" by changing the appearance of a small icon of a padlock at the bottom of the screen from *open* to *locked*. What this means to you is that your communications are scrambled from your browser to our servers at all times so no unauthorized party can read the information as it is carried over the Internet. In addition, our servers have been certified by a "Certificate Authority" that will assure you that you are actually talking to our servers instead of someone pretending to be us. (If you are using an older browser, such as anything prior to versions 4.0 on Netscape or Internet Explorer, the "Certificate Authorities" key may be expired and you may need to update it on your browser.

During your use of Online Banking, Open Solutions will pass a "cookie" to your browser for identifying you during the session. This cookie only identifies your computer. Open Solutions does not (and cannot) use cookies to collect or obtain new personal information about you. This cookie allows Open Solutions to process multiple transactions during your session without requiring you to reenter your password for each individual transaction. The cookies for online banking simply provide another level of security for our Online Banking product. The Open Solutions online banking system uses encrypted cookies that do not pass to your hard drive. Instead, the cookie is stored in the memory of your browser, identifying your computer while you are logged on. Only Open Solutions can read the information in these cookies. When you log off, close your browser, or turn off your machine, the cookie is destroyed. A new cookie is used for each session. That way, no one can use the prior cookie to access your account.

One of the main security features guarding the use of the Online Banking system is the unique combination of your Sign-on ID and Password. It is important that you keep your Password secret. PyraMax Bank will not be liable for any losses resulting from you permitting other persons to use your Sign-on ID and Password to access the system.

In addition to the security measures described above, there may be other security notices posted on the website regarding security issues. It is your responsibility to read all applicable notices. If you have more questions about our security systems for conducting financial transactions safely over the Internet, please contact your local PyraMax Bank branch.

Registration Process

Online Banking requires that you complete the initial enrollment process. This involves completing a secure online application that will identify your PyraMax Bank account.

Log-On Security

Security is very important to PyraMax Bank. At the time you request the service, you will select a unique "Sign-On ID" and then choose a "password" that will be used to gain access to the system.

To help prevent unauthorized access and ensure the security of your accounts, we will end your online session if we have detected no activity for 10 minutes. This is to protect you in case you accidentally leave your computer unattended after you logged on. When you return to your computer, you will be prompted to re-enter your password and your session will continue where you left off.

Because your password is used to access your accounts, you should treat it as you would any other sensitive personal data. You should carefully select a password that is hard to guess. Keep your password safe. Memorize your password and never tell it to anyone. You will be required to change your password every 90 days. This can be done at any time after you logged on from the "OPTIONS" menu.

Accounts

You may request Internet access to any account that you are a signer or owner. If you desire services that allow you to initiate payments or transfers from the account, you will need the required withdrawal authority over the account to be able to complete the transaction. By using Online Banking, you agree to maintain one or more accounts with us and to keep sufficient balances in any account to cover any transaction and fees that are ultimately approved by or related to the system. If the accounts added to the service are jointly held or have multiple signers, you agree that access to the information and all transactions initiated by the use of your Sign-On ID and Password are authorized unless we have been notified to cancel the service.

Fees for Online Banking

Online Banking is available to our members at no monthly charge for all the account information services, transfers and Bill Pay. Bill Pay is an optional service available only for Share Draft (Checking) and Savings Plus accounts. You must specifically request to have this service added.

Cancellation of Online Banking

Your Online Banking may be canceled at any time by PyraMax Bank in whole or part without prior notice due to insufficient funds in one of your accounts or other circumstances that may create an unanticipated liability to us. You will remain responsible for all transactions approved by the system prior to the cancellation, and for any other fees associated with the service. After cancellation, service may be reinstated once sufficient funds are available in your accounts to cover any fees and other pending transfers or debits. In order to reinstate services, please contact your local PyraMax Bank branch.

Balance Inquiries, Bill Payments, and Transfer Limitations

You may use Online Banking to check the balance of your account (s) and to transfer funds among your accounts at this financial institution. According to current federal regulations, you may not make more than six (6) pre-authorized or automatic transfers or bill payments from your Savings or Money Market Account during a given monthly statement period. Transfers authorized by telephone or personal computer are counted toward the six-total permitted monthly transfers or withdrawals.

