

Business eStatements Agreement

Effective Date: November 14, 2016

Electronic Disclosure and Signature Agreement

The Electronic Signatures in Global and National Commerce Act (ESIGN) requires your approval before we can provide services to you electronically. Please read this Electronic Records Disclosure and Agreement carefully and save or print a copy for your records.

Terms: The terms of this Agreement are in addition to the terms of any deposit or loan account agreements you have with us, including but not limited to the: a) Business Member Service Agreement (BMSA) Part 1 (the account forms); b) BMSA Part 2 (the terms of the agreement), which includes the Funds Availability, Electronic Fund Transfer, Additional Deposit Disclosures and Rate and Fee disclosures; or c) Loan Agreements and Disclosures (collectively referred to as "Account Disclosures").

This Agreement is the contract which covers your and our rights and responsibilities concerning the service offered to you by VSECU. The service permits you to electronically initiate account transactions online, communicate with, and electronically receive disclosures, documents, and records regarding your account(s) with VSECU. In this Agreement, the words "you," "your," and "yours" mean those who request and use the service, including any person you authorize to use your services. The words "we," "us," and "our" mean VSECU. The words "document" and "documents" refer to the following collectively: Account Disclosures and agreements, including change of terms notices; loan bills and statements; deposit statements; certificate maturity notices; non-sufficient fund (NSF)/overdraft notices; excessive transaction notices; address notices; delinquency notices; rate change notices; notices of annual and special meetings; tax reporting information; and any other agreement, disclosure, notice or document VSECU would otherwise send via paper now or in the future. By using the service, each of you, jointly and severally, agree to the terms and conditions of this Agreement, and any amendments.

Electronic Signature (eSignature): You consent and agree that your use of a key pad, mouse or other device to select an item, button, icon or similar act/action while using any electronic service we offer; or in accessing or making any transactions regarding any document, agreement, acknowledgement, consent, term, disclosure, or condition constitutes your signature, acceptance and agreement as if actually signed by you in writing. Further, you agree that no certification authority or other third party verification is necessary to validate your electronic signature; and that the lack of such certification or third party verification will not in any way affect the enforceability of your signature or resulting contract between you and VSECU. **You understand and agree that your eSignature executed in conjunction with the electronic submission of your application will be legally binding and such transaction will be considered authorized**

by you.

Your Consent is Required: By enrolling, you are agreeing to receive documents described above under "Terms" electronically.

System Requirements: To receive documents electronically you will need:

- An active e-mail account.
- A personal computer or other device which is capable of accessing the Internet.
- An active Internet Service Provider.
- An Internet Web Browser with capabilities to support a minimum 128-bit encryption. An "A-Class Browser Support Chart" can be found at <http://yuilibrary.com/yui/environments/>.
- Pop-up blockers disabled, or disabled for our sites (document and inactivity warnings occur via pop-ups).
- A printer or other device capable of printing and/or retaining agreements and documents.
- Software which permits you to receive and access Portable Document Format (PDF) files, such as Adobe Acrobat Reader® (you will need one of the last three versions.) Adobe Acrobat is free software available at www.adobe.com.

System Requirements to Retain Documents: To retain documents for your records, your system must have the ability to either download to your hard drive or print PDF files.

Requesting Paper Copies of Documents: If, after consenting to receive documents electronically you would like paper copies of the documents, you can print them from our website or contact us using one of the methods under "Contact Information" below to request copies. Refer to the Rate and Fee disclosures for fees for statements or other documents.

Withdrawing Consent for Electronic Documents: If you would like to withdraw your consent to receive future documents electronically, contact us using one of the methods under "Contact Information" below. If you withdraw your consent to receive documents electronically, the electronic service you are using will become unavailable to you; and your consent will not affect the validity or enforceability of prior electronic documents you received.

Contact Information: If you need to contact us, use one of the following methods:

- E-mail: You can contact us by secure e-mail through the Message function within Online Banking, or at info@vsecu.com (not a secure e-mail). Any messages containing personal or confidential account information will be sent to the email address you provide.
- Telephone - 802/800-371-5162 to speak to a Member Service Consultant

- Postal mail - VSECU, Attn: e-Branch Services, One Bailey Avenue, PO Box 67, Montpelier, VT 05601

Updating Your Personal Information: You are responsible for keeping your e-mail address updated. You should keep us informed of any changes in your telephone number, mailing address, or e-mail address by contacting us using one of the methods listed under "Contact Information" above.

eStatements Agreement

This Agreement is a contract that establishes the rules covering your receipt of electronic statements ("eStatements") and documents for your account(s) with us. Please read this Agreement carefully and retain it for future reference because it tells you your rights and obligations.

