

RBC Bank

# Service Agreement for Personal Accounts

This Agreement is effective for all personal (consumer) deposit accounts and related services used on or after November 4, 2021.





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# Highlights of Agreement

*Below is an overview of some of the most important provisions of the Service Agreement. For more detailed information, please see the full sections of the Agreement relating to each topic.*

## Deposit Insurance

Our deposit accounts are insured by the U.S. Federal Deposit Insurance Corporation (FDIC) to the maximum amount permitted by law, which is \$250,000 for each account ownership category. For more details, visit the FDIC's website or call them using the information listed in this Agreement. RBC Bank® accounts are not insured by the Canadian Deposit Insurance Corporation (CDIC).

## Fees and Balance Requirements

Our fees that apply to your accounts and related services are listed separately in our Schedule of Fees. Any minimum deposit required to open an account and minimum qualifiers required to avoid monthly fees are also included in that document. The Schedule of Fees is updated periodically. To obtain the most recent version, go to <https://www.rbcbank.com/siteassets/Uploads/pdfs/PersonalScheduleofFees-.pdf>, or you may call 1-800 ROYAL® 5-3 (1-800-769-2553).

## Deposits

We accept deposits only in U.S. Dollars. If you have accounts with our Canadian affiliate, RBC Royal Bank™, transfers made from those accounts will be converted to U.S. Dollars at the current exchange rate. Unless we notify you that other methods are available, deposits may be made only by (i) check, draft or money order (no cash) delivered by mail or package delivery service; (ii) depositing checks or cash at ATMs of selected financial institutions or that participate in selected networks; (iii) wire transfers; (iv) ACH direct deposits; and (v) subject to our approval and the terms of a separate agreement, utilizing our Remote Deposit service, which enables you to deposit checks by sending us images of the checks via a smartphone app or scanner. We charge a fee for any deposited items that are returned unpaid.

## Availability of Deposits for Withdrawal

ACH direct deposits will be available for withdrawal on the day we receive them, and wire transfers will be available no later than the next Business Day. ATM deposits will be available no later than the fifth Business Day after the date of deposit. Funds from deposited checks generally will be available on the next Business Day. However, there are circumstances where we may implement a specific hold period before you may withdraw the funds. In most cases, unless a different cutoff hour is disclosed to you, if we receive your deposit before 5:00 p.m. Eastern Time on a Business Day, that day will be considered the date of deposit.

## Processing Order

Each Business Day, we generally pay electronic debits and apply electronic credits in the order received, and we generally pay non-electronic items (such as checks) in order from lowest to highest dollar amount after first posting all non-electronic credits. If you do not have enough funds to cover all debits for the day, this “low-to-high” processing order can help minimize nonsufficient funds (NSF) fees.

## Nonsufficient Funds and Overdrafts

When your available balance is not sufficient to cover one or more checks or other debits, we may either return or reject the item or pay it and create (or increase) an overdraft in your account. In either case, we may charge you an NSF fee for each item, as listed on our Schedule of Fees. You must promptly pay all NSF fees and any overdraft amounts. We do not charge an NSF fee when your account is overdrawn by \$5.00 or less, and we limit NSF fees to no more than four fees daily.

## Your Responsibility to Review Statements

You must carefully review each account statement. In most cases, statements will be deemed final unless you notify us of any errors, omissions, unauthorized transactions or other problems within 30 days after the statement date.

## Privacy and Disclosure of Information

We highly value your financial privacy. We have implemented privacy and security policies and procedures for safeguarding information concerning our clients, which include compliance with any applicable laws. We will send you periodic Privacy Notices describing how we handle your personal and confidential information and advising you of certain rights you have in that regard. There are certain circumstances where we may disclose information about you and your accounts to third parties, such as reporting to credit bureaus and similar organizations or in response to legal process.

## Arbitration of Disputes

Most types of disputes and legal claims that may arise between us will be resolved through binding arbitration hearings, rather than in court or any type of class action proceeding, unless you reject these arbitration requirements in a timely manner as described in the Service Agreement.



# Personal Deposit Account Terms & Conditions

## Introduction

This Agreement, as it may be periodically amended, governs your personal (consumer) deposit accounts and related services with RBC Bank.

## Definitions

In this Agreement, the terms “we,” “us,” “our” and “the Bank” refer to RBC Bank (Georgia), N.A., also known as RBC Bank. “You” and “your” refer to the individual(s) identified on the account application, signature card, or similar document(s) as the holder(s) of one or more deposit accounts at the Bank. In some contexts, “you” and “your” may also include any Authorized Representatives acting on your behalf. Other terms used in this Agreement are defined either below or in the sections where they first appear.

“Account(s)” or “account(s),” except when clearly used in a different context, means one or more personal checking, savings, money market, CD or other deposit accounts provided to you by the Bank under the terms of this Agreement.

“Account Rules” means our normal and customary policies, procedures and rules (including security measures) relating to the Account and your use of it, as we may amend them from time to time.

“Affiliate” means, with respect to any “person” (see “Rules of Construction” below), any other person that directly or indirectly owns or controls, is controlled by, or is under common control with that person. With respect to RBC Bank (Georgia), N.A., the term includes any of our Canadian as well as U.S. Affiliates.

“Agreement” means and includes this Service Agreement for Personal Accounts, our Schedule of Fees relating to your Accounts, and any other documents you may receive or that may be made available to you at any time which state they are a part of the Agreement, as well as any amendments to or replacements of any of the above.

“Authorized Representative” means a person appointed by you or us (or by someone else having authority to do so) as authorized to act on your or our behalf with respect to all matters within the scope of his or her designated authority. Examples of Authorized Representatives for you are additional signers added to an account in a nonowner capacity (if permitted by the Bank), attorneys-in-fact under powers of attorney, and court-appointed guardians. Your Authorized Representatives include any person we reasonably believe has apparent, implied or presumed authority to act on your behalf, whether or not the person has actually been appointed as authorized.

“Available Balance” means the current balance in your Account, less (i) any portion of deposited funds not yet available for withdrawal under our Account Rules, and funds availability policies (see the section titled “Your Ability to Withdraw Deposited Funds”); and (ii) any other amounts that we reasonably determine are subject to any other type of hold (including debit card transaction holds as described under “Preauthorization Holds” in the “Visa\* Debit Card Agreement and Disclosures” section of this Agreement), or any legal process, dispute, etc. which prevents their withdrawal.

“Business Day” normally means any day except a Saturday, Sunday or bank holiday. However, for some purposes under the Agreement, a Business Day may also exclude any day on which a relevant location of the Bank is closed or unable to operate normally, either for all or part of the day, due to severe weather or other extraordinary circumstances. Any reference in the Agreement to “days,” where “Business Days” is not specified, means calendar days.

“Collected Balance” means the current balance in your Account, less any “float,” which is any portion of deposited funds we deem to be not yet finally paid (collected) under our Account Rules and such collection schedules as we may apply to each Item deposited.

“Instructions” means any oral or written (including electronically transmitted) instructions relating to an Account and given to us by you or any of your actual or purported Authorized Representatives.

“Item” means any method by which funds are (i) presented for deposit or credited to an Account; or (ii) presented for payment against or debited or withdrawn from the Account. Examples of Items are checks (including “remotely created checks” authorized via telephone or other channels and checks defined under law as “substitute checks” or “image replacement documents”), drafts, money orders, Visa Debit Card transactions, wire transfers, and ACH (automated clearing house) direct deposits or debits.

“Merchant” means any person (see “Rules of Construction” below) from whom you purchase or attempt to purchase goods or services, or to whom you make or attempt to make a payment for previously provided goods or services. For simplicity, the term is used in this Agreement to encompass all types of service providers and payees, in addition to those who would be considered “merchants” (i.e. sellers of goods) in the traditional sense.

## Rules of Construction

These rules of construction apply to the Agreement (i) references to “person” may include, as appropriate in the context, not only individuals but also business organizations and other types of legal entities; (ii) words like “include,” “including,” “such as,” “for example” and similar terms also mean “but not limited to”; (iii) references to “laws,” “applicable laws” and similar terms are to be construed broadly to include the laws, regulations, rules, guidelines, orders, opinions and other proclamations of the legislative, regulatory, executive and judicial authorities of the United States, of state and local governments, of foreign jurisdictions where applicable, and of certain private or quasi-government organizations which help facilitate the business of banking such as clearing houses and payment system networks; and (iv) language disclaiming liability on the part of the Bank, such as “we will not be liable” or “without liability,” will in all cases be deemed followed by the additional words “to you or any other person.”

## Approval; Credit Reports

Each of your Accounts is subject to our approval. We have no obligation to provide accounts or any other services to you. ***You expressly acknowledge and agree that as part of our approval process, and at any time after an Account is opened, we may obtain credit reports or similar reports (such as those produced by ChexSystems or other deposit account reporting services) on you and any of your Authorized Representatives.***

## Agreement

By executing the account application, signature card or similar documentation to open an Account, you acknowledge receipt of and agree to be bound by the terms of this Agreement.

## Use of Account

The Account must be used primarily for personal, family or household purposes, and not for business or other organizational purposes. Your use of any Account is subject to (i) our Account Rules, some but not all of which are described in this Agreement; and (ii) all applicable laws. You may not use the Account for any unlawful purpose or otherwise in violation of any laws.

## FDIC Insurance Coverage

Your Account is a U.S. deposit account with RBC Bank (Georgia), N.A., a national banking association located in the United States. The funds in the Account are insured by the U.S. Federal Deposit Insurance Corporation (FDIC) up to the maximum amount permitted by law. You understand that the funds in your U.S. account with RBC Bank are not insured by the Canada Deposit Insurance Corporation (CDIC). The standard FDIC insurance amount is \$250,000 per depositor, per insured bank, for each account ownership category. Detailed information regarding FDIC insurance is available from the FDIC website at

<http://www.fdic.gov/deposit/deposits/> or by calling 877-ASKFDIC (877-275-3342) or 800-925-4618 (TDD).