Balances shown in your accounts may include deposits subject to verification by us. The balance may also differ from your records due to deposits in progress, outstanding checks or other withdrawals, payments or charges. A transfer request may not result in immediate availability because of the time required to process the request. The transfer request must be made before the cut-off time to be available for bill pay on the same business day. If you have further questions, please contact your local PyraMax Bank branch.

The balances are updated periodically and the system will display the most current "as of" date on the "accounts" summary page. There may be situations that cause a delay in an update of your balances. The system will use the most current balance available at the time of a transaction to base our approval for bill pays and account transfers.

Special Information about the Stop Payment, Check Reorders, Address Change, Secure E-Mail & Secure File Delivery Services

PyraMax Bank Online Banking includes several options that provide a means to securely forward your request to us for

processing. There may be additional fees associated with some of these services. Please refer to our fee schedule for additional information or contact your local PyraMax Bank branch.

Generally, requests received from the Online Banking system and/or emails will be processed within one business day using the same procedures that we use to handle similar requests received by mail or fax. If urgent action is required such as for a stop payment, we recommend that you contact us directly by telephone at (414) 421-8200 or in person at one of our branch locations. Additional terms of acceptance or disclosures may apply on the Stop Payment service and these terms will be disclosed at the time you complete the request. The Stop Payment feature is designed to submit a request to stop payment on checks you have written from your account. The stop payment service is not available to cancel transfers, Debit Card authorizations or ACH transactions. There will be a fee of \$35.00 per check on all stop payment requests. If you have a problem or need to cancel a transfer or bill payment, follow the procedures below:

Canceling or Changing Payments

To stop recurring or pending bill payments you must log in and make edits to pending payments and transfers. You must make edits before our cut-off time of 12:00 p.m. the day prior to the date the payment is scheduled. Up to that time, you may go into any pending payment and revise the amount, the date or cancel the payment information. If you need to issue a stop payment on a bill payment issued by paper check, contact us as soon as possible, or use the "Mailbox" link to notify the Online Banking department of your request. We are unable to issue a Stop Payment on an electronic Bill Payment. If you contact us in writing or through the "Mailbox" link and direct us to stop a bill payment 3 business days or more before the transaction is scheduled to be deducted from your account, and we do not do so, we will be liable for your losses. We may provide you directions so that you can make the appropriate payment edits. If you contact us verbally, we may request that you put your request in writing.

Bill Payment Service

You can enroll in our bill payment services by sending a secure email through the "Mailbox" link. You may also contact us at (414) 421-8200. You must first enroll in our Online Banking to utilize the secure email service.

The Bill Payment service will also allow you to see a history of all the payments made from your accounts from January of the previous year through the current date.

Payments may not be scheduled for the current business day and they will only be sent out once a day. Anything scheduled on a non-business day, or after the cut-off time, will not be sent out until the following business day. Since we must forward the funds and billing information to the payee, some lead-time for payments is necessary. In general, the system will attempt to tell you when you can expect the payment to be received by the payee. Our system assumes the payee/vendor will promptly process the payment on the business day it is received. Any delays caused by the payee/vendor would result in additional days before the payment would show on their records. By using this service, you authorize us, and any third-party payment-processing agent we may use, to choose whatever method we feel is the most effective method to process your transaction.

The time frames generally will be determined by the way the payment is sent to the payee. If we or the bill payment-processing agent has to send a paper check in the US Postal system, we typically suggest sufficient time as five (5) business days prior to the payee receiving the payment for processing at their address. If the payee accepts the payment electronically, we generally define sufficient time as three (3) business days prior to the payee receiving the payment. In all cases, the payment should be delivered to the payee/vendor by the tenth business day after the payment was approved and charged to your account.

Our Liability for Failure to Make Payments, Transfers

It is our responsibility to process all bill payments and account transfers properly initiated through the Online Banking system in accordance with this Agreement. We will be liable for damages, as specified below in the Payment Guarantee section of this Agreement, where the system caused a payment delay or failed to process a payment to be received by the payee/vendor by the tenth business day following the date your account was charged for the payment.

Payments will be processed within one business day of the completed payment transaction if the payment request is made by 9:00 p.m. CDT. We will not be liable if any of the following occurs.

