

Important Information about Deposit Accounts



Member
FDIC



AGREEMENT.....	4
IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT	4
Credit Verification	4
OWNERSHIP OF ACCOUNT AND BENEFICIARY DESIGNATION	4
Individual Account	4
Joint Account With Survivorship (And Not As Tenants In Common).....	4
Payable-On-Death Account (Totten Trust Account).....	4
UTMA Accounts.....	4
Business, Organization and Association Accounts	5
AGENCY DESIGNATION ON AN ACCOUNT	5
Power Of Attorney	5
Fiduciary Accounts	5
LIABILITY	5
SETOFF	5
LEGAL ACTIONS AFFECTING YOUR ACCOUNT	5
FDIC INSURANCE	6
DORMANT ACCOUNTS	6
TRANSACTIONS	6
Deposits	6
Direct Deposits	6
Withdrawals	6
Postdated Checks	6
Checks and Withdrawal Rules	6
Check Cashing.....	7
ACH and Wire Transfers	7
Pledges.....	7
Cash Withdrawals	7
Notice of Withdrawal	7
Restricting Access; Blocking or Delaying Transactions	7
CHECK PROCESSING	7
Multiple Signatures, Electronic Check Conversion, and Similar Transactions	7
Restrictive Legends or Endorsements	7
Facsimile Signatures and Electronic	8
Stale-Dated Checks	8
Endorsements	8
UNDERSTANDING AND AVOIDING OVERDRAFT AND NONSUFFICIENT FUNDS (NSF) FEES.....	8
Determining Your Available Balance	8
Overdrafts	8
Nonsufficient Funds (NSF) Fees	9
Payment Types	9
Balance Information.....	9
Availability of Funds.....	9
A Temporary Debit Authorization Hold Affects Your Account Balance.....	9
Payment Order of Items	9
NOTICE OF NEGATIVE INFORMATION	9
STOP PAYMENTS	10
ACH Stop Payment.....	10
STATEMENTS	10
Your Duty to Report Unauthorized Signatures, Alterations and Forgeries	10
Claim of Loss	10
Duty to Notify if Statement Not Received.....	10
NOTICES	10
Notice Effectiveness	10

Notice of Amendment and Termination.....	10
Address or Name Changes.....	11
Notification of Death or Incompetence	11
Waiver of Notices.....	11
ACCOUNT SECURITY.....	11
Account Numbers	11
MISCELLANEOUS.....	11
Telephonic Instructions.....	11
Account Transfer.....	12
Early Withdrawal Penalties and Involuntary Withdrawals	12
FUNDS AVAILABILITY DISCLOSURE	12
Same-Day Availability.....	12
Next-Day Availability.....	12
Other Check Deposits Subject to Second- Day Availability.....	12
Longer Delays May Apply	13
Special Rules for New Accounts.....	13
ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES.....	13
Electronic Fund Transfers Initiated by Third Parties	13
Preauthorized Payments	13
TAB (Telephone Access Bank) Transfers.....	13
Internet Banking Computer Transfers	14
Mobile Banking Transfers.....	14
ATM Transfers	14
Point-of-Sale Transactions.....	14
Fees and Charges	14
Notice of Automated Teller Machine (ATM) Facility User Precautions	14
Conditions of EFT Services.....	15
Advisory Against Illegal Use	15
Ownership of Cards.....	15
Security of Pins and Access Codes	15
Limitations on Frequency of Transfers.....	15
Account Information Disclosure	15
Bank Liability for Failure to Make Transfers	15
Consumer Liability	15
Additional Limits on Liability for Debit MasterCard™	16
Error Resolution Notice	16
Right to Receive Documentation.....	16
Periodic Statements.	16
Terminal Transfers.	16
Preauthorized Credits.....	16
SUBSTITUTE CHECKS AND YOUR RIGHTS	16
What Is A Substitute Check?	16
What are My Rights Regarding Substitute Checks?	16
How Do I Make a Claim for a Refund?.....	17
ARBITRATION AGREEMENT	17
Disputes Subject To Arbitration	17
Right to Opt Out.....	18
Class Action Waiver.....	18
Jurisdiction and Venue	18
Confidentiality of Arbitration	18
Cost of Arbitration	18
Survival and Severability	18

TERMS AND CONDITIONS OF YOUR ACCOUNT

AGREEMENT

As used in this document the words "we," "our," "us," and "The Bank" mean Ridgewood Savings Bank and the words "you" and "your" mean the account holder(s) and anyone else with the authority to deposit, withdraw, or exercise control over the funds in the account. However, this agreement does not intend, and the terms "you" and "your" should not be interpreted, to expand an individual's responsibility for an organization's liability. If this account is owned by a corporation, partnership or other organization, individual liability is determined by the laws generally applicable to that type of organization. The headings in this document are for convenience or reference only and will not govern the interpretation of the provisions. Unless it would be inconsistent to do so, words and phrases used in this document should be construed so the singular includes the plural and the plural includes the singular.

This document, along with any other documents we give you pertaining to your account(s), is a contract that establishes rules which control your account(s) with us. Please read this carefully and retain it for future reference. Once you execute a signature card or continue to use the account, you agree to these rules. You may receive a separate schedule of rates, qualifying balances, and Disclosure of Service Charges. If you have any questions, please contact your local branch or call us at 718-240-4778 (Mon-Fri 7am-7pm and Sat-Sun 8am-2pm) Ridgewood Savings Bank 71-02 Forest Avenue, Ridgewood, NY 11385.

This agreement is subject to applicable federal laws, the laws of the state of New York and other applicable rules such as the operating letters of the Federal Reserve Banks and payment processing system rules (except to the extent that this agreement can and does vary from such rules or laws). The body of state and federal law that governs our relationship with you, however, is too large and complex to be reproduced here. The purpose of this document is to:

- summarize some laws that apply to common transactions;
- establish rules to cover transactions or events which the law does not regulate;
- establish rules for certain transactions or events which the law regulates but permits variation by agreement; and
- give you disclosures of some of our policies to which you may be entitled or in which you may be interested.

If any provision of this document is found to be unenforceable according to its terms, all remaining provisions will continue in full force and effect. We may permit some variations from our standard agreement, but we must agree to any variation in writing either on the signature card for your account or in some other document. Nothing in this document is intended to vary our duty to act in good faith and with ordinary care when required by law.

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What does this mean for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

Credit Verification

You agree that we may verify credit and employment history by any necessary means, including preparation of a credit report by a credit reporting agency.

OWNERSHIP OF ACCOUNT AND BENEFICIARY DESIGNATION

These rules apply to this account depending on the form of ownership and beneficiary designation, if any, specified on the account records. We make no representations as to the appropriateness or effect of the ownership and beneficiary designations, except as they determine to whom we pay the account funds.

Individual Account

Account is in the name of one person.

Joint Account With Survivorship (And Not As Tenants In Common)

Account is owned by two or more persons. Deposits and any additions to the account are the property of the owners as joint tenants with right of survivorship. This means that we may release the entire account to any owner during the lifetime of all owners. We may honor withdrawal requests (including checks) from any owner during the lifetime of all owners. We may be required to release money in the account to satisfy a judgment against or other valid debt incurred by any owner. We may honor withdrawal requests (including checks) from any surviving owner after the death of any owner, and may treat the account as the sole property of the surviving owner(s). Unless an owner directs us by written notice not to honor the withdrawal request (including checks) of an owner we will not be liable for doing so. After we receive such a notice, we may require written authorization of any or all joint owners for any further payments or deliveries.

Payable-On-Death Account (Totten Trust Account)

If two or more of you create such an account, you own the account jointly with survivorship. Beneficiaries cannot withdraw unless: (1) all persons creating the account die, and (2) the beneficiary is then living. If two or more beneficiaries are named and survive the death of all persons creating the account, such beneficiaries will own this account in equal shares, without right of survivorship. The person(s) creating this account type reserve the right to: (1) change beneficiaries, (2) change account types, and (3) withdraw all or part of the account funds at any time.

UTMA Accounts

Under the Uniform Transfers to Minors Act, the funds in the account are owned by the child. Before that time, the account may be accessed only by the custodian (or successor custodian), and the funds must be used for the benefit of the child. We, however, have no duty or agreement whatsoever to monitor or ensure that the acts of the custodian (or successor custodian) are for the child's benefit. We are not responsible to monitor age or eligibility for an UTMA account, even though our records may include the minor's date of birth. It is the custodian's responsibility to properly distribute the funds in the account upon the minor's death or attainment of the age of majority. For this type of account, the child's SSN/TIN is used for the Backup Withholding Certification.

Business, Organization and Association Accounts

Earnings in the form of interest, dividends, or credits will be paid only on account balance, unless otherwise provided by law or our policy. You represent that you have the authority to open and conduct business on this account on behalf of the entity. We may require the governing body of the entity opening the account to give us a separate authorization telling us who is authorized to act on its behalf. We will honor the authorization until we actually receive written notice of a change from the governing body of the entity.