## Joint Accounts

Accounts having two or more owners are called “joint” accounts. When completing the account application, signature card, or similar document(s), whether in paper or electronic form, it is your responsibility to properly indicate the type of joint ownership you want (such as joint with right of survivorship or joint without right of survivorship) so as to legally establish the desired ownership rights under applicable state law. All co-owners have equal rights in the Account, regardless of whose funds are deposited, except to the extent that applicable laws may govern the disbursement of funds upon death, divorce, bankruptcy, or in certain other situations. Similarly, all co-owners have equal obligations with respect to the Account, such as joint and individual liability for fees, overdrafts and other payment obligations, even if only one co-owner was responsible for causing the obligation. We may rely on the Instructions of any co-owner without liability to any other co-owner. By opening and maintaining a joint account, each co-owner authorizes each other co-owner to use the Account in all respects without the consent of any other co-owner, including (i) making deposits, withdrawals and transfers to and from the Account; (ii) endorsing for deposit Items payable to any one or more co-owners; (iii) instructing us to stop payment on any eligible Item drawn by any co-owner; (iv) drawing upon any overdraft or other line of credit connected to the Account; (v) obtaining Account information, including information about transactions conducted by other co-owners; (vi) pledging the Account as security for any debts, if we agree to acknowledge such pledge; (vii) adding additional persons as co-owners; and (viii) closing the Account. Other sections of the Agreement may contain additional references to various aspects of joint account ownership.

## POD/ITF Accounts

In our discretion, we may accept accounts designated as “payable on death” (“POD”), “in trust for” (“ITF”) or similar accounts on which you name one or more beneficiaries as owner(s) of the funds upon your death if they survive you. When completing the account application, signature card, or similar document(s), whether in paper or electronic form, it is your responsibility to meet all requirements to properly establish a POD or ITF account under applicable state law. A POD or ITF beneficiary has no ownership rights in, and no authority over, the Account during your lifetime, or during the lifetime(s) of any surviving co-owner(s) if the Account is a joint account. You may at any time change beneficiaries, withdraw all or part of the funds, close the Account, or take any other actions that an account owner is permitted to take. Upon your death or the deaths of all co-owners of a joint account, the disposition of funds in the Account will be determined by applicable state laws relating to these types of accounts.



## GTMA/UTMA/UGMA Accounts

In our discretion, we may accept accounts designated as custodial accounts for the benefit of minors under the Georgia Transfers to Minors Act (“GTMA”). When completing the account application, signature card, or similar document(s), whether in paper or electronic form, it is your responsibility to meet all requirements to properly establish a GTMA account. Until the minor reaches the age of majority (or dies, if earlier), you have certain fiduciary responsibilities as custodian of the funds, which constitute an irrevocable gift to the minor. You agree to comply with all provisions of the GTMA governing these types of accounts, both before and after the minor attains the age of majority (or dies, if earlier).

If you have an account with us that was opened with a predecessor institution before February 18, 2012, and our records show that it was opened pursuant to the provisions of the Uniform Transfers to Minors Act (“UTMA”) or Uniform Gifts to Minors Act (“UGMA”) as enacted in a state other than Georgia, we will continue to honor the provisions of the other state’s UTMA or UGMA law to the extent they are brought to our attention (for example, the age of majority at which the minor is entitled to assume control of the account may differ from the age in Georgia). However, we will have no responsibility to you as the custodian, to the minor beneficiary, or to any other person for knowing the laws of any such other state, and it is your sole responsibility as custodian to comply with the applicable provisions of law and to instruct us accordingly. Also, you agree that only the aspects of the account which are specific to its nature as an UTMA/UGMA account will be governed by the other state’s laws and that, as provided in the “Governing Law” section of this Agreement, all other aspects of the account, and your and our rights and obligations under this Agreement, will be governed by Georgia law.

## Fees

We will provide you a Schedule of Fees detailing (i) any minimum deposit required to open an Account; (ii) any minimum or average balance required to avoid certain fees or activity charges; and (iii) our charges for various account-related services. We may change our fees or add new fees at any time. We will normally provide you at least 30 days’ advance notice of any new or increased fees. To obtain the most recent version of the Schedule of Fees, go to <https://www.rbcbank.com/siteassets/Uploads/pdfs/PersonalScheduleofFees-.pdf>, or you may call 1-800 ROYAL® 5-3 (1-800-769-2553). You agree to pay us all fees we assess in connection with the Account, and any other charges or payment obligations you owe us relating to the Account, by having us periodically deduct them from your balance, or when we otherwise ask you to pay us. If the Account is a joint account, each co-owner is jointly and individually liable for the payment of all fees, charges and other payment obligations (including overdrafts), regardless of which coowner created or incurred them.

## Standard of Care; Automated Processing

You agree that our responsibility with respect to the Account will be to exercise ordinary care as established by the reasonable commercial standards of the U.S. banking business. To keep costs reasonable for all clients, those standards include a variety of largely or wholly automated procedures for processing Items in large volumes with little or no manual inspection. You agree that we do not fail to exercise ordinary care solely because our procedures do not provide for the examination of all Items, a random sampling of Items, or Items above a specified dollar amount.

## Authorized Representatives; Reliance on Signatures

If you wish to appoint one or more Authorized Representatives with respect to the Account who are not account owners (such as an attorney-in-fact under a power of attorney), you must provide us a specimen signature for each such person and any other information or documentation we may require. We may also recognize as an Authorized Representative one or more other persons not named by you (such as a court-appointed guardian) if, in our opinion, we have received satisfactory evidence of their authority with respect to the Account. You represent and warrant that each person you appoint as an Authorized Representative (i) will comply with the terms of the Agreement; and (ii) is duly authorized to exercise all of your rights and to fulfill all of your obligations under the Agreement, including to issue Instructions and conduct any business or transactions relating to the Account, regardless of whether any Instructions or transactions benefit or are payable to the Authorized Representative individually. In the case of any Authorized Representative whose authority originates from a source other than you, the representations and warranties in the previous sentence will be deemed made directly by the Authorized Representative.

We may act in reliance upon (i) your signature (including that of any joint account holder) or the signature of any of your Authorized Representatives as it appears on any document or in any electronic transmission you have provided to us, or (ii) any signature that looks substantially similar to and purports to be that of you or an Authorized Representative, in each case regardless of who actually affixed the signature or whether it is genuine or authorized. We may act in reliance upon original signatures, facsimile signatures, mechanical signatures, signature stamps, electronic signatures and other commercially recognized forms of signature reproductions.

For any reason we deem appropriate, we may refuse on one or more or all occasions to recognize the authority of any purported or actual Authorized Representative you have named or attempted to name, or who has presented evidence of authority to us, or who might otherwise be deemed an Authorized Representative,

even if we have recognized that person's authority on previous occasions. We may also place any restrictions on the exercise of a given Authorized Representative's authority that we deem appropriate. In taking any action described above, we will have no liability to you or the Authorized Representative.

If your Account is a joint account or otherwise has more than one authorized signer, because of the largely automated methods we use in processing Items and transactions, we will not be able to honor any request or purported directive from you to confirm that a specific person has signed or authorized a given Item or transaction, or to confirm that a given Item or transaction bears more than one authorized signature or has been authorized by more than one such person. Similarly, we will not be able to honor any restrictions (such as transaction dollar limits) you may purport to place on the authority of any signer or Authorized Representative. This paragraph will apply even if the request, purported directive or restrictions appear on an account application, signature card, or elsewhere in our records. Accordingly, we will not have any liability if we (i) process any Item or transaction which does not bear the signatures or authorizations of specific persons or the number of signatures or authorizations you purport to require; or (ii) permit any transaction which does not conform to any restrictions you have attempted to place on the authority of any signer or Authorized Representative.

### Changes in Authorized Representatives

You must promptly notify us in writing of any changes you wish to make in your Authorized Representatives. You must provide specimen signatures for, and identifying information and any related documentation we may request concerning, any new Authorized Representatives. We may continue to rely on our current records relating to your Authorized Representatives until we have had a reasonable time to act upon any changes, including to verify the identity of any new Authorized Representative.

### Instructions

You are responsible for the accuracy and completeness of all Instructions and other information you provide to us in connection with the Account, and you agree that we may rely on those Instructions or information. We have no obligation to detect any inaccurate, inconsistent or incomplete Instructions or information you provide to us. We may rely on as authorized, and you will be bound by, any Instructions or other information, including those received in writing, electronically or by telephone, that we believe in good faith to be genuine and sent to us or otherwise authorized by any of your Authorized Representatives, even if the Instructions or information were not in fact genuine or authorized. While we will normally honor your Instructions, we are not required to do so in any instance where (i) we believe that complying with the Instructions could expose us or you to potential liability

under applicable laws or otherwise; or (ii) for any other reason we do not consider it appropriate. If you want to modify, suspend or cancel any Instructions after giving them to us, you must notify us and, if you do so orally and we require it, you must confirm your revised Instructions in writing. We will make all reasonable attempts to modify, suspend or cancel Instructions of which we are notified, but we will not be liable for any loss, damage or expense related to our failure or inability to do so when (i) we receive your subsequent Instructions after the original Instructions have been executed or we have begun processing them; or (ii) we are unable to timely process your subsequent Instructions before beginning to execute the original Instructions. Our understanding of any oral Instructions that we have already executed or begun processing will control if there is a discrepancy with any written confirmation that you later send us.

### Security Procedures

The security procedures that are a part of our Account Rules are for the purposes of assisting us in (i) verifying that Instructions are in fact those of you or your Authorized Representatives and (ii) preventing access to the Account by unauthorized persons. Your use of the Account constitutes your acknowledgment that, in light of your particular needs and circumstances, our security procedures provide a commercially reasonable method for verifying that Instructions are your Instructions and for providing security against unauthorized transactions. Our security procedures are not intended or designed to detect any errors in the content or transmission of your Instructions.

### Deposits

Unless we agree otherwise, deposits may be made only by (i) check, draft or money order delivered by mail or package delivery service; (ii) depositing checks or cash at ATMs of selected financial institutions with which we have agreements to provide this service, or at ATMs that participate in selected fund transfer networks with which we have such agreements; (iii) wire transfers; (iv) ACH direct deposits; and (v) utilizing our Remote Deposit service, which enables you to deposit checks by sending us images of the checks via a smartphone app or scanner (your use of Remote Deposit is subject to our approval and your agreement to separate terms and conditions governing that service). We may also make additional methods available to you in the future. For example, we may choose to begin accepting deposits delivered in person at specified offices or other locations such as drop boxes. All deposits must be made in U.S. Dollars. Any electronic transfers of funds from an account you have with RBC Royal Bank in Canada will be converted to U.S. Dollars at the current currency exchange rate. We may credit deposits solely by reference to the account number provided by the sender, and we will have no liability if an erroneous account number causes funds to be credited to an incorrect account, though we will make reasonable efforts to recover the funds for you when we learn of

the error. We may refuse to accept all or part of any deposit without any liability, whether because it does not comply with applicable laws or our Account Rules or for any other reason. We specifically discourage, and reserve the right to refuse and return, cash deposits sent by mail. You agree to accept all risks that a cash deposit you send to us or that we return to you may be stolen or lost in the mail. We are not responsible for any deposit until one of our employees or agents actually receives it. We may, but are not required to, send you a receipt confirming that we have received a deposit. We will not mail you confirmations of any incoming wire transfers to the Account. You may confirm the receipt of incoming wires by calling us at 1-800-769-2553, by checking your transaction history in Online Banking, or by examining your Account statement. If there is a discrepancy between your records and our records concerning the amount of a deposit, then our records will control.

