



Connections Bank

P.O. Box 380
1100 Branch St
Platte City, MO 64079
(816) 858-2121
www.connections.bank

Online Banking Service Agreement and Disclosure Statement (For a permanent record print this page.)

This agreement states the terms and conditions that apply when you use Connections Bank Online Banking. 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. By signing an application form or by your initial access to Connections Bank Online Banking service you agree to the terms and conditions of this Agreement.

DEFINITIONS. "Bank", "Connections Bank", "we", "us", or "our" refers to Connections Bank", and "you" and "your" refers to each depositor, borrower, authorized signer, or authorized user for an account with Connections Bank.

SECURITY. We transmit data using SSL (Secure Socket Layer) technology that supports 128-bit key encryption. If your browser does not support 128-bit encryption, you will not be able to access Online Banking. Our web server does not connect directly to the Online. It is buffered from the internet through the use of firewalls and a service provider interface. All access from outside the Bank must go through these firewalls, which screens the requests and allows only valid http traffic to reach the server.

MOBILE BANKING /IPHONE OR IPAD APP / ANDROID APP In order to use Mobile Banking you must have a mobile device. "Device means a supportable mobile device such as a cellular phone or other mobile device that is web-enabled and allows SSL traffic. You may also download a Mobile Banking application for the iPhone, iPad, or Android devices. We reserve the right to modify the scope of the Mobile Banking Services at any time.

We will not be liable to you for any losses caused by your failure to properly use Mobile Banking or your Wireless Device. You agree that when you use Mobile Banking or a Mobile Banking Application, you will remain subject to the terms and conditions of all your existing agreements with us and our affiliates. You also agree that you will be subject to the terms and conditions of your existing agreements with your mobile service carrier or provider (e.g. AT&T, Verizon, Sprint, T-Mobile, etc.). You understand that those agreements may provide for fees, limitations, and restrictions which might impact your use of Mobile Banking (for example, your mobile service carrier or provider may impose data usage or text message charges for your use of or interaction with Mobile Banking, including while downloading the Mobile Banking Application, sending or receiving text messages, or other use of your Wireless Device. You agree to be solely responsible for all such fees, limitations, and restrictions.

If you use any location-based features of Mobile Banking you agree that your geographic location and other personal information may be accessed and disclosed through Mobile Banking. If you wish to revoke access to such information you must cease using location-based features of Mobile Banking.

1. Hardware and Software Requirements: To be able to use our Online Banking you must provide your own personal computer with Internet access. The Bank's Online Banking can be accessed through a basic web browser like Microsoft Edge or Google Chrome. (See Security above for encryption requirements.) You are and will remain solely responsible for the purchase, hook-up, installation, loading, operation, and maintenance your own personal computer and for all related costs. You are solely responsible for scanning the Hardware and the Software for computer viruses and other related problems before you use them.

2. The Accounts: You agree to use Online Banking solely for the services described in this Agreement. You may designate multiple accounts in conjunction with your Online Banking access, however, no accounts that require 2 or more signatures for withdrawal may have transfer privileges through Online Banking. You may add any account for which you, or all of you if more than one, are depositor, borrower, authorized signer, or authorized user by notifying the Bank or by visiting any Bank branch office. If you close or delete all accounts designated for Online Banking, you will no longer be able to use the Bank's Online Banking service.

3. Username and Password; Confidentiality of Password: All Connections Bank Online Banking transactions or inquiries must be initiated by use of your Connections Bank Online Banking username and password. We will assign you a username after we have accepted your Application. The first time you sign on to the Bank's Online Banking, you will be required to select a new password. It is recommended that you change your password every 180 days. It is recommended that you do not use your social security number, birthdays, names, or other codes that may be easy for others to determine as your password. No Bank employee will ever ask for your password, nor should you provide it to anyone unless you intend to allow that person access to your accounts. **YOU AGREE TO KEEP YOUR PASSWORD CONFIDENTIAL. USE OF THE PIN BY YOU OR BY ANY OTHER PERSON WITH YOUR AUTHORIZATION WILL BE CONSIDERED THE SAME AS YOUR WRITTEN SIGNATURE AUTHORIZING US TO COMPLETE ANY TRANSACTION OR REQUEST COMMUNICATED THROUGH CONNECTIONS BANK ONLINE BANKING.**

If you authorize another person to use your password, that person can use the Bank's Online Banking to view any information or initiate any transaction on any of the accounts to the same extent as you, including viewing information or initiating transactions on accounts to which that person does not otherwise have access. As such, your sharing of your password is strongly discouraged by the Bank, and done at your own risk.

