

BILL PAY AGREEMENT – CONSUMER & BUSINESS CUSTOMERS

With your activation of the optional Bill Payment feature, you agree to the terms and conditions stated herein, and the **Online Banking Agreement and Electronic Funds Transfer Disclosure** that was provided to you at the time you requested enrollment in Online Banking (if applicable), and the Bank's Online Banking and Online Mobile Banking End User License Agreement, along with the Bank's **Customer Agreement & Schedule of Charges, Books I & II** provided to you at account opening.

BILL PAYMENT FEES: There are no fees specifically for using this service.

BILL PAYMENT: You may use the Services to schedule Bill Payments. The Services may not be used to pay federal, state and local government or tax units or other categories of payee that Bank establishes from time to time. Bill Payments are processed twice each banking day: 5:00 a.m. Pacific Time (electronic payments only) and 12:00 p.m. Pacific Time. You must schedule the transaction with the current date for payment before 12:00 p.m. Pacific Time on a Bank business day for same day generation. Depending on the recipient, the payment will be sent electronically through the Automated Clearing House (ACH) or by check through the mail. Bill Payments sent electronically will generally be received within two business days. Bill Payments sent by check will generally be received within seven business days. For your security, Payment Caps exist and limit the amount of a Bill Payment. Consumer customers using the "Pay A Person / Direct Deposit" option are limited to \$1,500 per payment / \$3,000 per day and no single Bill Payment using the "Pay A Company / Direct Deposit" option can exceed \$50,000. Business customers using the "Pay A Person / Direct Deposit" option are limited to \$2,400 per payment / \$4,800 per day and no single Bill Payment using the "Pay A Company / Direct Deposit" option can exceed \$150,000. Higher limits may apply to consumer and commercial customers and are granted upon request and approval. Business customers may use our Bill Pay Services to generate Payroll Deposits to employee accounts. Customer agrees to comply with the regulations set forth by the National Automated Clearing House Association (NACHA) Operating Rules. The NACHA Operating Rules can be accessed at <https://www.achrulesonline.org/>. Customer agrees to obtain written authorization from each employee to have payroll deposits made to their account.

BILL PAY ADMINISTRATOR (ONLINE BANKING FOR BUSINESS): Business customer will designate one Authorized User as Bill Pay Administrator. The Bill Pay Administrator must activate Bill Pay by logging into the Online Banking for Business service and performing the activation process within 30 days of requesting the Bill Pay Service. Bank reserves the right to deactivate the Bill Pay Service if not activated within the 30 day activation period. It is the Bill Pay Administrator's responsibility to manage access levels for the other Bill Pay Users. All Bill Pay Users will have access to Schedule Bill Payments, Payment History, Bill Pay Reports, and Message Center.

FUNDING: For Bill Payments sent electronically, the Bank will debit the account on the Payment Date when the payment is processed. If the funds in the account are not sufficient at the time the Bill Payment is being processed, the payment will not be processed. However, for a period of up to 5 banking days, the Bank will re-try to process Bill Payments sent electronically. If the funds are not available at the conclusion of the extension, the Bill Payment will be canceled. For Bill Payments sent by check, the Bank will debit the account on the date the item is received for payment. If the available funds are not sufficient to cover the transaction, the Bank in its sole discretion; may create an advance against your Personal Overdraft Protection line of credit, create an overdraft on your Account, or refuse to complete payment.

CANCELING/STOPPING A BILL PAYMENT: You may edit or cancel a Bill Payment until the payment request has been processed (the item will display in the History section). For a Bill Payment sent by check, a Stop Payment can be placed on the item prior to the item posting to the account. Each stop payment order transmitted through the Services must contain all information requested on the stop payment screen. Please refer to the Stop Payment Orders section of the **Customer Agreement and Schedule of Charges, Books I & II** for information regarding stopping payment on other items.

ERROR RESOLUTION NOTICE: In Case Of Errors Or Questions About Your Electronic Transfers. Telephone us at (800) 888-1498, or write us at 121 W Pine Street, Lodi, CA 95240, or email us at internetbank@fmbonline.com as soon as you can, if you think your statement is wrong or if you need more information about a transfer listed on the statement. We must hear from you no later than 60 days after the Bank sent the FIRST statement on which the problem or error appeared.

1. Give your name and account number (last four digits only).
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. Give the dollar amount of the suspected error.

If you tell the Bank verbally, 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 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 new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in 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.

Please contact us at 800-888-1498 if you have questions regarding; the Bill Pay service, terms and conditions of the agreements related to Bill Pay, how to cancel Bill Pay, or applicable fees associated with Bill Payment.

Farmers & Merchants Bank of Central California
June 2023