AGENCY DESIGNATION ON AN ACCOUNT

An agency designation on an account is an instruction to us that the owner authorizes another person to make transactions as agent for the account owner regarding the accounts designated. An agent has no ownership interest in the account(s) by virtue of being the designated agent. We have no duty to inquire about the use or purpose of any transaction made by the agent except as required by applicable law.

Power Of Attorney

You may wish to appoint an agent to conduct transactions on your behalf. (We, however, have no duty or agreement whatsoever to monitor or ensure that the acts of the agent are for your benefit.) This may be done by allowing your agent to sign in that capacity on a separate form, such as a power of attorney. We may refuse to accept a power of attorney if it has not been properly executed. We may require your agent to execute an affidavit attesting to certain facts, such as the fact that you are still alive and that the power of attorney has not been revoked, even if the power of attorney was recently executed. A power of attorney continues until your death or the death of the person given the power or until it is otherwise revoked. If the power of attorney is not "durable," it is revoked when you become incompetent. We may continue to honor the transactions of the agent until: (a) we have received written notice or have actual knowledge of the termination of the authority or the death of an owner, and (b) we have had a reasonable opportunity to act on that notice or knowledge. You agree not to hold us responsible for any loss or damage you or your heirs may incur as a result of our following instructions given by an agent acting under a valid power of attorney.

Fiduciary Accounts

Accounts may be opened by a person acting in a fiduciary capacity. A fiduciary is someone who is appointed to act on behalf of and for the benefit of another or a deceased individual's estate. We are not responsible for the actions of a fiduciary, including the misuse of funds. This account may be opened and maintained in situations including but not limited to: by a person or persons named as a trustee under a written trust agreement, or as executors, administrators, or conservators under court orders. You understand that by merely opening such an account, we are not acting in the capacity of a trustee in connection with the trust nor do we undertake any obligation to monitor or enforce the terms of the trust or court issued paperwork.

LIABILITY

You agree, for yourself (and the person or entity you represent if you sign as a representative of another) to the terms of this account and the Disclosure of Service Charges.

You authorize us to deduct these charges, without notice to you, directly from the account balance as accrued. You will pay any additional reasonable charges for services you request which are not covered by this agreement.

Each of you also agrees to be jointly and severally (individually) liable for any account shortage resulting from charges or overdrafts, whether caused by you or another with access to this account. This liability is due immediately, and can be deducted directly from the account balance whenever sufficient funds are available. You have no right to defer payment of this liability, and you are liable regardless of whether you signed the item or benefited from the charge or overdraft.

SETOFF

You each agree that we may (without prior notice and when permitted by law) set off the funds in this account against any due and payable debt any of you owe us now or in the future. If this account is owned by one or more of you as individuals, we may set off any funds in the account against a due and payable debt a partnership owes us now or in the future, to the extent of your liability as a partner for the partnership debt. If your debt arises from a promissory note, then the amount of the due and payable debt will be the full amount we have demanded, as entitled under the terms of the note, and this amount may include any portion of the balance for which we have properly accelerated the due date.

This right of setoff does not apply to this account if prohibited by law. For example, the right of setoff does not apply to this account if: (a) it is an Individual Retirement Account or similar tax-deferred account, or the debt is created by a consumer credit transaction under a credit card plan (but this does not affect our rights under any consensual security interest), or (c) the debtor's right of withdrawal only arises in a representative capacity, or (d) social security or supplemental security income payments are deposited directly into this account pursuant to an agreement with us which permits such direct deposit without presentation to you at the time of deposit, or (e) setoff is prohibited by the Military Lending Act or its implementing regulations. We will not be liable for the dishonor of any check when the dishonor occurs because we set off a debt against this account. You agree to hold us harmless from any claim arising as a result of our exercise of our right of setoff.

LEGAL ACTIONS AFFECTING YOUR ACCOUNT

If we are served with a subpoena, restraining order, writ of attachment or execution, levy, garnishment, search warrant, or similar order relating to your account (termed "legal action" in this section), we will comply with that legal action. Or, in our discretion, we may freeze the assets in the account and not allow any payments out of the account until a final court determination regarding the legal action or pending the outcome of any other legal dispute affecting your account. We may do these things even if the legal action involves fewer than all of you. In these cases, we will not have any liability to you if there are insufficient funds to pay your items because we have withdrawn funds from your account or in any way restricted access to your funds in accordance with the legal action. Any fees or expenses we incur in responding to any legal action (including, without limitation, attorneys' fees and our internal expenses) may be charged against your account. The list of fees applicable to your account(s) provided elsewhere may specify additional fees that we may charge for certain legal actions. You agree to hold us harmless from any claim arising as a result of our processing a levy, garnishment, or other legal action as mentioned herein.

FDIC INSURANCE

Funds in your account(s) with us are insured by the Federal Deposit Insurance Corporation (FDIC) and backed by the full faith and credit of the United States additional information on insurable limits is available at your local branch or by visiting the FDIC website at www.fdic.gov and click on the Deposit Insurance link. The website includes detailed contact information as well as a deposit insurance estimator.

DORMANT ACCOUNTS

Your account will be considered dormant if all of the following occur for three consecutive years: (1) deposits are not made to your account; (2) withdrawals are not made from your account; or (3) the bank does not receive any correspondence from you which indicates that you know that your account with the bank is still in existence. Interest crediting is not considered a deposit for this purpose.

If you reside in the state of New York, in accordance with the N.Y. State Abandoned Property Law, dormant funds will be turned over to the State of New York. You may submit a claim for return of the funds to: Office of the State Comptroller, Office of Unclaimed Funds, 110 State Street, Albany, New York 11236.

If your residence on file with the Bank is outside the state of New York, please contact 718-240-4778 (Mon-Fri 7am-7pm and Sat-Sun 8am-2pm) for information on how to locate abandoned property

TRANSACTIONS

To help law enforcement agencies detect illegal activities, the law requires all financial institutions to gather and report information on some types of cash transactions. If the information we need to complete the report is not provided, we are required to refuse to handle the transaction. If you have any questions regarding these rules, please visit www.fincen.gov.

Deposits

We will give only provisional credit until collection is final for any items, other than cash, we accept for deposit (including items drawn "on us"). Before settlement of any item becomes final, we act only as your agent, regardless of the form of endorsement or lack of endorsement on the item and even though we provide you provisional credit for the item. We may reverse any provisional credit for items that are lost, stolen, or returned. Unless prohibited by law, we also reserve the right to charge back to your account the amount of any item deposited to your account or cashed for you which was initially paid by the payor bank and which is later returned to us due to an allegedly forged, unauthorized or missing endorsement, claim of alteration, encoding error or other problem which in our judgment justifies reversal of credit. You authorize us to attempt to collect previously returned items without giving you notice, and in attempting to collect we may permit the payor bank to hold an item beyond the midnight deadline. Actual credit for deposits of, or payable in, foreign currency will be at the exchange rate in effect on final collection in U.S. dollars. We are not responsible for transactions by mail or outside depository until we actually record them. If you deliver a deposit to us and you will not be present when the deposit is counted, you must provide us an itemized list of the deposit (deposit slip). To process the deposit, we will verify and record the deposit, and credit the deposit to the account.

If there are any discrepancies between the amounts shown on the itemized list of the deposit and the amount we determine to be the actual deposit, we will notify you of the discrepancy. You will be entitled to credit only for the actual deposit as determined by us, regardless of what is stated on the itemized deposit slip. We will treat and record all transactions received after our "daily cutoff time" on a business day we are open, or received on a day we are not open for business, as if initiated on the next business day that we are open. At our option, we may take an item for collection rather than for deposit. If we accept a third-party check for deposit, we may require any third-party endorsers to verify or guarantee their endorsements, or endorse in our presence.

We reserve the right for anyone making a deposit to your account to provide certain identifying information and documentation.

Direct Deposits

We may offer direct deposit services, including preauthorized deposits (e.g., payroll checks, Social Security or retirement checks, or other government checks) or preauthorized transfers from other accounts. You must authorize direct deposits or preauthorized transfers by completing a separate authorization document. You must notify us if you wish to cancel or change a direct deposit or preauthorized transfer. Any cancellation or change will become effective once we receive notice from you and have a reasonable period of time to act on your request. If your account is overdrawn, you authorize us to deduct the amount your account is overdrawn from any deposit, including deposits of government payments or benefits. If we are required to reimburse the U.S. Government for any benefit payment directly deposited into your account, we may deduct the amount returned from any of your accounts, unless prohibited by law. We may also use any other legal remedy to recover the amount of our liability.