### Endorsements

You are responsible for the proper endorsement of all Items deposited in the Account or presented for collection, and you will bear responsibility for any improper, insufficient, illegible or missing endorsements. All endorsements must comply with standards established by applicable laws and banking practices. You are also responsible for any markings on the back of any Item made by you or a prior endorser that intrude on the space reserved for bank endorsements and that may render those endorsements illegible. We have the right but not the obligation to accept nonconforming endorsements, to supply any missing endorsements, and to collect Items without endorsements. However, we also have the right to require appropriate endorsements, including the endorsements of all co-payees, before accepting any Item for deposit or collection.

### Collection of Deposited Items; Returned Items; Chargebacks

In receiving Items for deposit or collection, we act only as a collecting agent for you. We may send Items for collection through any intermediaries we choose. All deposited Items, including those drawn on other accounts at the Bank, are accepted for provisional credit only, subject to final payment. Until final payment, we may accept a return of the Item from the financial institution on which it was drawn or any intermediary collecting bank and charge back against your Account the amount of the Item without prior notice to you. We may do this without regard to whether (i) the paying or collecting bank returned the Item in accordance with any applicable deadline or other rule of law; and (ii) we have actually received the original or a copy of the returned Item in either paper or electronic form, or have received only a notice of nonpayment. Also, even after “final payment,” deposited Items may sometimes legally be returned for various reasons. For example, after an Item has been paid by the institution on which it was drawn, it may later be returned to

us with a claim that it bears a forged or missing endorsement, has been altered in some way, or should not have been paid for some other valid reason. If that happens, we may debit your Account for the amount of the Item without prior notice to you and pay it to the claiming party. We have no obligation to question the truth of the claim, to assess its timeliness, or to assert any other potential defense. As listed on our Schedule of Fees, in addition to the face amount of the chargeback, we may charge a fee against the Account for any returned deposited Item, whether received before or after final payment as described above.

### Your Ability to Withdraw Funds Deposited into Checking Accounts (Our “Funds Availability Policy”)

Our general policy regarding deposits into checking accounts is to make funds from your deposits of checks and cash (in any case where we may agree to accept cash) available to you on the first Business Day after the day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Incoming wire transfers will be available no later than the first Business Day after we receive the wire, and may be available on the day we receive it. If you make a deposit at a participating nonproprietary ATM (an ATM that is not owned or operated by us or located on our premises), the funds normally will be available no later than the fifth Business Day after the date of deposit. However, we may place longer holds on nonproprietary ATM deposits for other reasons described below under “Longer Delays May Apply” and “Special Rules for New Accounts.” If we do this, you will receive a separate notice telling you when the funds will be available.

Except as otherwise expressly noted in this section, we do not give partial availability for any type of deposits. Once they are available, you may withdraw the funds in any manner permitted under the Agreement or our Account Rules.

For determining the availability of your deposits, every day is a Business Day except for Saturdays, Sundays and federal banking holidays. Generally, if we receive your deposit before 5:00 p.m. Eastern Time on a Business Day that we are open, we will consider that day to be the day of your deposit. However, if a different daily cutoff hour is disclosed in connection with the particular method you use to make a given deposit (for example, if you are making a deposit at an ATM and a different time is posted on the ATM, or if we communicate to you a special cutoff hour for receipt of incoming wire transfers or deposits made via our Remote Deposit service), then that time will apply. If we receive your deposit on a Business Day after the applicable cutoff time, or on a day when we are not open, we will consider the deposit to be made on the next Business Day we are open.

*Longer Delays May Apply.* Funds you deposit by check may be delayed for a longer period under the following circumstances: (i) we believe a check you deposit will

not be paid; (ii) you deposit checks totaling more than \$5,525 on any one day; (iii) you redeposit a check that has been returned unpaid; (iv) you have overdrawn your Account repeatedly in the last six months; or (v) 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 eleventh Business Day after the day we receive your deposit. These holds may also apply to checks drawn on Federal Reserve Banks or Federal Home Loan Banks, state and local government checks, U.S. Treasury checks, and money orders.

*Special Rules for New Accounts.* If you are a new client, the following special rules will apply during the first 30 days your Account is open. Electronic direct deposits will be available on the day we receive the deposit. Incoming wire transfers will be available no later than the first Business Day after we receive the wire, and may be available on the day we receive it. Funds from deposits of cash (in any case where we may agree to accept cash), wire transfers, and the first \$5,525 of a day's total deposits of U.S. Treasury checks will be available on the first Business Day after the day we receive your deposit if the deposit meets certain conditions (for example, U.S. Treasury checks must be payable to you). Funds from the first \$5,525 of a day's total deposits of cashier's, certified, teller's, traveler's, and state and local government checks will be available on the second Business Day after the day we receive your deposit if the deposit meets certain conditions (for example, the checks must be payable to you and we may require you to use a special deposit slip). In any instance where we initially make available only the first \$5,525 of a deposit, the excess over \$5,525 generally will be available on the ninth Business Day after the day we receive your deposit. However, we may place longer holds on certain deposits for other reasons (see "Longer Delays May Apply" above). Funds from all other check deposits generally will be available on the eleventh Business Day after the day we receive your deposit.

*Other Rules.* The funds availability policy disclosures described in this section do not obligate us to accept any given deposit. As noted elsewhere above, we may refuse to accept all or any part of a deposit.

For purposes of this section, the language "the day we receive your deposit" or similar terminology means the Business Day on which your deposit is actually received for processing by one of our employees or agents. Since we are not a typical "brick and mortar" bank with branches and tellers, these will be employees or agents acting in other capacities. Our records will control concerning when we deem any given deposit to have been received, and that date may differ from the date on which you initiated the deposit or on which you may consider the deposit to have been "made." Also, under Federal Reserve Board Regulation CC, for funds availability purposes, we are deemed to have "received"

an electronic direct deposit or incoming wire transfer only when we have received both (i) payment in actually and finally collected funds and (ii) the appropriate information on the account and amount to be credited.

We reserve the right to accept any check or other Item for collection only, to be sent to the bank on which it is drawn, and funds from such Items will not be available for withdrawal until we receive payment. A collection fee may apply as listed in our current Schedule of Fees.

Our funds availability policy will not affect our rights under applicable law or the Agreement to charge back to your Account or obtain reimbursement from you for the amount of any Item that for any reason is not finally paid, or that is paid but later returned for some valid reason permitted by law.

We may change our policy at any time by providing notice to you.

Our funds availability policy does not apply to money market or savings accounts or CDs. Deposits to these types of accounts may be held longer than on checking accounts. Notification is not required for holds placed on money market or savings accounts or CDs.

## Withdrawals and Processing Order

You may write checks, make withdrawals, and initiate fund transfers or other payment transactions out of the Account as provided in this Agreement and as we otherwise permit. We may reject any Item that is not on a check stock or other form provided by us or printed by an approved vendor. Unless we agree otherwise, all withdrawals must be in U.S. Dollars. When multiple debit Items are presented for payment on the same Business Day, we may pay the Items in any order permitted by law, and we may change the order from time to time. Our current processing procedures are as follows. Generally, most transactions of an electronic nature (including electronic deposits or credits as well as debits) are processed and posted to your Account in the order in which we receive or process them throughout the day. These include debit card purchases, ATM withdrawals, online bill payments, online fund transfers, preauthorized ACH payments, wire transfers and overdraft protection transfers from linked accounts. Paper-based or non-electronic transactions, such as checks, as well as non-electronic deposits or credits (including any check images received through "remote deposit capture") are processed in nightly "batches," and within each batch, we generally process credits first, and then debits in order from lowest dollar amount first to highest dollar amount last. If on any given day you have insufficient funds in your Account to cover all debits presented for payment, this so-called "low-to-high" processing order for checks and certain other types of debits can help minimize the number of Items on which you may incur nonsufficient funds ("NSF") fees.

## Telemarketing and Other Preauthorized Drafts

If you give information about your Account (such as

account number and bank routing number) to someone seeking to sell you goods or services, and you do not physically deliver a check to that person, any debit to your Account initiated by the person to whom you gave the information will be considered authorized.

### Post-dated, Stale-dated, Incomplete or Conditional Items

A post-dated Item is one bearing a date that is sometime in the future. A stale-dated Item is one that is more than six months old. At our election, we may accept or reject for deposit or collection, or we may pay or refuse to pay, any Item that is post-dated or stale-dated, or any Item that is incomplete or that bears a notation of a purported condition which has not been met (for example, a check which says “void after 30 days” and is presented after such time has expired, or a \$1,000 check which says “not valid over \$500”). When we choose to take any of the actions described above, we will have no liability for the action taken, unless we pay the Item over a valid and timely stop payment order that we received from you.

### Nonsufficient Funds and Overdraft

When you (or any Authorized Representative) write a check or initiate any other type of withdrawal from the Account, the Account must have an Available Balance that is sufficient to cover the Item at the time it is presented for payment. Please note that your Available Balance may be reduced by certain factors as indicated in the definition of “Available Balance” in this Agreement, including by debit card preauthorization holds as described elsewhere below. If the Available Balance is not sufficient, we will not be required to honor or pay, and we may return or reject, the Item. We may determine whether your Account contains sufficient funds to pay an Item at any time between our receipt of the Item and our daily return deadline, and we need make only one such determination each day. We are not required to send you prior notice that an Item is being returned for nonsufficient funds. We may also charge against the Account an NSF fee for each Item returned or rejected, including for multiple returns or rejections of the same Item.

Rather than return or reject an Item, we may also choose to pay the amount of the Item when you do not have a sufficient Available Balance, which will create or increase an overdraft in the Account. When we do that, just as when we return or reject an Item, we may charge against the Account an NSF fee for each Item we pay. However, for ATM withdrawals and one-time debit card transactions, we will not charge an NSF fee unless you have affirmatively consented by opting into our standard overdraft protection program, if we choose to offer that service. Whether we pay or return an Item when the Account does not have sufficient funds is solely within our discretion. We typically do not pay Items into overdraft if your Account is not in good standing, you are not making regular deposits, or you have had excessive overdrafts in the past, but we may also refuse to pay an Item for any other reason. If we choose to pay any Item that overdraws the Account on

one or more occasions, it does not obligate us to do so on any future occasion. We also have no obligation to treat all Items received on a given day in the same manner; rather, we may choose to return or reject one or more Items while paying one or more others.