If a third party should gain access to your password, you alone are responsible for changing the password so as to deny the third party's access to your banking information. Given the electronic nature of these transactions, the Bank shall have no liability to you in the event a third party should gain access to your password through no fault of the Bank. You should always exit the Bank's Online Banking system after you finish viewing your accounts. Never leave your computer unattended while accessing Online Banking. If you do, a third party may be able to access your accounts from your terminal, without ever needing to use your password.

4. Business Days: Business days for the Bank and for Connections Bank Online Banking are Monday through Friday, excluding holidays. You may access the accounts through The Bank's Online Banking 24 hours a day, seven days a week. The Bank may perform regular maintenance on our systems or equipment, which may result in interrupted service. We will attempt to provide notification in advance of interrupted service.

5. Online Services: You may use our Online Banking service to perform any of the following services designated by you in the Application or subsequently added by you as provided below:

A. View account information;

B. View current transactions;

C. View range of transactions between dates;

D. Transfer funds from one account to another;

E. Enter and/or view stop payments; and

F. View previous statements.

You may perform management functions for your Online Banking service, including changing your password and personal username (Alias), resetting the login count, changing your Online Banking account pseudo names and changing display options.

You may download information about your accounts to certain financial programs such as Quickbooks or other spreadsheets. You are responsible for setup of this download in order for your financial program or spreadsheet program to accept it.

6. Transfers to and from Accounts: Online Banking transfers between accounts are considered 'electronic funds transfers' as defined in Regulation E. Some accounts may have transfer limitations, as described in the account disclosure provided to you at the time the account was opened. Any limitations that apply to your account(s) regarding deposits, transfers and withdrawals also apply through Online Banking. You may use the Bank's Online Banking to initiate electronic fund transfers from deposit accounts (checking or savings) to other deposit accounts or loan accounts. Transfers may not be made from loan accounts or time accounts (certificates of deposit).

A. Limitations. Your ability to initiate bank transfers between accounts may be limited by federal law or by the terms of your agreement with us as described on each account's disclosure statement you received when that account was opened. You may obtain a new disclosure statement by contacting our Bank. Bank transfers from deposit accounts that are savings or money market deposit accounts are limited as required by federal regulation to no more than 6 preauthorized transfers in any specified period. The specified period for savings is the calendar month and money market accounts is the statement cycle. Online Banking transfers are considered preauthorized transfers and must comply with the 6 per month limitation. Your account must have sufficient funds in order for transfers to be completed. You cannot post-date a transfer.

B. Time of bank transfers, posting. If you initiate a bank transfer of available funds on or before 6 p.m. Central Time on a business day, the bank transfer will be posted on the same business day. If you initiate a bank transfer later than 6 p.m. Central Time on a business day, the bank transfer will be posted on the next business day.

7. Account Information: You may use the Bank's Online Banking to receive, download, and store or print information regarding an account that is routinely set forth in the statement for the Account, debits and credits made to the account, amounts and item numbers for items drawn on the account (if applicable), and the daily account balance (including interest credited to a Deposit Account and finance charges accrued on a Credit Account). Because the information made available to you is 'posted data', it may not include transactions that have not yet been posted to your account for that business day. You will still receive your usual periodic printed statement of account. You may use our Online Banking to receive, download, and store or print information regarding an account that is routinely set forth in the statement for the Account, debits and credits made to the account, amounts and item numbers for items drawn on the account (if applicable), and the daily account balance (including interest credited to a Deposit Account and finance charges accrued on a Credit Account). Because the information made available to you is 'posted data', it may not include transactions that have not yet been posted to your account for that business day. You will still receive your usual periodic printed statement of account.