Withdrawals

Unless clearly indicated otherwise on the account records, any of you, acting alone, who signs to open the account or has authority to make withdrawals may withdraw or transfer all or any part of the account balance at any time. Each of you (until we receive written notice to the contrary) authorizes each other person who signs or has authority to make withdrawals to endorse any item payable to you or your order for deposit to this account or any other transaction with us.

Postdated Checks

A postdated check is one which bears a date later than the date on which the check is written. We may properly pay and charge your account for a postdated check even though payment was made before the date of the check, unless we have received written notice of the postdating in time to have a reasonable opportunity to act. Because we process checks mechanically, your notice will not be effective and we will not be liable for failing to honor your notice unless it precisely identifies the number, date, amount and payee of the item.

Checks and Withdrawal Rules

If you do not purchase your check blanks from us, you must be certain that we approve the check blanks you purchase. We may refuse any withdrawal or transfer request which you attempt on forms not approved by us or by any method we do not specifically permit. We may refuse any withdrawal or transfer request which is for an amount greater or less than any withdrawal limitations. We will use the date the transaction is completed by us (as opposed to the date you initiate it) to apply the frequency limitations. In addition, we may place limitations on the account until your identity is verified. Even if we honor a nonconforming request, we are not required to do so later.

If you violate the stated transaction limitations (if any), in our discretion we may close your account or reclassify it as a transaction account. If we

reclassify your account, your account will be subject to the fees and earnings rules of the new account classification. If we are presented with an item drawn against your account that would be a "substitute check," as defined by law, but for an error or defect in the item introduced in the substitute check creation process, you agree that we may pay such item.

Check Cashing

We may require reasonable identification to cash a check, draft or other instrument. We can decide what identification is reasonable under the circumstances and such identification may be documentary or physical.

ACH and Wire Transfers

This agreement is subject to Article 4A of the Uniform Commercial Code - Fund Transfers as adopted in the state in which you have your account with us. If you originate a fund transfer and you identify by name and number a beneficiary financial institution, an intermediary financial institution or a beneficiary, we and every receiving or beneficiary financial institution may rely on the identifying number to make payment. We may rely on the number even if it identifies a financial institution, person or account other than the one named. You agree to be bound by automated clearing house association rules. These rules provide, among other things, that payments made to you, or originated by you, are provisional until final settlement is made through a Federal Reserve Bank or payment is otherwise made as provided in Article 4A-403(a) of the Uniform Commercial Code. If we do not receive such payment, we are entitled to a refund from you in the amount credited to your account and the party originating such payment will not be considered to have paid the amount so credited. Credit entries may be made by ACH. If we receive a payment order to credit an account you have with us by wire or ACH, we are not required to give you any notice of the payment order or credit.

Pledges

Each owner of this account may pledge all or any part of the funds in it for any purpose to which we agree. Any pledge of this account (to which we have agreed) must first be satisfied before the rights of any surviving account owner or account beneficiary become effective. Each owner of a joint account authorizes and consents to the other joint owner, acting alone, pledging the full balance of the joint account to the Bank as security for a passbook loan or other loan from the Bank.

Cash Withdrawals

We recommend you take care when making cash withdrawals because carrying large amounts of cash may pose a danger to your personal safety. As an alternative to making a large cash withdrawal, you may want to consider a cashier's check or similar instrument. You assume full responsibility of any loss in the event the cash you withdraw is lost, stolen, or destroyed. You agree to hold us harmless from any loss you incur as a result of your decision to withdraw funds in the form of cash.

Notice of Withdrawal

We reserve the right to require not less than 7 days' notice in writing before each withdrawal from an interest-bearing account other than a time deposit or demand deposit, or from any other savings account as defined by Regulation D. (The law requires us to reserve this right, but it is not our general policy to use it.) Withdrawals from a time account prior to maturity or prior to any notice period may be restricted and may be subject to penalty.

Please see your Truth in Savings disclosure for early withdrawal penalty information.

Restricting Access; Blocking or Delaying Transactions

In order to protect you or us or to comply with applicable law, you agree that we may limit access to your account, decline or block any or all transactions to or from your account, or delay or reverse any withdrawal from your account, including but not limited to when:

- we suspect that any transaction may be fraudulent or involve illegal activity,
- we suspect that you may be the victim of fraud or financial exploitation even though you have authorized the transaction,
- we receive conflicting information or instructions regarding account ownership, control or activity,
- your account is involved in any legal or administrative proceeding, or
- we reasonably believe that doing so is necessary to avoid losses or reduce risk to you or us.

You agree that we will have no liability for any action we take hereunder and we may take such action without prior notice unless prohibited by applicable law. This paragraph shall not be construed as obligating the Bank to detect fraudulent activity or conduct transaction monitoring with respect to your account.

CHECK PROCESSING

We utilize automated item processing relying solely on the information encoded in magnetic ink along the bottom of the items. This means that we do not individually examine all of your items to determine if the item is properly completed, signed and endorsed or to determine if it contains any information other than what is encoded in magnetic ink. You agree that we have exercised ordinary care if our automated processing is consistent with general banking practice, even though we do not inspect each item. Because we do not inspect each item, if you write a check to multiple payees, we can properly pay the check regardless of the number of endorsements unless you notify us in writing that the check requires multiple endorsements. We must receive the notice in time for us to have a reasonable opportunity to act on it, and you must tell us the precise date of the check, amount, check number and payee. We are not responsible for any unauthorized signature or alteration that would not be identified by a reasonable inspection of the item. Using an automated process helps us keep costs down for you and all account holders.

Multiple Signatures, Electronic Check Conversion, and Similar Transactions

An electronic check conversion transaction is a transaction where a check or similar item is converted into an electronic fund transfer as defined in the Electronic Fund Transfers regulation. In these types of transactions, the check or similar item is either removed from circulation (truncated) or given back to you. As a result, we have no opportunity to review the check to examine the signatures on the item. You agree that, as to these or any items as to which we have no opportunity to examine the signatures, you waive any requirement of multiple signatures.

Restrictive Legends or Endorsements

The automated processing of the large volume of checks we receive prevents us from inspecting or looking for restrictive legends, restrictive endorsements or other special instructions on every check.

For this reason, we are not required to honor any restrictive legend or endorsement or other special instruction placed on checks you write unless we have agreed in writing to the restriction or instruction.

Unless we have agreed in writing, we are not responsible for any losses, claims, damages, or expenses that result from your placement of these restrictions or instructions on your checks. Examples of restrictive legends placed on checks are "must be presented within 90 days" or "not valid for more than

\$1,000.00." The payee's signature accompanied by the words "for deposit only" is an example of a restrictive endorsement.

Facsimile Signatures and Electronic

Unless you make advance arrangements with us, we have no obligation to honor facsimile signatures on your checks or other orders. If we do agree to honor items containing facsimile signatures, you authorize us, at any time, to charge you for all checks, drafts, or other orders, for the payment of money, that are drawn on us. You give us this authority regardless of by whom or by what means the facsimile signature(s) may have been affixed so long as they resemble the facsimile signature specimen filed with us, and contain the required number of signatures for this purpose. You must notify us at once if you suspect that your facsimile signature is being or has been misused. We will not be liable to you if the use of a device to affix your facsimile signature was unauthorized. Electronic signatures are generally accepted but only after reading and accepting the Bank's Electronic Signatures in Global and National Commerce Act (ESIGN) Agreement upon enrollment in an associated service, such as online banking, electronic receipts or e-statements.

Stale-Dated Checks

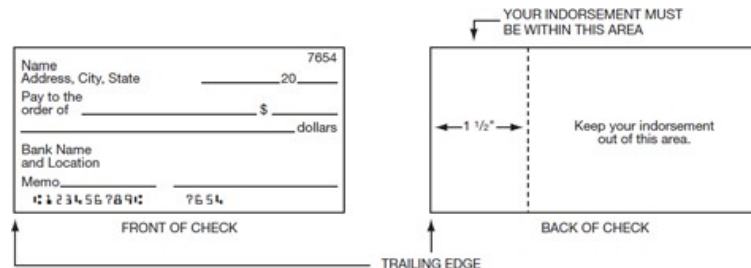
We are not obligated to, but may at our option, pay a check, other than a certified check, presented for payment more than six months after its date. If you do not want us to pay a stale-dated check, you must place a stop-payment order on the check in the manner we have described within this document.

Endorsements

We may accept for deposit any item payable to you or your order, even if they are not endorsed by you. We may give cash back to any one of you. We may supply any missing endorsement(s) for any item we accept for deposit or collection, and you warrant that all endorsements are genuine. We are not required to comply with any multiple-signature requirement, even if your signature card specified that multiple signatures are required, or you have otherwise instructed us to do so.

To ensure that your check is processed without delay, you must endorse it (sign it on the back) in a specific area. Your entire endorsement (whether a signature is facsimile or electronic or a stamp) along with any other endorsement information (e.g. additional endorsements, ID information, driver's license number, etc.) must fall within 1½" of the "trailing edge" of a check. Endorsements must be made in blue or black ink, so that they are readable by automated check processing equipment.