Also, if an Item you deposited is returned and we charge the amount of the Item back to your Account as described elsewhere above, and if the chargeback results in your Account becoming overdrawn, we may charge an NSF fee against the Account.

In any case described above where the Account is overdrawn or lacks sufficient funds to cover our NSF fees, you agree to promptly deposit sufficient funds or to otherwise pay us, upon our demand, the amount of the overdraft and fees, as applicable.

We have established certain policies concerning NSF fees that are intended to benefit you, which currently include the following: (i) we will not charge an NSF fee if your Account is overdrawn by \$5.00 or less; and (ii) we will limit NSF fees to no more than four fees daily. We may change these policies periodically by publishing the changes in our latest Schedule of Fees or otherwise notifying you.

Please note that returned or rejected Items or overdrafts may have additional consequences, including separate fees charged by Merchants and additional Bank fees such as monthly below-minimum-balance fees where applicable. To help you avoid returned or rejected Items and overdrafts, we may make available to you certain optional methods of “overdraft protection,” by which funds are automatically transferred from a designated funding source to your Account when needed to avoid these situations. We may charge a fee for each transfer.

### Stop Payments

You may not stop payment on Items we have paid or certified or, if we choose to issue any of the following types of Items: on money orders, cashier’s checks, teller’s checks and similar Items. You also may not stop payment on debit card transactions, wire transfers and certain other types of electronic fund transfers, unless other agreements between you and us relating to those fund transfer methods permit it. You may however (unless restricted or prohibited by applicable law or another agreement) stop payment on other Items drawn on the Account that we have not paid, provided (i) we receive the stop payment order through a method and at a location previously approved by us; (ii) we receive it in time to give us a reasonable opportunity to act on it before the Item is presented for payment or is otherwise required to be paid; and (iii) you give us complete and accurate information to enable us to identify the Item to be stopped. If any of the above conditions are not met, we will have no liability for our failure to execute your stop payment order. We may accept a stop payment order or a subsequent cancellation of an order from you (including any joint account holder) or any of your

Authorized Representatives, regardless of who signed or otherwise authorized the Item, and in the case of a cancellation, regardless of who placed the original stop payment order. We are not required to honor an oral stop payment order after 14 days, unless you confirm it in writing within that time. A stop payment order is generally effective for only six months unless you renew it in writing, and we may pay the Item after that time if the order is not renewed. We may charge you a fee, as listed on our Schedule of Fees, for each stop payment order and each renewal. If we pay an Item despite a valid and timely stop payment order being in place, we will credit your Account for the amount of the Item, and you agree to transfer to us your rights against the payee or other holder of the Item and to give us any assistance we may reasonably request if we attempt to recover the amount of the Item from that person.

### **Restrictions and Holds on Account**

We reserve the right to establish, and to change from time to time, limits on the dollar amount, number or frequency of deposits to or withdrawals from your Account. We may also place a hold or “freeze” on all or any part of the funds in the Account, and/or we may block your or any of your Authorized Representatives’ access to the Account for any period of time we deem appropriate, based on (i) our belief that you are or may be in material breach of this Agreement or that any attempted deposit, withdrawal or other transaction does not or may not comply with the Agreement, our Account Rules or any applicable laws; (ii) our suspicion that unauthorized or illegal activities may be involved with your Account; (iii) an extraordinary rate of returned deposited Items on the Account; (iv) adverse information in credit reports or similar reports; (v) adverse experiences with you relating to the Account or other accounts or relationships you maintain with us or any of our Affiliates, including your default under any credit relationships with us or our Affiliates or the default by any other person under any credit relationship where you are a guarantor or other supporting obligor; (vi) the assertion of an adverse claim against the Account or any funds in the Account, or our receipt of any valid form of legal process relating to you, the Account or the funds in the Account (see the section titled “Adverse Claims, Account Disputes and Legal Process”); or (vii) any other reason that we consider commercially reasonable. We will not be required to give you advance notice before placing a hold or blocking access for any of these reasons, nor will we have any liability in connection with the exercise of these rights as long as we have acted in good faith and for what we deem necessary or appropriate reasons.

### **Foreign Exchange Risk**

If an Item or transaction requires conversion of funds from one currency to another, we may convert the funds at the current applicable currency conversion rate that we establish for that purpose. We may debit your Account for the funds required for the conversion and for any related fees. You bear the sole risk of any losses

which may be incurred relating to currency fluctuations.

### **Account Statements**

For most types of accounts, we will send or make available to you, in either electronic or paper form and normally on a monthly basis, statements showing all activity on the Account. We do not send regular statements on CDs or IRAs. You will be deemed to have received any electronic statement on the date we notify you electronically that it is available to you, whether or not you actually access it at that time. If you receive your statements in paper form via mail, you will be deemed to have received each statement on the third Business Day after the date of the statement. If within ten days of your regular statement date you do not receive any paper statement, or an electronic notice that an electronic statement has been made available to you, please notify us immediately. Unless otherwise required by law, your failure to receive or access or your delay in receiving or accessing any statement, whether due to failure of or delay in delivery by the U.S. Postal Service or foreign postal authorities or otherwise, does not relieve you from any of your responsibilities to timely report errors that are described under “Review of Statements” below.

### **Paid or “Cancelled” Checks and Other Posted Items**

We will convert all original checks and other paper Items paid from the Account to images stored in electronic form, which we may include with your electronic or paper account statements and/or enable you to access separately online. If you have a printer, you may print hard copies of any online images for your records if desired. You agree that your paid checks are deemed to be made available to you at the same time your statement is made available. Please see the “Record Retention; Copies” section for information that applies if you want to request a copy of a paid check from us. Copies of some Items may not be available in any form, either at the time your statement is provided to you or subsequently. This may happen for various reasons, such as a Merchant’s converting a check you write into an electronic debit, resulting in the check itself not being sent to us. We are unable to provide you the originals of any checks or other paper Items. Your statement also includes information about each paid check and other Items that posted to your Account during the statement cycle, including date posted, amount and, if applicable, check number. You agree that when our statements include the above information, this information (coupled with your access to images of certain debit Items and your ability to request from us, where available, copies of paid checks or additional information about other Items) is sufficient to enable you to identify and determine the authenticity and correctness of any transaction.

### **Review of Statements; Notification of Errors and Unauthorized Transactions**

You must promptly (i) check the correctness of each

statement and any images of Items we make available to you; and (ii) notify us of any omissions from the statement or any forgeries, alterations, inaccurate entries or other unauthorized transactions or errors by calling 1-800-769-2553 or writing to RBC Bank, P.O. Box 4598, Carol Stream, IL 60197-9924. You must notify us within 30 days after the date of the statement, and if there is a series of unauthorized transactions by the same wrongdoer, you must notify us no later than 30 days after the date of the first statement containing such transactions (the “serial wrongdoer rule”). If for any reason you are unable to access your statements for a period of time, you are nonetheless responsible for (i) reviewing your statements or making arrangements to have your statements reviewed by an Authorized Representative; and (ii) timely reporting any problems. If you do not notify us within the 30-day period described above, the statement will be deemed correct for all purposes, and we will have no liability for any errors or fraudulent transactions shown on the statement (or on subsequent statements if the serial wrongdoer rule applies), regardless of the care or lack of care we may have exercised in handling your Account. If applicable laws mandate a longer notification period, then that period will apply instead of the 30-day period. We may require you to promptly confirm any oral notice in writing. You agree that in no event will we have any liability relating to forgeries, alterations and other fraudulent activity that could not be detected by a reasonable person or by observing reasonable commercial standards. If we or applicable authorities decide to investigate and/or prosecute any alleged wrongdoing, either because of a loss to us or otherwise, you agree to reasonably cooperate in the investigation and/or prosecution.

### Accuracy of Business Records

The internal business records we maintain in the normal course of our business, including those relating to the identities and authorized signatures of you and your Authorized Representatives, Instructions we receive from you or any Authorized Representative, and transactions processed in connection with the Account, will be deemed correct and accurate in the absence of a clear and convincing showing of error.

### Record Retention; Copies

Unless applicable law requires retention of a particular type of business record for a specified period of time, we may either not retain, or retain only for a period of time we consider appropriate, originals or copies of any Items deposited to or withdrawn from the Account, Instructions, statements and other information relating to transactions and the Account. Any documents we retain may be copies made and stored in any format we choose, such as electronic images. We generally destroy the originals of Items paid on your Account shortly after payment but retain copies for several years, as we do with statements. We will use reasonable efforts to provide you with copies of these types of documents upon your request if they are available. You agree to pay us any charges we may assess for providing copies, which may be either listed on our Schedule of Fees or

disclosed to you when you make your request. Unless otherwise provided by law, we will have no liability if we are unable to or otherwise do not provide any requested copies, or if the copies are of poor quality.

### Bank’s Right of Setoff and Security Interest

Unless prohibited by applicable laws, then as to any overdrafts, fees or other indebtedness or obligations you may now or in the future owe to us or any of our Affiliates under the Agreement or otherwise (i) we will have, and may exercise without prior notice to you, either on our own behalf or on behalf of any of our Affiliates, a right of setoff against any portion or all of the funds in the Account and any other accounts you may have with us or any of our Affiliates; and (ii) you grant to us and our Affiliates a present and continuing consensual security interest in all funds in the Account and any other accounts you may have with us or any of our Affiliates, which we may enforce by seizing any such funds without prior notice to you. You understand and agree that “our Affiliates” as used in this section includes RBC Royal Bank, and that any Canadian accounts you may have with RBC Royal Bank as well as your U.S. accounts with us are subject to these provisions. If our exercise of any of these rights reduces the balance in any account, causing transactions or Items to be rejected, returned or dishonored, we will have no liability. You also agree that, in any instance when we are contemplating exercising our right of setoff or enforcing our security interest against any of your accounts, we may place a temporary or indefinite hold on any portion of the funds we deem appropriate, in lieu of actually seizing the funds immediately, so as to give you a reasonable time to make separate arrangements to reimburse us. If you die or become incompetent, our rights set forth in this section will extend to any estate, guardianship or other accounts that may be established with us or any of our Affiliates as a consequence of your death or incompetency.

If any account referred to in this section is a joint account, you agree that, regardless of the legal form of joint account ownership you have chosen (i) each reference in this section to “you” and “your” will be deemed followed by the parenthetical “(including any joint account holder)”; (ii) the Bank’s rights set forth in this section will not be affected by the joint nature of the account; (iii) we may exercise those rights against any such joint account regardless of whether the source of particular funds on deposit was joint or attributable to only one account owner, and regardless of whether the indebtedness or obligation that is owed was incurred jointly or by only one account owner; and (iv) with respect to any indebtedness or obligation owed to us in connection with a joint account, we may also exercise the rights set forth in this section against other accounts held in the sole name of any owner of the joint account.