8. Electronic Mail Service: You may use the Bank's Online Banking to send electronic mail ("e-mail") to us. The e-mail service may not be used to make bank transfers between accounts. E-mail transmitted by you to us via Online Banking may not be delivered to us immediately. If you need to contact us immediately to report an unauthorized use of your password, to report unauthorized access to an account, or for any other reason, you should call us at 816-858-2121. We will not be responsible for acting on or responding to any e-mail request made through Connections Bank Online Banking until we actually receive your e-mail message and have a reasonable opportunity to act. You should check your

e-mail regularly; we will attempt to notify you by e-mail in the event of any technical difficulties or other occurrence that may affect your use of Online Banking.

9. Additional Service: We may, from time to time, make additional services available through Connections Bank Online Banking. We will notify you of the availability and terms of these new services. By using these additional services when they become available, you agree to be bound by this Agreement and any additional instructions, procedures and terms provided to you with respect to each of these new services.

10. Bill Payment Service: One of the additional services offered by Connections Bank is bill payment through Online Banking. This service is optional and not included in the basic Online Banking service. The Bill Payment Service agreement is made up of the provisions of this disclosure as well as those instructions that are found on the Bill Payment Service site. When using this additional service, you agree to be bound by all of the provisions contained herein and at the Online Banking Bill Payment Service website.

A. To Enroll In the Bill Payment Service: All online banking users have access to to Connections Bank's Online Banking Bill Payment Service. If you wish to have this service removed, you can do so by either mailing a request for information to us at the address listed in Section 15, by sending us a message using online banking.

B. Getting Started with the Bill Payment Service: In order to pay bills online, you will need to first set up an account to use the service with under the "Add Account" tab in the Bill Pay Section. You must then set up your bills by either choosing from the database of vendors (Payees) that already exists, or by entering the necessary information to schedule a payment. We must have a US Postal address to process all payments. We will not accept payments scheduled for federal, state or local tax agencies or payments to settle securities transactions. Otherwise, there is no restriction on whom you can pay or how many Payees you can establish. The Bill Payment service will allow you to see a history of all the payments made from your accounts.

When you schedule a bill payment, you authorize Connections Bank to either withdraw the funds from your account on the date you schedule the payment to be initiated or place a hold on the funds in your account sufficient to cover the bills that have been scheduled and are the process of being paid so that the payment will be received by your Payee on time. If you schedule a payment to be made after the cut-off time and/or if the scheduled payment day falls on a holiday or non-business day, the bill payment will normally be charged to your account on the business day preceding the holiday or non-business day, as long as there are funds in your account. Bills that are in process will be debited from the available balance of your account. You will be able to withdraw up to the system's remaining available balance as long as your account shows sufficient funds to cover your scheduled payments and any other pending debits you may have on your account.

If a payment that you have scheduled for processing is declined due to insufficient or uncollected funds, it will automatically be rescheduled for the next business day, or any later business day and debited when there are sufficient funds available to make the payment, or until you cancel or reschedule it. If this should occur, you will be notified at the e-mail address you have provided the Bill Payment Service.

C. Scheduling Bill Payments: Payments can be entered as a one-time or recurring transaction. Payments may be scheduled for the current business day or any date in the future at any time of day, but they will only be processed twice a day at the cut-off times of 12-noon and 2 a.m. (CST). If you attempt to schedule a payment for that day after the cut-off time, the system will change the date of the next cut-off time. Anything scheduled on a non-business day, or after the cut-off time will not be sent out until the following business day.

Payments that you make through the Bill Payment Service will be paid electronically or by a check drawn off of your account. In general, the system will attempt to tell you when you can expect the payment to be received by the payee. Since we must forward the funds and billing information to the Payee, some lead time is needed for your payments. Payments made electronically are generally received and credited by your Payees within three (3) business days. Electronic payments are typically sent to Payees who are already listed as vendors of the Bill Payment system. Payments made by

check are generally received and credited by your Payees within five (5) to seven (7) business days. Checks are typically sent to those vendors who you have inputted into the Bill Payment system.

Our Bill Payment Service assumes your Payees will promptly process the payment on the business day it is received. Any delays caused by the Payee would result in additional days before the payment would show on their records and are not the responsibility of Connections Bank.