As you look at the front of a check, the "trailing edge" is the left edge. When you flip the check over, be sure to keep all endorsement information within 1½" of that edge.



It is important that you confine the endorsement information to this area since the remaining blank space will be used by others in the processing of the check to place additional needed endorsements and information. You agree that you will indemnify, defend, and hold us harmless for any loss, liability, damage or expense that occurs because your endorsement, another endorsement or information you have printed on the back of the check obscures our endorsement.

These endorsement guidelines apply to both personal and business checks.

UNDERSTANDING AND AVOIDING OVERDRAFT AND NONSUFFICIENT FUNDS (NSF) FEES

The information in this section is being provided to help you understand what happens if your account is overdrawn. Understanding the concepts of overdrafts and nonsufficient funds (NSF) is important and can help you avoid being assessed fees or charges. This section also provides contractual terms relating to overdrafts and NSF transactions. An overdrawn account will typically result in you being charged an overdraft fee or an NSF fee. Generally, an overdraft occurs when there is not enough money in your account to pay for a transaction, but we pay (or cover) the transaction anyway. An NSF transaction is slightly different. In an NSF transaction, we do not cover the transaction. Instead, the transaction is rejected and the item or requested payment is returned. In either situation, we can charge you a fee.

If you participate in our Overdraft Program(s) and we cover a transaction for which there is not enough money in your account to pay, we will consider that an overdraft. We treat all other transactions for which there is not enough money in your account as an NSF transaction, regardless of whether we cover the transaction or the transaction is rejected.

Determining Your Available Balance

We use the "available balance" method to determine whether your account is overdrawn, that is, whether there is enough money in your account to pay for a transaction. Importantly, your "available" balance may not be the same as your account's "actual" balance. This means an overdraft or an NSF transaction could occur regardless of your account's actual balance. Your account's actual balance (sometimes called the ledger balance) only includes transactions that have settled up to that point in time, that is, transactions (deposits and payments) that have posted to your account. The actual balance also does not include outstanding transactions (such as checks that have not yet cleared and electronic transactions that have been authorized but which are still pending). The balance on your periodic statement is the ledger balance for your account as of the statement date.

As the name implies, your available balance is calculated based on the money "available" in your account to make payments. In other words, the available balance takes transactions that have been authorized, but not yet settled, and subtracts them from the actual balance.

In addition, when calculating your available balance, any "holds" placed on deposits that have not yet cleared are also subtracted from the actual balance. Holds include but not limited to holds on funds resulting from a court order or other legal requirement (for example, levy, garnishment, etc.) Additional details regarding how holds placed on funds in your account can impact your available balance, read the subsection titled "A temporary debit authorization hold affects your account balance."

Overdrafts

You understand that we may, at our discretion, honor withdrawal requests that overdraw your account. However, the fact that we may honor

withdrawal requests that overdraw the account balance does not obligate us to do so later. So you can NOT rely on us to pay overdrafts on your account regardless of how frequently or under what circumstances we have paid overdrafts on your account in the past. We can change our practice of paying, or not paying, discretionary overdrafts on your account without notice to you.

You can ask us if we have other account services that might be available to you where we commit to paying overdrafts under certain circumstances, such as an Overdraft Protection Transfer, Overdraft Line of Credit, or Secured Overdraft Line of Credit. You agree that we may charge fees for overdrafts. We may use subsequent deposits, including direct deposits of social security or other government benefits, to cover such overdrafts and overdraft fees. For consumer accounts, we will not charge fees for overdrafts caused by ATM withdrawals or one-time debit card transactions if you have not opted-in to that service

Nonsufficient Funds (NSF) Fees

If an item drafted by you (such as a check) or a transaction you set up (such as a preauthorized transfer) is presented for payment in an amount that is more than the amount of money available in your account, and we decide not to pay the item or transaction, you agree that we can charge you an NSF fee for returning the payment. Be aware that such an item or payment may be presented multiple times and that we do not monitor or control the number of times a transaction is presented for payment. Please see our Overdraft brochure for additional detail on our programs.

Payment Types

Some, but not necessarily all, of the ways you can access the funds in your account include debit card transactions, automated clearing house (ACH) transactions, and check transactions. All these payment types can use different processing systems and some may take more or less time to post. This information is important for a number of reasons. For example, keeping track of the checks you write and the timing of the preauthorized payments you set up will help you to know what other transactions might still post against your account. For information about how and when we process these different payment types, see the "Payment Order of Items" subsection below.

Balance Information

Keeping track of your balance is important. You can review your balance in a number of ways including reviewing your periodic statement, reviewing your balance online, accessing your account information by phone, or coming into one of our branches.

Availability of Funds

Knowing when funds you deposit into your checking account will be made available for withdrawal is another important concept that can help you avoid being assessed fees or charges. Please see our Funds Availability Disclosure for information on when different types of deposits will be made available for withdrawal. For those accounts to which our funds availability policy disclosure does not apply, you can ask us when you make a deposit when those funds will be available for withdrawal. An item may be returned after the funds from the deposit of that item are made available for withdrawal. In that case, we will reverse the credit of the item.

We may determine the amount of available funds in your account for the purpose of deciding whether to return an item for insufficient funds at any time between the times we receive the item and when we return the item or send a notice in lieu of return. We need only make one determination, but if we choose to make a subsequent determination, the account balance at the subsequent time will determine whether there are insufficient available funds.

A Temporary Debit Authorization Hold Affects Your Account Balance

On debit card purchases, merchants may request a temporary hold on your account for a specified sum of money when the merchant does not know the exact amount of the purchase at the time the card is authorized. The amount of the temporary hold may be more than the actual amount of your purchase. Some common transactions where this occurs involve purchases of gasoline, hotel rooms, or meals at restaurants. When this happens, our processing system cannot determine that the amount of the hold exceeds the actual amount of your purchase. This temporary hold, and the amount charged to your account, will eventually be adjusted to the actual amount of your purchase, but it could be three calendar days, or even longer in some cases, before the adjustment is made. Until the adjustment is made, the amount of funds in your account available for other transactions will be reduced by the amount of the temporary hold. If another transaction is presented for payment in an amount greater than the funds left after the deduction of the temporary hold amount, you will be charged an NSF or overdraft fee according to our NSF or overdraft fee policy. You will be charged the fee even if you would have had sufficient funds in your account if the amount of the hold had been equal to the amount of your purchase.

Payment Order of Items

The order in which items are paid is important if there is not enough money in your account to pay all of the items that are presented. The payment order can affect the number of items overdrawn or returned unpaid and the amount of the fees you may have to pay. To assist you in managing your account, we are providing you with the following information regarding how we process those items. Our policy is to process ACH debits first, in the order they are received based on settlement date. We process checks second, by dollar amount - smallest to largest/other on the day they are processed. Point of Sale transactions are paid as they are received by the Bank.

If a check, item or transaction is presented without sufficient funds in your account to pay it, you will be charged an NSF or overdraft fee according to our NSF or overdraft fee policy. The amounts of the overdraft and NSF fees are disclosed elsewhere, as are your rights to opt in to overdraft services for ATM and one-time debit card transactions, if applicable. We encourage you to make careful records and practice good account management. This will help you to avoid creating items without sufficient funds and potentially incurring the resulting fees.

NOTICE OF NEGATIVE INFORMATION

Federal law requires us to provide the following notice to customers before any "negative information" may be furnished to a nationwide consumer reporting agency. "Negative information" includes information concerning delinquencies, overdrafts or any form of default.

This notice does not mean that we will be reporting such information about you, only that we may report such information about customers that have not done what they are required to do under our agreement. After providing this notice, additional negative information may be submitted without providing another notice. If you believe any negative information has been reported in error you may contact your local branch or our Customer Care Center: 718-240-4778 (Mon-Fri 7am-7pm and Sat-Sun 8am-2pm)

We may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may be reflected in your credit report.

STOP PAYMENTS

Unless otherwise provided, the rules in this section cover stopping payment of items such as checks and drafts. Rules for stopping payment of other types of transfers of funds, such as consumer electronic fund transfers, may be established by law or our policy. If we have not disclosed these rules to you elsewhere, you may ask us about those rules.

A stop-payment order must be given in the manner required by law and must be received in time to give us a reasonable opportunity to act on it. To be effective the order must precisely identify the number, date and amount of the item, and the payee. We will honor a stop-payment request by the person who signed the particular item, and, by any other account holder, even though such other person did not sign the item.