### Application of Government Payments and Other Deposits to Debts

Unless prohibited by law, we may exercise our setoff or

security interest rights as described above or otherwise apply any funds in your Accounts (including deposits of government benefits and payroll) to pay any amounts you owe us, including overdrafts, fees, and other indebtedness or obligations. Some types of federal or state government benefit payments may be protected from attachment, levy or other legal process under various interpretations of applicable law. To the extent you may do so by contract, you waive such protections as to the Bank and agree that we may apply such funds to pay any amounts you owe us.

### **Adverse Claims, Account Disputes and Legal Process**

This section applies in any situation where (i) we receive notice that an adverse claim or dispute (an “adverse claim”) has been or may be asserted by any person against the Account or any funds in the Account; or (ii) a garnishment, attachment, levy or other legal process (“legal process”) relating to you, the Account or any funds in the Account is served on us or is otherwise validly levied or filed. An “adverse claim” may be asserted by an outside party, or it may involve matters of an “internal” nature such as disputes among the signers on an Account concerning ownership, right of access or other matters. Depending on the circumstances, we may consider our receipt of conflicting Instructions from authorized signers as sufficient notice of an adverse claim. In addition to our other rights under the Agreement including (i) our setoff and security interest rights described above (which will take priority over any adverse claim or legal process unless otherwise required by law) and (ii) our right to freeze all or any part of the funds in the Account until the situation is resolved to our satisfaction, at our election we may, without liability, take any of the following actions to the extent permitted by law: (i) continue to rely on the current Account documentation in our records and reject any adverse claim; (ii) honor the adverse claim upon receipt of evidence we deem satisfactory to justify the claim; (iii) tender funds that are the subject of an adverse claim to an appropriate court of law for resolution, or initiate other legal proceedings; (iv) comply with any legal process, or refuse to comply if we do not believe such process is valid; or (v) take any other action we deem necessary or appropriate. Unless prohibited by law, you agree that we may charge any of your Accounts without prior notice to you, or that you will reimburse us upon our demand, for any losses or expenses (including reasonable attorneys’ fees) that we may incur in connection with any adverse claim or legal process or in connection with any action described above that we choose to take.

### **Inactive/Dormant Accounts**

We may consider an Account to be (i) “inactive” when you have not made any deposits or withdrawals for a period of time that we consider substantial or (ii) “dormant” when it is inactive and we have lost contact with you, such as when mail is returned as undeliverable. We do not send statements on dormant

Accounts. An inactive or dormant Account will continue to be subject to our normal account fees and may also, at our election and subject to applicable laws, be assessed a separate monthly inactive or dormant account fee which would be disclosed on our Schedule of Fees. If account activity resumes and/or you reestablish contact with us, we will not reimburse any fees already collected. After an extended period of dormancy as established by applicable state law, we may be required to pay the funds in the Account to the appropriate state as abandoned property.

### **Protection of Your Personal/Confidential Information; Disclosure of Information**

We acknowledge that certain information we obtain from you or that otherwise comes into our possession in connection with the Account may be personal or otherwise confidential. We will maintain the confidentiality of such information in accordance with the terms of the Agreement and our privacy and security policies and procedures for safeguarding information concerning our clients, which policies and procedures include compliance with any applicable laws. We will send you periodic Privacy Notices describing how we handle your personal and confidential information and advising you of certain rights you have in that regard. We may disclose information regarding you and your use of the Account to credit reporting and similar agencies, and to other persons if (i) the disclosure is necessary to enable you to use the Account for its intended purpose; (ii) the disclosure is necessary to comply with applicable laws; (iii) you give us permission to make the disclosure; or (iv) the disclosure is otherwise permitted by our privacy policies and procedures. Unless required by applicable laws, we have no obligation to notify you either before or after disclosing information under any of the above circumstances.

### **Anti-Money Laundering and Anti-Terrorism Laws; Economic and Trade Sanctions**

To help the U.S. government fight terrorism and money laundering, federal law requires all financial institutions to obtain, verify and record information that identifies each person who opens an Account. Accordingly, before we agree to open your Account, we will request certain information from you, including name, street address, taxpayer identification number, date of birth, driver’s license or other acceptable form of identification, and other information and/or documentation that will allow us to identify you and each of your Authorized Representatives, if any. We may also ask for additional information at any time after you have opened an Account.

We may disclose to government authorities information you give us if we believe it is necessary or appropriate in meeting our obligations under applicable laws. We also monitor Account activity and report information when required by law, or when we otherwise deem it appropriate to satisfy our obligations under applicable laws. In some circumstances, if we believe you or any other person, in connection with your Account,



has violated or may violate any laws or government orders relating to (i) anti-money laundering, (ii) anti-terrorism, (iii) economic or trade sanctions (including those issued by the U.S. Department of Treasury's Office of Foreign Assets Control, or OFAC), or (iv) any other applicable laws, we may choose or be required to take certain actions such as blocking or freezing funds, refusing to implement your Instructions, or suspending processing of a transaction pending greater scrutiny or verification. We may also pay funds to the appropriate governmental authority when required by law. We will have no liability relating to our making any determination or taking or refraining from taking any action described in this paragraph.

Each deposit to and withdrawal from the Account will constitute an implicit representation and warranty by you that (i) you are not a person whose property or interest in property is blocked or subject to blocking pursuant to any applicable laws; (ii) you are not on the list of Specially Designated Nationals and Blocked Persons, and you are not subject to any limitations or prohibitions under any regulations or orders of OFAC; (iii) you have not been convicted or accused of terrorism, money laundering, or any felonious crime by any U.S. or international governmental or other authority; and (iv) you are in compliance with and do not engage in any dealings or transactions prohibited by any applicable laws, including the Bank Secrecy Act, the USA PATRIOT Act, the Trading with the Enemy Act, and the Foreign Corrupt Practices Act.

### Publicity

You may not use any of our trademarks or other intellectual property in any context or medium without our prior written consent.

### Monitoring and Recording Communications

We may choose to monitor or record any of our telephone conversations with you or your Authorized Representatives or purported Authorized Representatives, but we have no obligation to do so. We do not have to remind you of our monitoring or recording at the time of each call, unless required by law.

### Limits on the Bank's Liability

Unless otherwise expressly stated in this Agreement, we will not be responsible or liable for any losses, damages, expenses or the like that you or any other person may incur in connection with the Account or the Agreement, except to the extent they are caused directly by our gross negligence or willful misconduct. We will not be responsible or liable for the acts or inaction of any third parties (such as other banks or networks that may be involved in handling transactions relating to your Account), unless the party is our agent or service provider acting at our direction. We will not be considered negligent if you are unable to access or use the Account or if errors occur due to circumstances beyond our reasonable control, including those resulting from systems malfunctions or other technical

failures, utility interruptions, acts of war or terrorism, and severe weather or other so-called "acts of God." In any situation where we do have liability to you or others, our liability will be limited to the face value of the Item or transaction involved or the direct and actual losses, damages or expenses incurred, and we will not be liable under any circumstances for loss of profits, or for any consequential, incidental, special or punitive damages, regardless of whether we have been informed of the possibility of such damages. By law, different liability rules may apply in certain circumstances, and if they do, those rules will control to the extent the rules require, but our liability will be limited to the maximum extent permissible under those rules.

### Bank's Disclaimer of Warranties

Except as expressly provided in this Agreement, the Bank disclaims all representations and warranties of any kind, express or implied, including any warranties relating to quality, performance, non-infringement, merchantability, and fitness for a particular use or purpose.

### Indemnification

You agree to indemnify and hold us harmless, as well as our Affiliates, and our and their shareholders, directors, officers, employees, Authorized Representatives, agents and independent contractors (collectively, the "Indemnified Parties"), against any losses, claims, damages, liabilities, judgments, settlements, costs and expenses (collectively, "Losses") that we or any of the Indemnified Parties may incur which arise as a direct or indirect result of (i) your material default under or breach of the Agreement; (ii) your errors, negligent acts or omissions, willful misconduct or criminal conduct in connection with the Account or the Agreement; or (iii) your improper or illegal use or intentional misuse of any Account, including use by you in violation of any applicable laws. Your indemnification responsibilities will extend to any Losses arising from the acts or omissions of your Authorized Representatives or any other persons acting at your direction or on your behalf. These responsibilities will not, however, apply to the extent any Losses are attributable to our gross negligence or willful misconduct or that of anyone acting at our direction or on our behalf.

### Notices; Electronic Communications

Unless otherwise provided in the Agreement, any written notice you send to the Bank is effective when it is actually received by one of our Authorized Representatives, and any written notice we send to you is effective when it is deposited in the U.S. Mail and addressed to you at the applicable mailing address shown in our records. For joint accounts, we may send notices to any one account holder, which will be deemed effective for all account holders. Some types of written notices that we send you may be included on or with other materials, such as your account statements. We may also use other methods of communication to send you certain types of notices – for example, email, fax, telephone, or by posting the notice on our website

or within our Online Banking service. You may also use other methods (such as email, fax, telephone, or communication via Online Banking) to send us notices when a given method is expressly permitted by us for the type of notice involved. You and we agree that any permitted method of electronic communication except for telephone, such as email, fax, communication within Online Banking or (for communications we send you) website posting, will constitute a “writing” for purposes of any provision of the Agreement or applicable law that requires a particular type of notice or other communication to be in writing. However, the preceding sentence will not apply in any circumstance where applicable law requires us to obtain your affirmative consent before we may send you specific types of communications (such as certain consumer protection disclosures) in electronic form.

### **Address and Contact Information Changes**

You must promptly notify us if you or any of your Authorized Representatives have a change of mailing or email address or other contact information. We may change your contact information on our records at the request of any one joint account holder or any Authorized Representative or, with respect to your mailing address, upon receipt of notice of an address change from the U.S. Postal Service or foreign postal authorities, if applicable. Any changes will apply to all of your Accounts and any other services you may receive from us, unless you notify us that a change applies only to certain specified Accounts or services.

### **Referral Disclosure**

If you are a client of RBC Royal Bank in Canada, and an RBC Royal Bank employee provides assistance to you in applying for accounts with RBC Bank (Georgia), N.A. or otherwise provides a referral to us, that employee may receive compensation under his or her compensation plan with RBC Royal Bank.