If a check must be sent to your Payee, you should make sure to schedule the payment to be processed at least five (5) business days prior to the due date to ensure it is received on time. If the payment is to be sent electronically, you should make sure to schedule the payment to be processed at least three (3) business days prior to the date it is due.

BY USING THIS SERVICE, YOU AUTHORIZE CONNECTIONS BANK, 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 PROVIDED FOR WITHIN THIS DISCLOSURE ARE NOT GUARANTEES AND THE BANK ASSUMES NO LIABILITY FOR PAYMENTS THAT ARE NOT RECEIVED WITHIN THE TIME FRAMES DESCRIBED, UNLESS THE DELAY IS STRICTLY DUE TO THE BANK'S ACTIONS.

D. Canceling or Changing Bill Payments/Transfers: You can not cancel an electronic payment which is described as being "in process." In some circumstances, you may be able to stop the payment of a bill that is to be paid with a paper check that is described as being "in process." You must notify Connections Bank as soon as possible so that we have sufficient time to attempt to stop that payment.

To stop a payment to be paid by check, call us at:816-858-2121. See the Connections Bank Schedule of Fees for the fee that may be assessed against your account for each stop payment placed by you.

If the payment you wish to stop is a payment that is "pending" or not "in process," you can use the procedures below to reverse a payment request:

1. Log in to your Bill Payment Option and make edits to pending payments or transfers by following the instructions provided there.

11. Fees and Charges: In consideration of our making Online Banking services available to you, you agree to pay, and you authorize us to automatically debit to the applicable account for the following fees (as set forth in the bank's Schedule of Fees, a copy of which you acknowledge has been provided to you, and the terms of which is incorporated herein as set forth in their entirety): Access to Connections Bank website is furnished at no charge to the customer. Access to Connections Bank Online Banking is furnished at no charge to the customer. This includes viewing your accounts, current transactions, viewing a range of transactions between dates, transferring funds from one account to another and viewing previous statements. Access to Connections Bank Online Banking Bill Pay Service is also furnished at no charge to the customer. For customers entering stop payments, a fee (based on the bank's Schedule of Fees) will be automatically assessed from the account the stop payment order is being placed on. This fee will be assessed on the same business date that the transaction is processed. Stop payments are in effect for six months from the date entered. Stop payment fees may change from time to time and notification of these fee changes will be provided through the Bank. The Schedule of Fees will be provided to each customer 30 days in advance of fee changes.

You will be solely responsible for all tariffs, duties, or taxes imposed by any government or governmental agency in connection with any transfer made pursuant to this Agreement and for all telephone charges, Internet access service charges, tools tariffs, and other costs for online sessions initiated by you. There may be other costs and charges associated with your accounts, such as overdraft charges. Please refer to the Schedule of Fees for details.

12. Errors and Adjustments: We agree to correct any error made in crediting or debiting any account by making the appropriate adjustment to your account balance. You agree to repay promptly any amount credited to your account in error, and you authorize us to initiate a debit transfer to any account to obtain payment of any erroneous credit. If you become aware of any errors on your accounts, notify the Bank immediately by calling 816-858-2121 or writing to the Bank at P.O. Box

380, Platte City MO 64079. Your bank deposit account statement contains information on the specific timelines in which electronic transfer errors must be reported.

13. Bank's Liability for Failure to Make or Stop Certain Electronic Fund Transfers: If you attempt to cancel a transfer or payment in accordance with the instructions in Section 10 (D) or as described elsewhere in this agreement, or we do not complete an electronic fund transfer to or from an account in a reasonable amount of time or in the correct amount according to our agreement with you, we will only be liable for your direct losses or actual damages, except in the following instances:

If, through no fault of ours, you do not have enough money in the account (or any linked account) to make the electronic fund transfer or the electronic fund transfer would go over the credit limit on the account.

If you have not completely and properly followed the terms of this Agreement or instructions provided regarding how to make an electronic fund transfer or the data or instruction transmitted via Connections Bank Online Banking are inaccurate or incomplete.