Generally, if your stop-payment order is given to us in writing or through our Telephone Banking System, it is effective for six months. Your order will lapse after that time if you do not renew the order in writing before the end of the six-month period. If the original stop-payment order was oral your stop-payment order will lapse after 14 calendar days if you do not confirm your order in writing within that time period. We are not obligated to notify you when a stop-payment order expires. A release of the stop-payment request may be made only by the person who initiated the stop-payment order.

If you stop payment on an item and we incur any damages or expenses because of the stop payment, you agree to indemnify us for those damages or expenses, including attorneys' fees. You assign to us all rights against the payee or any other holder of the item. You agree to cooperate with us in any legal actions that we may take against such persons. You should be aware that anyone holding the item may be entitled to enforce payment against you despite the stop-payment order.

ACH Stop Payment

Automated Clearing House (ACH) Rules require you to give the Bank prior notification of a stop payment request for an ACH transaction at least three Business Days before the applicable transaction date. A verbal request to stop payment on an ACH transaction is effective for fourteen calendar days. A written request to stop payment on all future ACH transactions, related to a specific payee, is effective for six months, unless you withdraw the stop payment order in writing. You may request the Bank to stop payment on a one-time ACH transaction single entry or a One-Time stop on or until the transaction is presented for payment and is returned. The One-Time stop is effective for one month. In each case, you must confirm your stop payment request in writing or it will lapse.

STATEMENTS

Your Duty to Report Unauthorized Signatures, Alterations and Forgeries

You must examine your statement of account with "reasonable care and promptness." If you discover (or reasonably should have discovered) any unauthorized signatures or alterations, you must promptly notify us of the relevant facts. As between you and us, if you fail to do either of these duties, you will have to bear the entire loss. Your loss could be not only with respect to items on the statement but other items with unauthorized signatures or alterations by the same wrongdoer. We lose these protections if you establish that we failed to exercise ordinary care in paying an item with an unauthorized signature or alteration.

You agree that the time you have to examine your statement and report to us will depend on the circumstances, but will not, in any circumstance, exceed a total of 14 days from when the statement is first sent or made available to you.

You further agree that if you fail to report any unauthorized signatures, alterations or forgeries in your account within 60 days of when we first send or make the statement available, you cannot assert a claim against us on any items in that statement, and as between you and us the loss will be entirely yours. This 60-day limitation is without regard to whether we used ordinary care. The limitation in this paragraph is in addition to that contained in the first paragraph of this section.

Claim of Loss

If you claim a credit or refund because of a forgery, alteration, or any other unauthorized withdrawal, you agree to cooperate with us in the investigation of the loss, including giving us an affidavit containing whatever reasonable information we require concerning your account, the transaction, and the circumstances surrounding the loss. You will notify law enforcement authorities of any criminal act related to the claim of lost, missing, or stolen checks or unauthorized withdrawals. We will have a reasonable period of time to investigate the facts and circumstances surrounding any claim of loss. Unless we have acted in bad faith, we will not be liable for special or consequential damages, including loss of profits or opportunity, or for attorneys' fees incurred by you.

You agree that you will not waive any rights you have to recover your loss against anyone who is obligated to repay, insure, or otherwise reimburse you for your loss. You will pursue your rights or, at our option, assign them to us so that we may pursue them. Our liability will be reduced by the amount you recover or are entitled to recover from these other sources.

In addition to your duty to review your statements for unauthorized signatures, alterations and forgeries, you agree to examine your statement with reasonable promptness for any other error or problem - such as an encoding error or an unexpected deposit amount. Also, if you receive or we make available either your items or images of your items, you must examine them for any unauthorized or missing endorsements or any other problems. You agree that the time you have to examine your statement and items and report to us will depend on the circumstances. However, this time period shall not exceed 60 days. Failure to examine your statement and items and report any errors to us within 60 days of when we first send or make the statement available precludes you from asserting a claim against us for any errors on items identified in that statement and as between you and us the loss will be entirely yours.

Duty to Notify if Statement Not Received

You agree to immediately notify us if you do not receive your statement by the date you normally expect to receive it. Not receiving your statement in a timely manner is a sign that there may be an issue with your account, such as possible fraud or identity theft.

NOTICES

Notice Effectiveness

Any written notice you give us is effective when we actually receive it, and it must be given to us according to the specific delivery instructions provided elsewhere, if any. We must receive it in time to have a reasonable opportunity to act on it. If the notice is regarding a check or other item, you must give us sufficient information to be able to identify the check or item, including the precise check or item number, amount, date and payee. Written notice we give you is effective when it is deposited in the United States Mail with proper postage and addressed to your mailing address we have on file. Notice to any of you is notice to all of you.

Notice of Amendment and Termination

We may change any term of this agreement. Rules governing changes in interest rates are provided separately in the Truth-in-Savings disclosure or in another document. For other changes, we will give you reasonable notice in writing or by any other method permitted by law with or without

notice, to the extent legally permissible.. ***We may also close this account at any time upon reasonable notice to you and tender of the account balance personally or by mail.*** Items presented for payment after the account is closed may be dishonored. When you close your account, you are responsible for leaving enough money in the account to cover any outstanding items to be paid from the account. Reasonable notice depends on the circumstances, and in some cases such as when we cannot verify your identity or we suspect fraud, it might be reasonable for us to give you notice after the change or account closure becomes effective. For instance, if we suspect fraudulent activity with respect to your account, we might immediately freeze or close your account and then give you notice. If we have notified you of a change in any term of your account and you continue to have your account after the effective date of the change, you have agreed to the new term(s).

Address or Name Changes

You are responsible for notifying us of any change in your address or your name. Unless we agree otherwise, change of address must be made in writing or by submitting a request through online banking by each of the account holders. Name changes must be requested at your local branch. Informing us of your address or name change on a check reorder form is not sufficient. We will attempt to communicate with you only by use of the most recent address you have provided to us.

Notification of Death or Incompetence

You agree to notify us promptly if any person with a right to withdraw funds from your account(s) dies or is adjudicated (determined by the appropriate official) incompetent. We may continue to honor your checks, items, and instructions until: (a) we know of your death or adjudication of incompetence, and (b) we have had a reasonable opportunity to act on that knowledge. You agree that we may pay checks drawn on or before the date of death or adjudication of incompetence for up to ten (10) days after your death or adjudication of incompetence unless ordered to stop payment by someone claiming an interest in the account.

Waiver of Notices

To the extent permitted by law, you waive any notice of non-payment, dishonor or protest regarding any items credited to or charged against your account. For example, if you deposit a check and it is returned unpaid or we receive a notice of nonpayment, we do not have to notify you unless required by federal Regulation CC or other law.

ACCOUNT SECURITY

You have a duty to protect your account information and methods of access. It is your responsibility to protect the account numbers and electronic access devices (e.g., an ATM card) we provide you for your account(s). Do not discuss, compare, or share information about your account number(s) with anyone unless you are willing to give them full use of your money. An account number can be used by thieves to issue an electronic debit or to encode your number on a false demand draft which looks like and functions like an authorized check. If you furnish your access device and grant actual authority to make transfers to another person (a family member or coworker, for example) who then exceeds that authority, you are liable for the transfers unless we have been notified that transfers by that person are no longer authorized.

Your account number can also be used to electronically remove money from your account, and payment can be made from your account even though you did not contact us directly and order the payment. You must also take precaution in safeguarding your blank checks. Notify us at once if you believe your checks have been lost or stolen. If you are negligent in safeguarding your checks, we will not be responsible for any losses you incur due to an alteration or forgery if we have paid the check in good faith and in accordance with reasonable commercial standards.

Positive pay and other fraud prevention services - Except for consumer electronic fund transfers subject to Regulation E, you agree that if we offer you services appropriate for your account to help identify and limit fraud or other unauthorized transactions against your account, and you reject those services, you will be responsible for any fraudulent or unauthorized transactions which could have been prevented by the services we offered. You will not be responsible for such transactions if we acted in bad faith or to the extent our negligence contributed to the loss. Such services include positive pay or commercially reasonable security procedures. If we offered you a commercially reasonable security procedure which you reject, you agree that you are responsible for any payment order, whether authorized or not, that we accept in compliance with an alternative security procedure that you have selected. The positive pay service can help detect and prevent check fraud and is appropriate for account holders that issue: a high volume of checks, a lot of checks to the general public, or checks for large dollar amounts.

Account Numbers

Thieves can encode your account number on a check which looks and functions like an authorized check and can be used to withdraw money from your account. Your account number can also be used to issue a "remotely created check." Like a typical check, a remotely created check (sometimes called a telecheck, preauthorized draft or demand draft) is a draft or check that can be used to withdraw money from your account. Unlike a typical check or draft, however, a remotely created check is not issued by the paying bank and does not contain the signature of the account owner (or a signature purported to be the signature of the account owner). If you have truly authorized the remotely created check (to purchase a service or merchandise, for example), it is properly payable. But it can be risky to authorize a remotely created check. A swindler could issue a remotely created check in an amount greater than you authorized, or issue additional remotely created checks that you have not authorized.