### **Changes in Terms**

We may periodically amend certain provisions of the Agreement, or replace it entirely. Whenever the Agreement is revised or replaced, you agree that, except with respect to changes (if any) that we may be required by law to specifically call to your attention, it will be adequate notice to you of the changes if we notify you that a new or revised version is available and tell you how you can obtain a copy. You also agree that the most current version of the Agreement supersedes all prior versions and will at all times govern your Accounts, and that your continued use of any Account after the effective date of any changes or new or revised version constitutes your agreement to be bound by the changes, regardless of whether you have obtained a copy.

### **Termination of Agreement and Closing of Account by You**

You may terminate the Agreement and request that we close the Account at any time. If the Account is a joint account, any one owner may do this without the

consent of the other(s). Unless we agree otherwise, your Instructions to terminate the Agreement and close the Account must be in writing and delivered to us by mail at P.O. Box 4598, Carol Stream, IL 60197-9924. We will have a reasonable period of time to act upon your Instructions to close the Account, and we will have no liability for any transactions we process between the time we receive your Instructions and the time the Account is actually closed.

### **Termination of Agreement and Closing of Account by the Bank**

We may terminate the Agreement and close the Account for any reason by giving you at least ten Business Days’ written notice. We may also terminate the Agreement and close the Account immediately and without prior notice to you (i) when the Account has a zero balance; (ii) based upon adverse information in credit reports or similar reports; (iii) based upon our or any of our Affiliates’ adverse experiences with you relating to the Account or other accounts or relationships you maintain with us or our Affiliates; (iv) upon your default under or breach of any of your obligations under the Agreement or any other present or future obligation you may have to us or any of our Affiliates; (v) if you become subject to any proceeding under any bankruptcy, insolvency or similar laws; (vi) if we believe you are using or have used the Account in any fraudulent, dishonest, immoral or illegal manner; or (vii) if required by applicable laws.

### **Death or Incompetence**

You agree that you or your Authorized Representative will notify us promptly of the death or legal adjudication of incompetence of any owner or Authorized Representative on the Account. The Account and Agreement will not be immediately or automatically closed or terminated by the death or incompetence of any such person. Rather, the disposition of funds in the Account, any termination of the Agreement, and the timing of these events will be determined by applicable law, the orders of any authority having jurisdiction, and/or the decisions of your duly qualified legal representative(s). If the Account is a joint account, or if it is a POD, ITF or similar account which names one or more beneficiaries as owner(s) of the funds upon an account owner’s or co-owner’s death, then the applicable state laws governing joint accounts or POD/ITF accounts will control the disposition of funds and any termination of the Agreement, subject, however, to our right to charge the Account for any amounts that may be owed to us by any deceased owner, co-owner or beneficiary. Neither the death nor incompetence of any owner or Authorized Representative revokes or otherwise affects our authority to process Instructions or transactions related to the Account until one of our Authorized Representatives (i) receives notice of the death or incompetence in accordance with the provisions described above under “Notices” and (ii) has had a reasonable time to act on it. Further, even after we have received notice and had a reasonable time to

act on it, we may continue to process Instructions or transactions received on or before the date of death or adjudication of incompetence, unless otherwise required by law or we are ordered otherwise by a person having authority to give such orders. We may also place a freeze on the Account until we receive legally appropriate instructions concerning the disposition of the funds in the Account.

### Effect of Termination; Survival of Provisions

The rights, obligations and remedies of each party under this Agreement will not be affected by its termination. All transactions initiated prior to the effective date of termination will continue to be subject to the terms of the Agreement. Your indemnification and payment obligations to us will survive termination of the Agreement, as will any other provisions of the Agreement that either by their terms or inherent nature should be deemed to survive termination. If we receive any funds for deposit after the Account has been closed, we may reject the attempted deposit.

### Waivers

No delay or omission by either party to exercise any right it has under this Agreement will impair or be construed as a waiver of that right, unless the party formally waives the right in writing. Either party may decline to enforce any of its rights or the other party's obligations under the Agreement in a particular circumstance or transaction. If that happens, it will not affect those rights or obligations with respect to any other past, present or future circumstance or transaction, and it will not be deemed to modify the Agreement.

### Assignment and Delegation

The Agreement is for the benefit of and will be binding upon you and us and your and our permitted successors and assigns. You may not transfer or assign the Agreement or the Account without our written consent. We may transfer or assign our rights and obligations under the Agreement in whole or in part, and we may delegate, outsource or subcontract any of our responsibilities relating to the Agreement or the Account, all without notice to or approval by you.

### Severability of Provisions

If any provision of the Agreement conflicts with applicable law, it will be deemed nullified to the extent it is inconsistent with the law, and the law will govern. Also, if any provision, or its application to any party or particular circumstance, is determined to be invalid, illegal or unenforceable, then the remainder of the Agreement including, if applicable, the application of the provision to other parties or circumstances, will continue to be valid and enforceable to the extent permitted by law.

### Governing Law

This Agreement will be governed, construed and enforced in accordance with the laws of the U.S. and the State of Georgia.

### Entire Agreement; Conflicting Provisions

The Agreement supersedes any prior agreements and constitutes the complete agreement between you and us with respect to the Account, except to the extent that certain aspects of your use of the Account may be subject to other agreements relating to particular services (such as Online Banking). If there are any conflicts or inconsistencies within the Agreement or between the Agreement and any other agreements, we will be solely responsible for reconciling the conflicts or inconsistencies.



# Account Disclosures

Some terms specific to particular types of accounts are described below. Additional terms may be found on our Schedule of Fees and, for interest bearing accounts, in the interest rate and annual percentage yield (APY) disclosures you receive when opening the account.

## Non-Interest Bearing Checking Account (Direct Checking and Premium Checking)

- Interest is not paid on this Account.

## Interest Bearing Checking Account (Premium Checking and Preferred Checking); Money Market Accounts (Preferred Money Market/Money Market Investment Account); Savings Accounts

- Preferred Checking accounts cannot be opened after September 16, 2014.
- Your interest rate and APY may change at any time. Rates may change at our discretion and are not tied to any index. Rates may vary based on the Collected Balance in the Account.
- Interest is compounded and credited to the Account monthly.
- We use the daily balance method to calculate interest on the Account. This method applies a daily periodic rate to the Collected Balance in the Account each day.
- Interest begins to accrue no later than the Business Day we receive credit for the deposit of non-cash Items (for example, checks).
- You will receive accrued-to-date interest when the Account is closed.

## Additional Disclosures Applicable Only to Money Market and Savings Accounts

- Each monthly statement period, you can make no more than six transfers to your other Accounts with us or payments to third parties via preauthorized or automatic transfers (including online transfers and bill payments and telephone transfers) or via checks, drafts, Visa Debit Card transactions or similar orders. If you make more than six such transfers in any statement period, we may charge an excess withdrawal fee against the Account. You can make unlimited withdrawals at ATMs during each statement period, provided they otherwise comply with our policies for ATM withdrawals.

## Additional Disclosures Applicable Only to Interest Bearing Checking, Money Market and Savings Accounts

- Under federal law, we must reserve the right to require you to give us seven days' written notice before we allow any withdrawal from the Account,

including a withdrawal to close the Account. We do not currently require this notice. Should that policy change, we will notify you.

## Certificates of Deposit (CDs)

- A minimum deposit of \$1,000 (\$500 for minors) is required to open a CD. Unless otherwise stated in these disclosures, additional deposits during the term of the Account are not permitted (other than credited interest).
- Interest is compounded daily and credited to the Account monthly, quarterly, semi-annually, annually or at maturity, as directed by you upon account opening. If you do not instruct us otherwise, interest will be credited monthly. Interest begins to accrue no later than the Business Day we receive credit for the deposit of non-cash items (for example, checks). Interest is paid on an actual day, actual month basis.
- We use the daily balance method to calculate interest on the Account. This method applies a daily periodic rate to the principal in the Account each day.
- Interest which has been credited or accrued to the Account during the current term may be withdrawn without penalty during the current term. At renewal, interest earned during the previous term and not withdrawn is added to the principal and may not then be withdrawn without a penalty. The disclosed APY assumes that interest remains on deposit until maturity. A withdrawal of interest will reduce earnings.
- Unless otherwise stated in these disclosures, for Accounts that automatically renew, there is a ten-day grace period after each renewal date during which withdrawals are permitted without penalty, unless the term of the Account is seven to 29 days, in which case the grace period is five days.
- Principal may not be withdrawn prior to maturity except with our consent, which may be given only at the time a request for withdrawal is made. If we consent to a withdrawal of principal before maturity, the following penalty will be assessed:
  - When a CD with an original maturity of less than 90 days, or any portion of it, is paid before maturity, you will forfeit 30 days' interest on the amount withdrawn at the simple interest rate being paid at that time, regardless of the length of time the withdrawn funds have been on deposit.

- When a CD with an original maturity of 90 days to one year, or any portion of it, is paid before maturity, you will forfeit 90 days' interest on the amount withdrawn at the simple interest rate being paid at that time, regardless of the length of time the withdrawn funds have been on deposit.
- When a CD with an original maturity of more than one year, or any portion of it, is paid before maturity, you will forfeit 180 days' interest on the amount withdrawn at the simple interest rate being paid at that time, regardless of the length of time the withdrawn funds have been on deposit.
- There are certain circumstances, such as the death or incompetence of an owner, where we may, in our discretion, waive or reduce any of the above penalties.
- The original maturity date is disclosed on the receipt you receive when opening a CD.
- All CDs are automatically renewable unless either we or you specify otherwise. CDs of \$100,000 or greater are not automatically renewable without our consent.
- Automatically renewable CDs will renew on the maturity date, with each renewal term being the same length as the original term, unless we notify you in writing at least 30 days before the maturity date of a different term for renewal.
- You must notify us before or within a ten-day grace period after the maturity date if you do not want a CD to automatically renew, unless the term of the Account is seven to 29 days, in which case you must notify us within five days. We reserve the right to stop any automatic renewal by sending you written notice at least 30 days before maturity.
- We will determine the interest rate and APY for each renewal term on or just before the renewal date. For accounts with terms of longer than one month, we will remind you in advance of the renewal and tell you when and where you can obtain the rate for the renewal period.
- For single maturity CDs that do not automatically renew, no interest will accrue after the maturity date.
- Unless otherwise stated in these disclosures, all references to CD grace periods are to calendar days and not Business Days.
- We will determine the interest rates and APYs for the entire 24-month term and disclose them to you when you open the Account. The schedule of rate changes and dates will be provided on the receipt you receive when opening the CD.
- At the 24th month, the CD will automatically renew as another 24-month Rising Rate CD, unless you withdraw the funds within the normal ten-day end-of-term grace period. After renewal, interim grace period withdrawal privileges at six-month intervals will resume as described above.
- If you redeem a Rising Rate CD with our consent outside of the three-day interim grace period at each six-month interval or the ten-day end-of-term grace period, you will forfeit 180 days' interest on the amount withdrawn at the simple interest rate being paid at that time, regardless of the length of time the withdrawn funds have been on deposit.