The terms and conditions of the deposit agreements and documents for each of your account(s) as well as your other agreements with us, such as loans, continue to apply notwithstanding anything to the contrary in this Agreement.

By submitting this enrollment form, you agree to receive statements and documents electronically.

Accessing the Service: Complete and submit the eStatement Enrollment Form. You will receive a confirmation e-mail once your account is set up. You will receive an e-mail notification when your eStatement is available. Click on the link within the e-mail message, and enter the User ID and Password that you indicated on the enrollment form to log into eStatements. The first time you access the system you will be prompted to change your Password for security reasons.

We will provide your eStatement to you either monthly or quarterly, depending on the type of account(s)/service(s) you have, through an e-mail notice and secure link to a site where your eStatement will be posted.

You have the right to request and receive a paper copy of your eStatements at any time by contacting us. There may be a service charge for requesting a paper copy of documents we have previously provided to you electronically. Refer to the Rate and Fee disclosures for fees for statements and other documents.

Your eStatements will include the monthly/quarterly account and transaction activity for your deposit and loan accounts. By entering into this agreement, you understand that we will cease providing you with printed account statements mailed to your mailing address of record, and that all future account statements will be available to you electronically for up to 12 rolling months. If you choose to revert back to paper statements, you will be charged a monthly fee as disclosed in the Rate and Fee disclosures. You agree to notify us immediately of any change in your e-mail address.

Documents: If we exercise our right to provide you documents electronically we will include this notification within your eStatement e-mail notice with a link to a site where the documents will be posted.

General Security: You understand the importance of your role in preventing misuse of your account(s) and you agree to promptly examine your eStatement as soon as you receive it. You agree to protect the confidentiality of your account(s) and account numbers, and your personal identification information. If you suspect that your security code has been compromised, you agree to access the system and change it, or contact us as soon as possible.

Password Security: For security reasons, we will require the use of an individualized password to gain access to your account statement(s) through eStatements. Your password requirements are:

- Minimum - 8 characters
- Maximum - 15 characters
- Password Expiration – VSECU requires you to change your password at least every 180 calendar days. The system will automatically prompt you to change your password at that time.
- Password Algorithm – Both alpha and numeric (at least one letter and one number) characters are required within the password.

Your password is confidential information that should be known only by you. If anyone contacts you and requests this information, contact us immediately at 802/800 371-5162.

You are solely responsible for controlling the safekeeping of and access to, your password. Here are some suggestions for maintaining its secrecy:

- Memorize your password and never write it down;
- Try to use random numbers and letters for your password;
- Avoid using a password that could be easily guessed by others (your name, your phone number, your date of birth, etc.);
- Always exit your e-mail and log out of eStatements and Online Banking before leaving your computer unattended;
- Do not instruct Windows to save your password; and
- Change your password immediately if you believe it has been compromised

E-mail Security: We employ all reasonable means to secure e-mail communications. With this agreement however, you acknowledge that the Internet is considered inherently insecure. You agree that we have no liability to you whatsoever for any loss, claim or damages related to the failure of any electronic communication as a result of circumstances outside of our reasonable control. We have no duty to investigate the validity, or to verify any e-mail communication that we, in good faith, believe you have submitted to us. We may respond to an e-mail address you provide us in your eStatement application, or any other application or

written communication actually received by us. Although we have no obligation to do so, we reserve the right to require authentication of e-mails or electronic communications. The decision to require authentication is the sole discretion of VSECU. We will have no obligation, liability or responsibility to you or any other person or company if we do not act upon, or follow any instruction to us if a communication cannot be authenticated to our satisfaction.

Liability: We are not responsible for your acts or omissions, or those of any other person, including, without limitation, any transmission or communications facility, and no such party shall be deemed to be our agent. We will not be liable for any special, consequential, incidental, or punitive losses, damages, or expenses in connection with this agreement or the Online Banking service, even if we have knowledge of the possibility of them. We are not liable for any act, failure to act, or delay in acting, if it is caused in whole or in part by any cause beyond our reasonable control.

Amendment and Termination: We reserve the right to change this Agreement at any time by notice mailed to you at the last address shown on our records, posting notice in our branch offices or as otherwise permitted by law.

We have the right to terminate this Agreement at any time. You may terminate this Agreement by written notice to us. This notice can be delivered to us using one of the methods under "Contact Information" above.

You agree that we can terminate eStatements and revert to printed, mailed statements and documents for any reason, at any time. You will be charged a monthly service charge as disclosed in the Rate and Fee disclosures for paper statements.

You have the right to withdraw your consent to receive future eStatements and documents. There are no charges or restrictions on the Online Banking service for choosing to withdraw your consent to receive e-Statements. You may give us your withdrawal instructions by contacting us using one of the methods under "Contact Information" above. It may take as long as forty-five (45) calendar days from receipt of your request.