We will not know if the withdrawal is unauthorized or in an amount greater than the amount you have authorized. Payment can be made from your account even though you did not contact us directly and order the payment. Notify the Bank at once if the remotely created check was not authorized by you.

MISCELLANEOUS

Telephonic Instructions

Unless required by law or we have agreed otherwise in writing, we are not required to act upon instructions you give us via facsimile transmission or leave by voice mail or on a telephone answering machine.

Monitoring and Recording Telephone Calls and Consent to Receive Communications

We may monitor or record phone calls for security reasons, to maintain a record and to ensure that you receive courteous and efficient service. You consent in advance to any such recording. We need not remind you of our recording before each phone conversation.

To provide you with the best possible service in our ongoing business relationship for your account we may need to contact you about your account from time to time by telephone, text messaging or email. However, we must first obtain your consent to contact you about your account because we must comply with the consumer protection provisions in the federal Telephone Consumer Protection Act of 1991 (TCPA), CAN-SPAM Act and their related federal regulations and orders issued by the Federal Communications Commission (FCC).

- Your consent is limited to this account, and as authorized by applicable law and regulations.

- Your consent does not authorize us to contact you for telemarketing purposes (unless you otherwise agreed elsewhere).

With the above understandings, you authorize us to contact you regarding this account throughout its existence using any telephone numbers or email addresses that you have previously provided to us or that you may subsequently provide to us.

This consent is regardless of whether the number we use to contact you is assigned to a landline, a paging service, a cellular wireless service, a specialized mobile radio service, other radio common carrier service or any other service for which you may be charged for the call. You further authorize us to contact you through the use of voice, voice mail and text messaging, including the use of pre-recorded or artificial voice messages and an automated dialing device.

If necessary, you may change or remove any of the telephone numbers or email addresses at any time using any reasonable means to notify us.

Account Transfer

This account may not be transferred or assigned without our prior written consent.

Early Withdrawal Penalties and Involuntary Withdrawals

We may impose early withdrawal penalties on a withdrawal from a time account even if you don't initiate the withdrawal. For instance, the early withdrawal penalty may be imposed if the withdrawal is caused by our setoff against funds in the account or as a result of an attachment or other legal process. We may close your account and impose the early withdrawal penalty on the entire account balance in the event of a partial early withdrawal. See your Truth in Savings Disclosure for additional information.

FUNDS AVAILABILITY DISCLOSURE

This policy statement applies to all deposit accounts. Our policy is to make funds from your check deposits available to you on the second business day after the day we receive your deposit, with the first \$275 available on the first business day after the day of your deposit. Electronic direct deposits will be available on the settlement date of the deposit or the following business day after a weekend or federal holiday. Cash, wire transfers, and some specified check deposits will also be available before the second business day, as detailed below. Once the funds are available, you can withdraw them in cash and we will use the funds to pay checks that you have written.

Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit with a teller at one of our branches on a business day, that day will be the day of your deposit. If you make a deposit on a business day before our 3:00 P.M. cut off time at a proprietary Ridgewood Savings Bank ATM, we will consider that day the day of your deposit. However, if you make a deposit on a day that is not a business day or make an ATM deposit after the ATM cut off time, we will consider the deposit to have been made on the next business day.

Information regarding the Bank's Mobile Deposit products can be found in the Mobile Deposit Agreement available upon registration for the service.

Same-Day Availability

Funds from the following deposits will be available on the day we receive the deposit:

- Electronic direct deposits.
- U.S. Treasury checks that are payable to you.
- Same-day ACH deposits.
- Wire transfers.
- Cash.
- State and local government checks that are payable to you.

Next-Day Availability

If you make the deposit in person to one of our employees, funds from the following deposits are available on the first business day after the day of your deposit:

- Checks drawn on Ridgewood Savings Bank.
- Cashier's, certified, and teller's checks that are payable to you.
- Federal Reserve Bank checks, Federal Home Loan Bank checks, and postal money orders, if these items are payable to you.

If you do not make your deposit in person to one of our employees (for example, if you mail the deposit), funds from these deposits will be available on the second business day after the day we receive your deposit.

Other Check Deposits Subject to Second- Day Availability

The first \$275 from a deposit of other checks will be available on the first business day after the day of your deposit. The remaining funds will be available on the second business day after the day of your deposit.

For example, if you deposit a check of \$700 on a Monday, \$275 of the deposit is available on Tuesday. The remaining \$425 is available on Wednesday.

If we cash a check for you that is drawn on another bank, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it.

If we accept for deposit a check that is drawn on another bank, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

Longer Delays May Apply

Funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposit will not be paid.
- You deposit checks totaling more than \$6,725 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

Special Rules for New Accounts

If you are a new customer, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the settlement date of the deposit or the following business day after a weekend or federal holiday.

Funds from deposits of wire transfers, and the first \$6,725 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$6,725 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$6,725 will not be available until the second business day after the day of your deposit.

Funds from all other check deposits will be available on the eleventh business day after the day of your deposit.

ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

Please read this disclosure carefully because it tells you your rights and obligations concerning the electronic fund transfers (EFT) services offered to you by the Bank.

Electronic Fund Transfers Initiated by Third Parties

You may authorize a third party to initiate electronic fund transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways.

For example, your authorization to convert a check to an electronic fund transfer or to electronically pay a returned check charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and bank information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your bank and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- Preauthorized credits. You may make arrangements for certain direct deposits (such as U.S. Treasury, Social Security, or employer payroll) to be accepted into your checking or savings account(s).
- Preauthorized payments. You may make arrangements to pay certain recurring bills from your checking, statement savings, or money market account(s). Please note: the Bank does not allow ACH withdrawals from passbook savings accounts.
- Electronic check conversion. You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills.
- Electronic returned check charge. You may authorize a merchant or other payee to initiate an electronic funds transfer to collect a charge in the event a check is returned for insufficient funds.

Preauthorized Payments

- **Direct Deposit.** Upon instruction of (i) your employer, (ii) the Treasury Department or (iii) other financial institutions, the Bank will accept direct deposits of your paycheck or federal recurring payments, such as Social Security, to your account.
- **Preauthorized Debits.** Upon instruction, we will pay certain recurring transactions from your account.
- **Right To Stop Payment and procedure for doing so.** If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here is how:
 - Call or write us at the telephone number or address listed in this brochure in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.

Please refer to our separate Disclosure of Service Charges for the amount we will charge you for each stop-payment order you give.

- **Notice of varying amounts.** If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)
- **Liability for failure to stop payment of preauthorized transfer.** If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

TAB (Telephone Access Bank) Transfers

You may access your account by telephone 24 hours a day at (800) 250-4832 using your personal identification number, a touch tone phone, and your account numbers, to:

- transfer funds from checking to checking or money market
- transfer funds from checking to statement savings
- transfer funds from statement savings to checking or money market
- transfer funds from statement savings to statement savings
- transfer funds from money market to checking or statement savings
- get information about:
 - the account balance of checking accounts

- the account balance of statement savings or money market accounts
- initiate a stop payment on a check

Internet Banking Computer Transfers

You may access your account(s) by computer through the internet by logging onto our website at www.ridgewoodbank.com and using your user identification and password, to:

- transfer funds from checking to checking, statement savings, money market, or line of credit
- transfer funds from statement savings to statement savings, checking, money market, or line of credit
- transfer funds from money market to checking, statement savings, or line of credit
- make payments from checking, statement savings, or money market to loan account(s) with us
- make payments from checking to third parties
- get information about the account balance of checking, statement savings, passbook savings, money market or certificate of deposit
- get information about deposits and withdrawal transactions to checking, statement savings, or money market.

Mobile Banking Transfers

You may access your account(s) by downloading the Ridgewood Savings Bank App via the Apple App Store or Google Play or through the browser on your cell or mobile phone at www.ridgewoodbank.com and using your user identification, password, and multifactor authentication, to:

- transfer funds from checking to checking, statement savings, money market, or line of credit.
- transfer funds from statement savings to statement savings, checking, money market, or line of credit.
- make payments from checking to loan account(s) with us
 - you may transfer no more than the principal balance
- make payments from checking to third parties (Bill Pay)
- make payments from statement savings to loan account(s) with us
 - you may transfer no more than the principal balance
- get information about:
 - the account balance of checking account(s), statement savings account(s), passbook savings account(s) and certificate of deposit account(s)
 - the last weeks deposits to checking accounts and statement savings account(s)
 - the last weeks withdrawals from checking accounts and statement savings account(s)

ATM Transfers

You may access your account(s) by ATM using your Ridgewood Savings Bank Bankcard and Debit MasterCard™, to:

- make deposits to checking account(s)
- make deposits to statement savings or money market account(s)
- get cash withdrawals from checking, statement savings or money market account(s)

You may withdraw no more than \$600.00 per day for each cardholder on the account regardless of the number of accounts that a cardholder may access.