### Individual Retirement Accounts (IRAs)

We do not currently offer new IRAs. If you have an IRA with us that was opened with a predecessor institution before February 18, 2012, and if we have agreed to continue as the custodian for your IRA, then the IRA-specific disclosures and other documentation you received when the Account was opened (as any of them may have later been amended or may be amended in the future) will continue to govern the Account. However, you agree that any documents you may have received in the past that are similar to this Agreement or other documents forming a part of this Agreement, and that relate primarily to the general deposit account aspects of the Account and not to the aspects of the Account that are specific to its nature as an IRA, are superseded by this Agreement.

### Rising Rate CD

The above disclosures for CDs apply to Rising Rate CDs, except as indicated below:

- The Rising Rate CD is a 24-month term CD that enables you to withdraw the entire balance without penalty during a three-day interim grace period which occurs at six, 12 and 18 months from the date of account opening.

Highlights Of Agreement

Personal Deposit Account  
Terms & Conditions

Account  
Disclosures

Electronic Fund Transfers

Visa® Debit Card  
Agreement & Disclosures

Dispute Resolution –  
Agreement to Arbitrate





# Electronic Fund Transfers

The disclosures in this section are required by the federal law and regulations governing electronic fund transfers made to or from personal accounts. An “electronic fund transfer” generally includes all debit card transactions and most other transfers of funds that are initiated through an electronic terminal, computer, magnetic tape or telephone for the purpose of authorizing us to debit or credit an account. Examples include (i) the use of our Visa Debit Card (the “Card”) to conduct ATM transactions or to make purchases or pay for services; (ii) online bill payments; and (iii) preauthorized recurring deposits and payments to or from your checking or savings accounts, such as insurance payments and direct deposits of paychecks or government benefit checks. These disclosures do **not** apply to (i) preauthorized transfers between your accounts with us, such as automatic transfers from checking to savings; (ii) incoming wire transfers or outgoing wires we may permit you to initiate by phone or in person; (iii) transactions originated by a check or draft, except for those that a Merchant chooses to convert to an electronic debit using information from your check or draft; and (iv) any transactions on accounts that are used primarily for business, organizational or other non-personal purposes and not for personal, family or household purposes.

## Consumer’s Liability for Unauthorized Transfers

Notify us **immediately** if you believe your Card or Personal Identification Number (“PIN”) or other access device or security code has been lost, stolen or learned by an unauthorized person, or if you believe that an electronic fund transfer has been made without your permission using information from one of your checks. Calling us is the best way to limit your possible losses. You could lose all the money in your Account, plus your maximum overdraft line of credit, if applicable. However, if you tell us within two Business Days after you learn of the loss or theft, you can lose no more than \$50 should someone use your Card or code without your permission. If you do not tell us within two Business Days and we could have stopped someone from using your Card or code without your permission if you had told us, you could lose as much as \$500. Also notify us immediately if your account statement shows transfers that you did not make. If you do not tell us within 60 days after the statement was sent or made available to you, you may not recover any money you lose after the 60 days if we could have stopped someone from taking the money had you told us in time. If a good reason, such as a long trip or hospital stay, prevented you from notifying us, we will extend these time periods.

## Notifying Us in the Event of Unauthorized Transfers

If you believe that your Card or code has been lost or stolen, that someone has transferred or may transfer money from your Account without your permission, or that a transfer has been made using information from one of your checks without your permission, call us at 1-800-769-2553 or write to us at P.O. Box 4598, Carol Stream, IL 60197-9924.

## Types of Available Transfers and Limits on Transfers

**Linked Accounts.** Up to ten of your accounts (up to five checking or money market and five savings accounts) may be linked to your Card.

**ATM Cash Withdrawals.** To withdraw cash from any linked checking, savings or money market account, you may use the Card with your PIN at participating Visa\*, NYCE\*, PLUS\* and other affiliated network ATMs.

**ATM Deposits.** To make deposits to any linked checking, savings or money market account, you may use the Card with your PIN at participating Visa, NYCE and PLUS ATMs.

**Transfers between Accounts.** You may transfer money between any of your linked accounts at participating ATMs which offer that functionality, or through our Online Banking service, which has its own terms, conditions and disclosures that are available online.

**Purchases and Services; Cash Back.** You may use your Card (with either your PIN, signature, or certain information from the Card, as may be required) to pay for purchases or services and to receive cash back (where available) at any Merchant that accepts Visa Debit Cards. Note: If you use your Card to make purchases from a savings account, you must use your PIN or information from the Card such as Card number and expiration date; signature-based transactions are not allowed.

**Bill Payments.** You may use the Card to pay bills from Merchants that accept Visa Debit Cards for bill payments by providing your Card number and other information the Merchant may require (such as expiration date and security code). You may also pay bills through our Online Banking service.

**Preauthorized Recurring Deposits or Payments.** You may set up preauthorized transfers to make direct deposits to, or payments from, your checking or savings accounts.

**Important note:** If you use the Card with a **money market or savings account** to purchase goods or services or to pay bills, or if you make online bill

payments or preauthorized ACH payments from such an account, please see the “Additional Disclosures Applicable Only to Money Market and Savings Accounts” subsection under “Account Disclosures” above for a description of the regulatory limitations on the number of such transactions you are allowed to make each month.

*Electronic Check Conversion.* You may authorize a Merchant to make a one-time electronic payment, using information from one of your checks, to pay for purchases or to pay bills from any account with check writing capability.

*Cash Advances.* You may use your Card to obtain cash advances from a checking or money market (but not savings) account at branches of other financial institutions which, as members of Visa, have agreed to provide such advances to Visa cardholders.

### Frequency of Transfers

- You may make multiple cash withdrawals from ATMs each day, provided you do not exceed the maximum daily withdrawal amount (see below).
- You may use your Card for multiple purchases (including PIN-based cash-back transactions) each day, provided you do not exceed the maximum daily limits for PIN-based or signature-based transactions (see below).

### Limitations on Dollar Amounts of Withdrawals and Purchases

For purposes of determining whether you are within any of the daily limits described below, each day begins and ends at 12:00 midnight Central Time (1:00 a.m. Eastern Time).

- You may withdraw funds totaling up to \$1,000 (less the amount of any transactions that are unposted but have already been authorized) or up to the Available Balance in the Account, whichever is less, each day from participating Visa, NYCE, PLUS and other affiliated network ATMs. Please note, however, that the ATM owner/operator or network may set limits for individual transactions that are lower than this RBC Bank-prescribed daily limit.
- Using your PIN, you may make purchases and receive cash back totaling up to \$2,500 (less the amount of any transactions that are unposted but have already been authorized) or up to the Available Balance in the Account, whichever is less, each day at Merchants that accept the Card. Transactions which are subject to and count towards this \$2,500 daily limit also include so-called “PINless debit” transactions where neither a PIN nor a signature is provided – for example, when you make internet or telephone purchases or

bill payments and provide only your Card number, expiration date and perhaps security code.

- When using your Visa Debit Card and signing for your purchases, or choosing the “credit” option, you may purchase up to \$2,000 (less the amount of any transactions that are unposted but have already been authorized) or up to the Available Balance in the Account, whichever is less, each day at Merchants that accept the Card. Cash advances obtained from branches of other financial institutions also are subject to and count towards this \$2,000 daily limit. As noted above, cash advances are not allowed from savings accounts, and if you use your Card to make purchases from a savings account, the “credit” or signature-based option is not available; instead, you must use your PIN or information from your Card, and the dollar limits are as described above for PIN-based transactions.
- For security reasons, sometimes there may be other limitations imposed on the amounts you may withdraw from ATMs or that you may use for purchases. Other limitations may also apply at participating Visa, NYCE, PLUS and other affiliated network ATMs, and Merchants may establish other limitations on cash-back transactions.
- Any of the limitations described above that we have established are subject to change at any time.

### Fees

Any fees we may charge you related to electronic fund transfer services are disclosed on our Schedule of Fees, which supplements these disclosures and is a part of the Agreement. Fees are subject to change at any time, and you will receive advance notice of any new or increased fees. We do not currently charge an RBC Bank fee for your use of participating Visa, NYCE, PLUS and other affiliated ATMs, unless the transaction is in a foreign currency (see the “Foreign Currency Transactions” subsection under “Visa\* Debit Card Agreement and Disclosures” below). However, the ATM owner/operator or network may charge you a fee for a U.S. dollar transaction, or an additional fee for a foreign currency transaction, which will be disclosed to you at the ATM before you complete the transaction.

### Disclosures to Third Parties

We may disclose information to third parties about your Account or the electronic fund transfers you make (i) where it is necessary for completing transfers; (ii) to verify the existence or condition of your Account for a party such as a credit bureau or Merchant; (iii) to comply with government agency or court orders; or (iv) if you give us your written permission. Additional circumstances in which we may disclose information are set forth in the section entitled “Disclosure of Information” elsewhere in the Agreement.

## Right to Receive Documentation of Transfers

**ATM and Point-of-Sale Transfers.** You may obtain a receipt at the time you make any electronic fund transfer using an ATM, or from any Merchant that accepts the Card. Please note, however, that receipts may not always be final since all transactions are subject to our verification. If any receipt and our records conflict, our records will control.

**Preauthorized Credits.** If you have arranged to have direct deposits made to your Account at least once every 60 days from the same person or company, either the person or company making the deposit will tell you every time they send us the funds, or you can call us at 1-800-769-2553 or use our Online Banking service to find out whether the deposit has been made.

**Periodic Statements.** For checking, savings and money market accounts, we will provide you regular account statements, generally monthly. Please see the “Account Statements” section of this Agreement for additional information.

## Rights Regarding Preauthorized Payments

**Right to Stop Payment and Procedure for Doing So.** If you have given a Merchant your advance authorization to have us make regular payments out of your Account, you can stop any or all of these payments by contacting the Merchant, allowing adequate time for the Merchant to cancel the payment(s) and for us to implement the cancellation request (which may take up to several days). If you choose to utilize this procedure, we are not responsible or liable for any failure by a Merchant to implement your request or for your failure to notify the Merchant in time to stop any given payment. Alternatively, you may ask us to stop the payment(s) by writing us at P.O. Box 4598, Carol Stream, IL 60197-9924, or calling us at 1-800-769-2553, in time for us to receive your request at least three Business Days before the next scheduled payment date. If you call, we may require you to confirm your request in writing within 14 days. You must give us all information we request to adequately identify the payment(s) to be stopped. There will be a charge for each stop payment order requested, as listed on our Schedule of Fees.