If any part of the Bank's Online Banking system was not working properly and you knew about the breakdown when you started your electronic fund transfer.

If circumstances beyond our control prevent or delay the electronic fund transfer, despite reasonable precautions that we have taken.

If your funds are subject to legal proceeding or if any other claim restricts the transaction.

If your PIN has been reported lost or stolen or if we have any other reason to believe that an electronic fund transfer may be erroneous or unauthorized.

If you, any joint holder, or an authorized cosigner on a Deposit Account has requested that we stop payment of the electronic fund transfer.

If you have exceeded the limitations on the number of withdrawals or transfers allowed during the statement period for the type of Deposit Account you have with us (e.g., certain types of savings accounts, including money market deposit accounts).

If the Deposit Account has been closed.

14. Limits on Bank's Liability: Our liability for electronic fund transfers made to or from accounts is also governed by Sections 12 and 14. If any provision herein is inconsistent with any provision of Section 12 or 14 or any provision of applicable law that cannot be varied or waived by agreement, the provisions of those Sections or applicable law shall control. To the fullest extent permitted by applicable law, you agree that we will have no liability whatsoever for any loss, damage, or claim arising out of any delay or failure in the performance of any of the Bank's Online Banking service in accordance with the terms of this Agreement, including but not limited to, that resulting from our negligence. Our duties and responsibilities to you are strictly limited to those described in this Agreement, except with respect to any provisions of the law applying to electronic fund transfers that cannot be varied or waived by agreement. In no event will the Bank be liable for any consequential, special, or punitive damages or for any indirect loss that you may incur or suffer in connection with the service (even if the Bank has been informed of the possibility of such damages), including, without limitation, attorneys fees. The Service Provider is an independent contractor and not the Bank's agent. The Bank's sole duty shall be to exercise reasonable care in the initial selection of the Service Provider. YOU ACKNOWLEDGE THAT NO EXPRESS OR IMPLIED WARRANTY, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OR A PARTICULAR PURPOSE, IS MADE BY THE BANK WITH RESPECT TO ANY ONLINE BANKING SERVICE OR THE SOFTWARE, AND THE BANK HEREBY DISCLAIMS ALL SUCH WARRANTIES. The only warranties are those provided by the licensor of the Software and set forth on the Software package. To the fullest extent permitted by applicable law, and without limiting the generality of the foregoing, the Bank shall not be liable at any time to you or any other person for any loss, charge, fee, penalty, expense or other damage resulting from any failure or delay of the performance of the Bank's responsibilities under this Agreement which

is caused or occasioned by any act or thing beyond the Bank's reasonable control, including, without limitation, legal restraint, interruption of transmission or communication facilities, equipment failure, electrical or computer failure, war, emergency conditions, acts of God, fire, storm, or other catastrophe, or inability to obtain or delay in obtaining wire services or Internet access, or refusal or delay by the Service Provider or another bank or financial institution to execute any bank transfer or stop payment. In addition, the Bank shall be excused from any failure or delay in executing a bank transfer or stop payment, if such execution would result in the violation of any applicable state or federal law, rule, regulation or guideline. To the fullest extent permitted by applicable law, you agree that the Bank shall not have any liability whatsoever for any loss caused by the act, error, or omission of you or any other person, including, without limitation, the Service Provider, any Internet access service provider, any federal reserve bank or transmission or communications facility or any intermediary or receiving financial institution, and no such person shall be deemed the Bank's agent.

15. Your Liability for Unauthorized or Erroneous Transfers: You have the obligation to immediately notify the Bank if your PIN has been lost or stolen, or if someone has transferred funds from your account through Connections Bank Online Banking without your permission (or is contemplating to do so). We may require that the notice be in writing. You could lose all the money in your Deposit Account, some or all of the money in any linked account, or up to your maximum overdraft line of credit if you have a check overdraft protection line of credit, if you fail or refuse to immediately advise the Bank of the unauthorized use of your PIN. Refer to your bank statement for the time limitations for reporting unauthorized electronic transfers.

If you believe your PIN has been lost or stolen or that someone has transferred or may transfer money from an account without your permission contact our Bank immediately by calling 816-858-2121 or faxing 816-431-3620.