Please note: some accounts may have higher limits for ATM withdrawals. Please consult your account's Truth in Savings Disclosure for more information.
- transfer funds from statement savings to checking account(s)
- transfer funds from checking to statement savings account(s)
- get information about the account balance of your checking, statement savings or money market account(s)

Some of these services may not be available at all terminals.

Point-of-Sale Transactions

You may access your checking account(s) to purchase goods, pay for services, get cash from a merchant, if the merchant permits, or from a participating financial institution. Transactions listed can be performed in person using Ridgewood Savings Bank Bankcard (ATM only) or in person and by phone using Ridgewood Bank Debit MasterCard™.

Dollar limitations

- Using your Ridgewood Savings Bank Bankcard (ATM only) you may not exceed \$600.00 in transactions per day
 - Using your Ridgewood Bank Debit MasterCard™ you may not exceed \$1,500.00 in transactions per day.
- Please note: some accounts may have higher limits for Point-of-Sale Transactions. Please consult your account's Truth in Savings Disclosure for more information.

Fees and Charges

We do not charge for direct deposits to any type of account. Except as indicated elsewhere, we do not charge for these electronic fund transfers.

If you use an ATM not operated by us, you may be charged a fee by the ATM operator and by any international, national, regional, or local network used in processing the transaction (and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer). The ATM surcharge will be debited from your account if you elect to complete the transaction or continue with the balance inquiry.

Please refer to our separate Disclosure of Service Charges for any additional ATM related fees.

Notice of Automated Teller Machine (ATM) Facility User Precautions

As with all financial transactions, please exercise discretion when using an automated teller machine (ATM). For your own safety, be careful. The following suggestions may be helpful.

- Prepare for your transactions at home to minimize your time at the ATM.
- Mark each transaction in your account record, but not while at the ATM. Always save your ATM receipts. Don't leave them at the ATM because they may contain important account information.
- Compare your records with the account statements you receive.
- Don't lend your ATM card to anyone.

- Remember, do not leave your card at the ATM.
- If you lose your ATM card or if it is stolen, promptly notify us. You should consult the other disclosures you have received about electronic fund transfers for additional information about what to do if your card is lost or stolen. Contact 1-800-472-3272.
- Protect the secrecy of your Personal Identification Number (PIN). Protect your ATM card as though it were cash. Don't tell anyone your PIN. Don't give anyone information regarding your ATM card or PIN over the telephone. Never enter your PIN in any ATM that does not look genuine, has been modified, has a suspicious device attached, or is operating in a suspicious manner. Don't write your PIN where it can be discovered. For example, don't keep a note of your PIN in your wallet or purse.
- Prevent others from seeing you enter your PIN by using your body to shield their view.
- Don't accept assistance from anyone you don't know when using an ATM.
- When you make a transaction, be alert to your surroundings. Look out for suspicious activity near the ATM, particularly if it is after sunset. At night, be sure that the facility (including the parking area and walkways) is well lighted. Consider having someone accompany you when you use the facility, especially after sunset. Defer your transaction if circumstances cause you to be apprehensive for your safety. You might consider using another ATM.
- If you notice anything suspicious or if any other problem arises after you have begun an ATM transaction, you may want to cancel the transaction, pocket your card and leave. You might consider using another ATM or coming back later.
- Please be sure to close any entry door completely upon entering and exiting the ATM. Do not permit any unknown persons to enter the facility after regular banking hours.
- Don't display your cash; place withdrawn cash securely upon your person before exiting the ATM. Count the cash later when you are in the safety of your own car, home, or other secure surrounding.
- At a drive-up facility, make sure all the car doors are locked and all of the windows are rolled up, except the driver's window. Keep the engine running and remain alert to your surroundings.
- We want the ATM to be safe and convenient for you. The activity of the ATM facility may be recorded by a surveillance camera or cameras.

Please tell us if you know of any problem with a facility. For instance, let us know if a light is not working or there is any damage to a facility. Please use the nearest available public telephone to call the police if emergency assistance is needed. Direct complaints concerning ATM facility security to us at the phone number listed in this brochure or the New York State Department of Financial Services Hotline at 1- 877-BANK NYS (1-877-226-5697).

Conditions of EFT Services

Advisory Against Illegal Use

You agree not to use your card(s) for illegal gambling or other illegal purpose. Display of a payment card logo by, for example, an online merchant does not necessarily mean that transactions are lawful in all jurisdictions in which the cardholder may be located.

Ownership of Cards

The Ridgewood Savings Bank Bankcard (ATM only) is not transferable and must be surrendered upon demand, it may be canceled by the Bank at any time without prior notice. The Bank may, from time to time, change the terms of this Agreement by mailing or delivering written notice of the change to you at your address in the Bank's records at least thirty (30) days before the effective date of any change in a term or condition, if the change would result in increased fees or charges, increased liability to you, fewer types of electronic funds transfers, or stricter limitations on the frequency or dollar amounts of transfers.

If, at any time, you determine that you do not want to use your Ridgewood Savings Bank Bankcard (ATM only), destroy the card at once by cutting it in half.

Security of Pins and Access Codes

You agree that you will not give your Ridgewood Savings Bank Bankcard (ATM only) or PIN to any other person. You agree that you will not write your PIN on the Ridgewood Savings Bank Bankcard (ATM only), nor will you keep your PIN and Ridgewood Savings Bank Bankcard (ATM only) together in the same place, such as your wallet or purse.

You agree that if your Ridgewood Savings Bank Bankcard (ATM only) or PIN is lost, misplaced, or stolen, or if you believe that someone has transferred, or may transfer money from your account without your permission, you will notify the bank at once.

Limitations on Frequency of Transfers

In addition to those limitations on transfers elsewhere described, if any, we may impose limits on the frequency or amount of transfers you may transact from or to your account via ATM, telephone, mobile, or online platforms for security reasons.

Account Information Disclosure

We will disclose information to third parties about your account or the transfers you make:

- As necessary to complete transfers;
- To verify the existence of sufficient funds to cover specific transactions upon the request of a third party, such as a credit bureau or merchant;
- To comply with government agency or court orders; or
- As explained in the separate Privacy Disclosure.

Bank Liability for Failure to Make Transfers

If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will not be liable, for instance:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If you have an overdraft line and the transfer would go over the credit limit.
- If the automated teller machine where you are making the transfer does not have enough cash.
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreement with you.

Consumer Liability

You are responsible for all transactions you authorize using your EFT services under this Agreement. If you permit someone else to use an EFT service, your card or your access code, you are responsible for any transactions they authorize or conduct on any of your accounts

Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, including those made by card, code or other means, 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 a hospital stay) kept you from telling us, we will extend the time periods.

Additional Limits on Liability for Debit MasterCard™

You will not be liable for any unauthorized transactions using your Debit MasterCard™ if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us.

Contact in event of unauthorized transfer. If you believe your card and/or code has been lost or stolen, call 718-240-4778 (Mon-Fri 7am-7pm and Sat-Sun 8am-2pm), contact your local branch or (800) 472-3272. You should also call the number noted above if you believe a transfer has been made using the information from your check without your permission.

Error Resolution Notice

In case of errors or questions about your electronic transfers, call us at 718-240-4778 (Mon-Fri 7am-7pm and Sat-Sun 8am-2pm) or write us at Ridgewood Savings Bank 71-02 Forest Avenue, Ridgewood, NY 11385 or contact your local branch, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- Tell us your name and account number (if any).
- 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.
- 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 10 business days.

We will determine whether an error occurred within 10 business days (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will issue a provisional credit to your account within 10 business days (20 business days if the transfer involved a new account) 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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

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 and will debit the provisional credit from your account.

You may ask for copies of the documents that we used in our investigation.

Ridgewood Savings Bank
Electronic Banking Services
71-02 Forest Avenue
Ridgewood, New York 11385-5697
Business Days: Monday through Friday Excluding Federal Holidays
Phone: (718) 240-4778
(Mon-Fri 7am-7pm and Sat-Sun 8am-2pm)
More detailed information is available on request

Right to Receive Documentation

Periodic Statements.

You will get a monthly account statement from us for your checking, statement savings and for some types certificate of deposit accounts.

For passbook accounts, if the only possible electronic transfers to or from your account are preauthorized credits, we do not send periodic statements. You may bring your passbook to us and we will record any electronic deposits that were made since the last time you brought in your passbook. Individual retirement account statements are sent semi-annually.

Terminal Transfers.

You can get a receipt at the time you make a transfer to or from your account using an automated teller machine or point-of-sale terminal.

However, you may not get a receipt if the amount of the transfer is \$15 or less.

Preauthorized Credits.