1. If through no fault of ours, you do not have enough money in your account to make the bill payment or transfer, or if the account has been closed. Your account must have sufficient collected funds to make the requested transfer. Certain deposits and balance transfers from other accounts may not be immediately available for bill payment. The amount of available funds will be calculated in accordance with our Funds Availability Policy, provided to you separately when your account was opened.
2. If your computer, software or telecommunication lines were not working properly or were temporarily unavailable.
3. If you had knowledge of or questions about the possible malfunction of our system when you initiated the transaction.
4. If circumstances beyond our control such as natural disasters (fire, flood, tornado, etc) or other uncontrollable circumstances (mail delays, telecommunication outages, power failures, etc) prevent proper completion and delivery of transactions despite reasonable precautions that we have taken.
6. If you provide incomplete or inaccurate information to us regarding the account or transaction.
7. It can be shown that the merchant or payee received the payment within the normal delivery timeframe and failed to process the payment through no fault of our service providers or ours.
8. If your account has been tied up by legal proceedings (court order, garnishment) or other actions that prevent us from making a payment or transfer.
9. We have reasonable basis for believing that unauthorized use of your Sign On ID or password or designated account has occurred or may be occurring.
10. If you default under the terms of this agreement, or any other legal agreement with us.
11. If either Party terminates this Agreement.

In no event shall we be liable for damages in excess of your actual loss due to our failure to complete a transfer, and we will not be liable for any incidental, special, or consequential damages. There may be other exceptions stated in our deposit account agreements with you.

Documentation And Verification Of Payments And Transfers

Information regarding Online Banking transactions will be reflected on the account detail in our online banking system and in your regular monthly account statement(s).

Notice of your Rights and Liabilities under the EFT Act

The EFT Act provides you with certain rights and responsibilities with respect to electronic fund transfers via our Online Banking system. Your rights and responsibilities in the event of an unauthorized bill payment or unauthorized account transfer are disclosed below. Please read the following EFT disclosures carefully. You should print this document for future reference. You may obtain a hard copy of this document from us at any time by calling or sending us an email or upon request in person.

If you believe your sign on ID, or password has been compromised, lost, or stolen, or that someone has transferred or may transfer money from your account without your permission, call us immediately at the following number: (844) 815-9574 or notify us by email to onlinebanking@pyramaxbank.com.

A phone call is the best way of keeping your possible losses to a minimum. If you suggest that an unauthorized transfer or payment may have occurred, we may require you to sign an affidavit.

You could lose all the money in your account (plus overdraft protection). If you tell us within 2 business days after you learn that your Sign On ID and password have been compromised, lost or stolen, you can lose no more than \$50.00 if someone used your password without your permission. If you do NOT tell us within 2 business days, after you learn of the loss or theft

of your password and we can prove we could have stopped someone from using your Sign On ID and password without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows electronic transfers that you did not make or authorize, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as a long trip or hospital stay) kept you from telling us, we may extend the time periods to a reasonable time.

Errors and Questions

In cases of errors or questions concerning transactions completed within Online Banking, do one of the following, as soon as possible:

1. Telephone Online Banking Support at (844) 815-9574 or
2. Write to Online Banking Support, 7001 W. Edgerton Ave. Greenfield, WI 53220; or
3. Initiate a payment inquiry on your PC through the "Mailbox" link in the Secure Open Solutions Email messaging system.

We must hear from you within 60 days after we transmit the first statement or notification in which the error or problem appeared. Please include the following information:

Name

Account Number and your Sign-On ID

Description of the error or what you are unsure about, plus an explanation of why you believe it is an error or why you need more information.

Tell us the amount of the error.

For a Bill Payer error tell us:

- Checking account number used to pay the bill
- Payee name
- Date the payment sent
- Confirmation number
- Payment amount
- Payee account number for the payment in question.
- Payee phone number for the payment in question.

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. We may extend the time frame for investigation to 20 business days on a new account, if the suspected error

occurred outside the United States or if it occurred at a merchant location for the purchase of goods and services. If we need more time, however, we may take up to 45 days to investigate your complaint or question. We may extend the investigation up to 90 days if on a new account, if the suspected error occurred outside the United States, or if it occurred at a merchant location for the purchase of goods or services. 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 your money during the time it takes us to complete our investigation. We will provide provisional credit within 20 business days if a new account, if the suspected error occurred outside the United States, or if it occurred at a merchant location for the purchase of goods or services. 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 provisionally credit your account. We will tell you the results within 3 business days after completing our investigation. If we determine 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.