Or write:

Connections Bank
Online Banking Dept.
P.O. Box 380
Platte City, MO 64079

16. Rejection of Transfers or Stop Payments; Overdrafts: You acknowledge that the Bank may from time to time, in its sole discretion, reject any bank transfer or stop payment request or return any bank transfer or stop payment.

- A. if there are insufficient or unavailable funds in the Deposit Account or the Deposit Account has been closed or is frozen,
- B. if the payment order does not conform to the terms of this Agreement,
- C. if the information provided is insufficient to complete the request or
- D. if the payment order appears to be a duplicate, but neither the Bank nor the Service Provider is under any obligation to recognize that a payment is a duplicate and you should not rely on the Bank or the Service Provider to do so.

If a payment order is rejected or a bank transfer or stop payment is returned, the Bank will notify you and you will have the sole obligation to remake the payment order in accordance with the terms of this Agreement and the Software. The Bank may from time to time, in its sole discretion and without any obligation to do so, execute any payment order or make any bank transfer or stop payment even though an overdraft to the account results. To the extent permitted by applicable law, you agree that the Bank will not have any liability whatsoever for refusing to accept or rejecting or returning any bank transfer or stop payment. If an overdraft occurs in a Deposit Account, you agree to cause sufficient available funds to pay the amount of the overdraft to be deposited into or credited to the Deposit Account before the end of that business day. Any overdraft existing at the close of a business day is immediately due and payable without notice or demand.

17. Disclosure of Deposit Account Information to Third Parties: You agree that we may from time to time disclose to third parties information about your accounts or the transactions that you make through Connections Bank Online Banking. We will disclose information to third parties about your accounts or the transfers you make:

A. Where it is necessary for completing bank transfers or stop payment or providing any other service in connection with Connections Bank Online Banking; or

B. In order to verify the existence and condition of your Deposit Account for a third party, such as a credit bureau or merchant; or

C. In order to comply with government agency or court orders; or

D. If you give us your written permission.

18. Amendment: We reserve the right to amend this agreement from time to time as agreement will be delivered to you and posted in our offices at least 30 days prior to effect, unless it is necessary to make immediate changes for security purposes, to comply with law, changes made by our service provider or as otherwise expressly provided in this Agreement.

19. Termination: You agree that we may cancel or restrict your use of the Bank's Online Banking or any Online Banking service at any time upon such notice (including e-mail) as is reasonable under the circumstances. You may cancel Online Banking by contacting Connections Bank in writing at P.O. Box 380, Platte City, MO 64079, by fax at 816-431-3620 or through e-mail to info@connections.bank.

20. Other Agreements; Severability; Governing Law: In the event of any conflicts between this Agreement and the content of the software or any related materials regarding the Bank's obligations to you, the terms of this Agreement will control. If any provision of this Agreement is unlawful or unenforceable, each such provision or writing will be without force and effect without thereby affecting any other provision hereof. This Agreement will be governed by the substantive laws of the United States, applicable federal regulations, and to the extent not inconsistent therewith, the laws of the State of Missouri, without regard to such States' rules regarding conflicts of laws.

21. Assignment: You may not assign all or any part of your rights or obligations under this Agreement without our prior express consent, which may be withheld in our sole discretion. We may assign or delegate all or any part of our rights or obligations under this Agreement, including without limitation, the performance of the services described herein. This Agreement will be binding on and inure to the benefit of the successors and/or assigns of any party.

22. No Third Party Beneficiaries: This Agreement is for the benefit of you and the Bank and is not intended to grant, and shall not be construed as granting any rights to or otherwise benefiting any other person, except as expressly otherwise provided in this Agreement.

23. Choice of Forum: In the event any litigation is instituted to enforce or interpret the terms of this Agreement, you agree that the exclusive forum therefore shall be the District Court for Platte County, Missouri. In the event that the Bank is the prevailing party, the Bank shall be entitled to reimbursement for all reasonable attorney fees and costs incurred including, but not limited to, those incurred incident to any appeal.

Send mail in regards to questions or comments about this site to:
Connections Bank
P.O. Box 380, Platte City, MO 64079
Member FDIC