If you have arranged to have a direct deposit made to your account at least once every 60 days from the same source and you do not receive a receipt (such as a pay stub), you can find out whether or not the deposit has been made by calling 718-240-4778 (Mon-Fri 7am-7pm and Sat-Sun 8am-2pm). This does not apply to transactions occurring outside the United States.

SUBSTITUTE CHECKS AND YOUR RIGHTS

As our customer, we think it's important for you to know about substitute checks. The following Substitute Check Disclosure provides information about substitute checks and your rights. So you will recognize substitute checks when you receive them, we have included a copy of the front side of a substitute check along with an explanation of the substitute check's components.

What Is A Substitute Check?

To make check processing faster, federal law permits banks to replace original checks with "substitute checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment just like the original check.

Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What are My Rights Regarding Substitute Checks?

In certain cases, federal law provides a special procedure that allows you to request a refund for losses you suffer if a substitute check is posted to your account (for example, if you think that we withdrew the wrong amount from your account or that we withdrew money from your account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your account and fees that were charged as a result of the withdrawal (for example, bounced check fees).

The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check, whichever is less. You also are entitled to interest on the amount of your refund if your account is an interest-bearing account. If your loss exceeds the amount of the substitute check,

you may be able to recover additional amounts under other law.

If you use this procedure, you may receive up to \$2,500 of your refund (plus interest if your account earns interest) within 10 business days after we received your claim and the remainder of your refund (plus interest if your account earns interest) not later than 45 calendar days after we received your claim.

We may reverse the refund (including any interest on the refund) if we later are able to demonstrate that the substitute check was correctly posted to your account.

How Do I Make a Claim for a Refund?

If you believe that you have suffered a loss relating to a substitute check that you received and that was posted to your account, please contact us

By mail:

Ridgewood Savings Bank 71-02 Forest Ave.

Ridgewood, NY 11385

Attn: Demand Deposit Department

By phone:

718-240-4930 or call your local branch

You must contact us within 40 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the account statement showing that the substitute check was posted to your account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim must include -

- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect);
- An estimate of the amount of your loss;
- An explanation of why the substitute check you received is insufficient to confirm that you suffered a loss; and
- A copy of the substitute checks or the following information to help us identify the substitute check: the check number, the amount of the check, the date of the check, and the name of the person to whom you wrote the check.

Sample Substitute Check:



The image above outlines the key components of a substitute check:

- An image of the original check appears in the upper right-hand corner of the substitute check.
- A substitute check is the same size as a standard business check.
- The information in asterisks relates to the "reconverting bank"- the financial institution that created the substitute check.
- The information in brackets (appears sideways facing check image) relates to the "truncating bank"-the financial institution that took the original check out of the check processing system.
- The Legal Legend states: This is a LEGAL COPY of your check. You can use it the same way you would use the original check.
- The MICR lines at the bottom of the image of the original and at the bottom of the substitute check are the same except for the "4" at the beginning of the MICR line on the substitute check, which indicates that it is a substitute check being moved forward for collection purposes. It is also possible for the MICR line on the substitute check to begin with a "5" if the item is being returned. The rest of the MICR line is the same as the original check to ensure that it is processed as though it were the original.

ARBITRATION AGREEMENT

If you have a dispute with Ridgewood Savings Bank ("us", "we"), we hope to resolve it as quickly and easily as possible. Please contact us to discuss your concerns and see if we can resolve the issue. If we are unable to resolve the dispute, you agree that it will be resolved in arbitration. Either you or the Bank can initiate the arbitration as described below.

Please read this Arbitration Agreement carefully.

Disputes Subject To Arbitration

A dispute is a controversy of any sort ("Claim") arising out a disagreement between you and us related to your accounts, account transactions, any related product or service, this Agreement or the breach thereof or any prior Agreement with us, any disclosures or advertising regarding your accounts, and your relationship with us. It includes any dispute relating to your use of any Ridgewood Savings Bank location or facility or any means you may use to access your account, such as an ATM or Online Banking. Any dispute as to whether this Arbitration Agreement is valid or enforceable, the meaning of this Arbitration Agreement, and whether a dispute is subject to arbitration will be decided solely by the arbitrator; provided, however, disputes regarding the validity and enforceability of the Important Waivers Section below will be decided by a court. Disputes are subject to arbitration regardless of the legal theory they are based on or whether they arose in the past, may currently exist, or arise in the future.

You and we specifically agree that this Arbitration Agreement shall also be enforceable by and for the benefit of the Bank's subsidiaries and affiliates; any party named as a co-defendant with us in a Claim asserted by you, such as credit bureaus and check verification services; any predecessors, successors and assigns of any of these entities; and all officers, trustees and employees thereof.

Right to Opt Out

You may opt out of this Arbitration Agreement within sixty (60) days by notifying us in writing at Ridgewood Savings Bank c/o the Compliance Department 71-02 Forest Avenue, Ridgewood, NY 11385. Any notice for opting out must include your name, address, telephone number, account number and should state "I choose to opt out of the Arbitration Agreement" or any words to that effect. If we do not receive an opt-out notice from you within sixty (60) days after the Arbitration Agreement was provided to you, you will be deemed to have consented and agreed to the Arbitration Agreement.

Class Action Waiver

The arbitration will be conducted as an individual action between you and us. **YOU UNDERSTAND AND AGREE THAT YOU ARE WAIVING THE RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN A CLASS ACTION LAWSUIT.** Even if a class action lawsuit or other representative action is filed, any dispute between you and the Bank will be subject to individual arbitration between you and the Bank.

Jurisdiction and Venue

A dispute or Claim shall be settled by binding arbitration administered by the American Arbitration Association ("AAA") under the AAA Consumer Arbitration Rules (or AAA Commercial Arbitration Rules, if applicable) in effect at the time the Claim is filed (the "AAA Rules"). In the unlikely event that AAA declines or is unable to administer the arbitration of a Claim under this Arbitration Agreement, then the arbitration shall be conducted by a single arbitrator who is either agreed upon by the parties or has been appointed as provided by the Federal Arbitration Act (Title 9 of the United States Code) ("FAA"); this Arbitration Agreement will control. You and the Bank each agree that you are participating in transactions involving interstate commerce and that each arbitration is governed by the "FAA".

Arbitration hearings will be held in the United States in Queens County or in the county and state of the Ridgewood Savings Bank branch where you maintain your account, or in such other location upon which the parties mutually agree. The arbitration will be conducted before a single arbitrator with expertise in the substantive laws that apply to the subject matter of the dispute. All statutes of limitations or other defenses relating to the timeliness of the assertion of a claim that otherwise would be applicable to an action brought in a court of law shall be applicable in any such arbitration, and the commencement of an arbitration under this Arbitration Agreement shall be deemed the commencement of an action for such purposes. Any decision rendered in arbitration proceedings under this Arbitration Agreement will be final and binding on the parties, and non-appealable, except for any right of appeal provided by the "FAA". The arbitrator has the power to award to a party any damages or other relief provided for under applicable law and will not have the power to award any relief to anyone who is not a party to the arbitration. The arbitrator's authority is limited solely to the dispute between you and the Bank.

Confidentiality of Arbitration

All arbitration proceedings, information and documents exchanged, and the arbitrator's ruling shall be treated as confidential. Except as may be required by law or by request of a regulatory agency of competent jurisdiction over either party, neither party nor the arbitrator may disclose to third parties the existence, content or results of any arbitration hereunder without the prior written consent of both parties.

Cost of Arbitration

The Bank will reimburse any filing fees and arbitrator costs you are required to pay, unless the arbitrator determines that your dispute was frivolous or baseless. Each party will be responsible for attorneys' fees incurred in preparing and presenting its case during the arbitration proceedings, except that the arbitrator is permitted to award attorneys' fees to the prevailing party under applicable law or agreement.

Pursuant to the AAA Rules, the Bank will not choose to arbitrate any individual Claim you bring in small claims court (or your state's equivalent court). However, if such a Claim is removed, appealed, transferred to another court, or consolidated with any other Claim, the Bank may then choose to require that the Claim be arbitrated.

Survival and Severability

This Arbitration Agreement shall survive the termination of this Agreement; closure of your deposit account; our sale or transfer of our rights under this Agreement; any changes to your deposit account or related services; any legal proceeding or set-off to collect a debt owed by you; or any bankruptcy or insolvency. If any portion of this Arbitration Agreement cannot be enforced in a proceeding between you and us, then the rest of the Arbitration Agreement will continue to apply; provided, however, that nothing herein shall authorize AAA or the arbitrator to arbitrate claims on a collective or class basis. In the event of a conflict or inconsistency between this Arbitration Agreement and the applicable arbitration rules, this Arbitration Agreement shall govern.

This Arbitration Agreement constitutes the entire agreement between you and the Bank and supersedes all prior arrangements and other communications regarding dispute resolution.



Terms and Conditions effective July 1, 2025