Other Problems

If you believe an error, other than an electronic funds transfer problem has occurred, you can call us at (844) 815-9574 or send secure email for information about how to handle the problem.

Disclosure of Account Information to Third Parties

Information about your account(s) or the transaction (s) you make will be disclosed to third parties only if at least one of the following applies:

1. It is necessary to complete a transaction.
2. It is necessary to verify the existence and condition of your account to a third party such as a credit bureau or merchant.
3. To comply with a governmental agency or court order.
4. If permission is given to us by you, which we may require to be in writing.
5. It is necessary to assist us in collection of information for internal use,
6. It is necessary for statistical information or security purposes of our service providers, our servicing agents, and/or contractors providing our Online Banking and electronic funds transfer service.
7. It involves a claim by or against us concerning a deposit to or withdrawal from your account.

Please refer to our privacy policy at PyraMaxBank.com/consumer_protection/ for additional detail on disclosure of account information.

Electronic Disclosures

If you agree, we may send you certain disclosures electronically in the future. Please contact us for additional information.

Equipment

PyraMax Bank Online Banking supports Internet Explorer 10 and higher, Mozilla Firefox 40 and higher, Google Chrome 45, and Safari 9 and higher. JavaScript is required for the application to function optimally. The browser must be set to allow cookies and/or explicitly allow third party cookies for some elements of the application to function. Online Banking and electronic delivery of statements requires that your Internet browser be (Secure Socket Layer) SSL compliant. Most popular browsers support this security feature. We require this to maintain our high security level. Some screens in Online Banking are maximized for computer users who can set their monitors to a resolution of 800x600 pixels.

You must use 128-bit encryption. (also called "domestic" or "U.S." grade encryption)- though if you travel overseas you may want 40-bit access as well. The system will inform you when you log in whether you are using a 40-bit browser or not.

You are solely responsible for the maintenance, installations, and operation of your computer. This financial institution shall not be responsible for any errors, deletions, or failures that occur as a result of any malfunction of your computer or software, nor will we be responsible for any computer virus that affects your computer or software while using our Online Banking Product. We encourage our customers to routinely scan their PC using a reliable virus detection product. Undetected or unrepaired viruses may corrupt and destroy your programs, files, and even your hardware. Additionally, you may unintentionally transmit the virus to other computers.

By assessing our Online Banking system, you agree that we shall not be liable for any indirect, incidental, or consequential costs, expenses, or damages (including lost savings or profit, lost data, business interruption, or attorney fees.)

Termination/Inactivity

You may terminate the use of our Online Banking by contacting us via US mail, e-mail, or personal delivery to PyraMax Bank. If your account(s) is closed or restricted for any reason, or if there has been not Online Banking or Bill Payment Activity for a period of 3 consecutive months, Online Banking accessibility will be inactivated. In order to re-activate an inactive account, you must contact your local PyraMax Bank branch. We may at anytime cancel all or part of the Services we generally offer.

If you terminate Bill Payment service, you authorize us to continue making payments and other previously authorized transactions until we have a reasonable opportunity to act upon your termination notice; you also agree to pay all applicable fees and charges. Once we have acted on your notice, we have no further responsibility to make any payments or previously authorized transactions.

Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Wisconsin.

Assignment

This agreement may not be assigned to any other party by you. We may assign or delegate, this agreement, in whole or in part, to any third party.

Ownership of Material

Our Online Banking is a product of Open Solutions, Inc.

Amendments

Terms and conditions of this Agreement may be amended in whole or part at any time within 30 days written notification prior to the change taking effect. We may notify you of such changes by US mail, or if you agree, we may send you an email notice, which details the changes. Email notifications may also direct you to a section of our website which will include the changes. Amendments or changes to term(s) or condition(s) may be made without prior notice if it does NOT result in higher fees, more restrictive service use, disclosure of additional account information to third parties, or increased liability to you. Also, if a change in term(s) or condition(s) is necessary to maintain or restore the security of our system or your account(s), no advance notice is required and we will then notify you within 30 days following such action. If you do not agree with the change(s), you must notify us in writing or via email prior to the effective date to cancel your access to the Service. Your continued use of the affected change in Service is your agreement to the amendment (s).

Entire Agreement

This Agreement supplements any other agreements or disclosures related to your account(s), including the Deposit Account Agreement and Disclosures provided to you separately.

[Disagree](#)

[Agree](#)



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