**Notice of Varying Amounts.** If these regular payments vary in amount, the Merchant must tell you the amount and date of the payment at least ten days before each payment. However, you may instead choose to receive this notice only when a payment will differ by more than a specified amount from the previous payment, or when the amount would fall outside certain limits you set.

**Our Liability for Failure to Stop Payment.** If you order us to stop one of these payments at least three Business Days before the payment is scheduled, and you have given us all the information we need to adequately identify the payment, we will be liable for your losses or damages if we fail to stop the payment.

## Our Liability for Failure to Make Transfers

If we do not complete an electronic fund transfer to or from your Account on time or in the correct amount according to our agreement with you, we will generally be liable for your losses or damages. However, there are some exceptions. We will not be liable, for example, if (i) through no fault of ours, you do not have enough money in your Account to make the transfer; (ii) the transfer would exceed the credit limit on your overdraft line of credit, if applicable; (iii) the ATM where you are attempting to make a withdrawal does not have sufficient cash; (iv) the ATM, terminal or system was not working properly and you knew about the problem when you started the transfer; or (v) circumstances beyond our control (such as a fire or flood) prevent the transfer, despite reasonable precautions we have taken. There may also be other exceptions stated in our agreements with you or permitted by law.

## Error Resolution Procedures

If you think your statement or receipt is wrong, or if you need more information about an electronic fund transfer shown on a statement or receipt, call or write us as soon as you can at 1-800-769-2553 or P.O. Box 4598, Carol Stream, IL 60197-9924.

We must hear from you no later than 60 days after we send you the first statement on which the problem or error appears, and you must provide the following information (i) your name and account number; (ii) a description of the error or transfer you are unsure about, and an explanation (in as clear language as possible) of why you believe it is an error or why you need more information; and (iii) the dollar amount of the suspected error. If you tell us orally, we may require you to send us your complaint or question in writing within ten Business Days.

We will determine whether an error occurred within ten Business Days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate. If we decide to do this, we will credit your Account within ten Business Days for the amount you think is in error so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten Business Days, we may not credit your Account. For errors involving new accounts, point-of-sale transactions or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question, and for new accounts, we may take up to 20 Business Days to credit your Account for the amount you think is in error.

We will tell you the results within three Business Days after completing our investigation. If we decide there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

### Special Rules for “Remittance Transfers.”

Federal regulations include special provisions governing certain outgoing electronic international transactions initiated by consumers that are defined as “remittance transfers.” Currently, we may allow you to initiate two types of remittance transfers, subject to our approval of your use of these services and your consent to the terms and conditions of separate agreements governing them.

First, if you utilize our Online Banking service and enroll in the optional Online Cross-Border Account Linking feature, then you may make Cross-Border Online Transfers between your U.S. accounts with us and your Canadian accounts with our Affiliate, RBC Royal Bank. When made from one of your U.S. accounts to one of your Canadian accounts (but not from Canada to the U.S.), such transfers are subject to the special remittance transfer rules. These transfers are also a type of “electronic fund transfer” under federal law, and as such, many of the general disclosures set forth above in this “Electronic Fund Transfers” section apply to them, along with the rules that are specific to remittance transfers. However, not all of those general disclosures will apply, as there are certain rights you have in connection with remittance transfers that are different from, or in addition to, your general rights regarding electronic fund transfers. For example, we will give you specific disclosures about the details of a requested remittance transfer before you will be permitted to complete the transfer, and we will send you a special receipt containing additional information after you have made the transfer. Also, you may have different rights if you suspect an error or problem with a remittance transfer. Generally, but with some exceptions, the procedures described above under “Error Resolution Procedures” do not apply to errors or problems involving remittance transfers, and different procedures apply. For more information about your rights in connection with these types of remittance transfers, including a summary of the special remittance transfer error resolution procedures, please see the Remittance Transfers section of our separate Service Agreement and Disclosure Statement for Online Banking, which you must agree to before you may use any of our Online Banking services, including the Online Cross-Border Account Linking and Cross-Border Online Transfers features.

Second, we may permit you to initiate wire transfers of funds from your account with us to third parties who are located, or whose accounts are located, in foreign countries (including Canada as well as other countries). These types of transfers (but not domestic wires within the U.S. or international wires to your U.S. accounts) are also subject to the special remittance transfer rules. This means that the special pre-payment disclosure and receipt requirements and error resolution procedures mentioned above will apply; and further, you have certain cancellation and refund rights in connection with these wires if you change your mind within 30

minutes after making payment and the funds have not already been picked up or deposited into the recipient’s account. Unlike Cross-Border Online Transfers, however, because we utilize commercial wire systems to send these international wires, they are not classified as “electronic fund transfers” under applicable law and the general disclosures set forth above under “Electronic Fund Transfers” do not apply. For more information about your rights in connection with these types of remittance transfers, please see our separate Wire Transfer Agreement, which you must agree to before you may begin initiating wire transfers.

# Visa\* Debit Card Agreement & Disclosures

When you open an eligible checking, money market or savings account, unless you tell us not to, we will send you one or more Visa Debit Cards to use for the purposes described under “Types of Available Transfers” in the “Electronic Fund Transfers” section above. If you have additional checking, money market or savings accounts with us, you may also request that we “link” any of those accounts to your Card, allowing you to conduct ATM transactions on each account, subject to the functionality offered by the ATM owner/operator or network. Up to ten accounts (up to five checking or money market and five savings accounts) may be linked on one Card. We will deduct all purchases from the checking, money market or savings account you designate as “primary.”

Some of the terms, conditions and disclosures that apply to the Card are described in the preceding “Electronic Fund Transfers” section and in other applicable portions of the Agreement. Additional terms, conditions and disclosures are set forth below. Use of the Card is also subject to all applicable laws and regulations, including the rules and regulations of Visa Inc. By requesting, signing, activating, using or authorizing the use of a Card, you agree to the following provisions, along with all other applicable provisions mentioned above.

## Activating Your Card

For your protection, when we send you a Card, it is not activated. You must activate it either by calling the number on the sticker affixed to the Card or by entering your PIN at any participating ATM. We may make available additional methods for activating Cards in the future, such as online. You must also sign the signature panel on the back of the Card for it to be valid.

## Using Your Card

We issue Cards only on eligible personal accounts that we approve for use with the Card. You may use your Card only for personal, family or household purposes and not for business, organizational or other non-personal purposes. Various methods of using your Card to initiate electronic fund transfers are described under “Electronic Fund Transfers” above. These include allowing you to pay for purchases and services at Merchants that accept Visa Debit Cards and, if you desire and the Merchant permits, to obtain cash back. You may be asked to enter your PIN, to sign a sales slip or other document, or just to provide your Card number, expiration date and sometimes security code. If you use your Card number and other information without actually presenting the Card (such as for a mail, phone or internet purchase or payment), the legal effect will be the same as if you used the Card itself. We have no liability or responsibility if, for any reason, your Card or Card number is not honored by any Merchant, or if a Merchant fails to abide by the applicable network rules and regulations when accepting your Card. The Card is a debit card and not a credit card, and transactions conducted with the Card are not credit transactions, even when you choose the “credit” option. In addition to making withdrawals and deposits, the Card may be used at selected participating ATMs to make balance inquiries.

## Authorized and Unauthorized Use

You are responsible for all transactions and charges incurred through use of the Card by you or anyone you

allow to use the Card, and to the extent allowed by law, you may also be liable for any use of the Card by others. You agree to take reasonable precautions to prevent unauthorized use of your Card and the confidential PIN which we assign to you (and which you may change by calling 1-800-769-2553). You agree not to reveal your PIN to any unauthorized persons or to write it on your Card or in any other place which may be accessible to unauthorized persons. You must notify us promptly at the phone number or address listed in the “Electronic Fund Transfers” section if any unauthorized use occurs or is suspected, or if your Card is lost or stolen.

## Restrictions on Use

You agree not to use or attempt to use an expired, revoked or otherwise invalid Card. You also agree not to use your Card in connection with any illegal or immoral activity or in connection with online gambling or to fund any account that is set up to facilitate online gambling. You may not use your Card for any purpose in any country that is subject to economic sanctions imposed by the U.S. Government, and any attempted use of a Card in such countries will be blocked. For security purposes, we may place other restrictions on your use of the Card from time to time. We may decline any transaction if for any reason it appears to us to be suspicious or potentially in violation of the Agreement or any applicable law.

## Verification and Posting of Transactions

All transactions made using the Card, including payments, transfers and deposits, are subject to verification. Your account statement lists each transaction and the date it was posted to the Account. That date may be different from the date on your receipt, which is the date you conducted the transaction.

### Preauthorization Holds

If a Merchant or another financial institution requests an authorization for a transaction you want to conduct (a preauthorization request), we may place a hold on your Account for the amount requested. Some Merchants may request preauthorization of an amount either higher or lower than the actual transaction amount that ultimately posts to the Account. Although we place a hold on the amount requested, your Account will be debited only for the actual transaction amount when the transaction is processed. Please note that while the hold remains on your Account, the Available Balance for subsequent debit transactions (including additional Card authorizations) may be reduced by the amount of the hold, and if your remaining Available Balance is not sufficient to cover all your checks, Card transactions, and other debit transactions and Items, you may incur NSF fees, as described further under “Nonsufficient Funds and Overdrafts” in this Agreement. We are not responsible for damages or losses of any type, including alleged wrongful dishonor, if any transaction is not authorized or paid because of such a hold. We will remove a hold from your Account upon the sooner to occur of (i) the time when the actual transaction amount is debited from the Account (as long as we have received adequate information from the Merchant or other financial institution to “match” the hold with the completed transaction), or (ii) up to three Business Days after the preauthorization request.

### Rejected Transactions and Overdrafts

When you do not have a sufficient Available Balance in the applicable Account linked to your Card to cover a transaction, we may refuse a Merchant’s request for an authorization and the attempted purchase or payment transaction may not be completed, or you may not be able to complete an attempted withdrawal at an ATM or cash advance at a participating Visa institution. However, in some instances such a transaction may be completed despite the lack of sufficient funds. We may not charge you an NSF fee in such cases unless you have affirmatively consented by opting into our standard overdraft protection program, if we choose to offer that service. You will, however, be obligated to repay us the actual amount of the overdraft. Please see the “Nonsufficient Funds and Overdrafts” section for important details concerning overdrafts.

### Stop Payments, Merchant Disputes and Refunds

With the exception of stopping preauthorized recurring payments as described below, you may not stop payment on any Card purchase or other transaction. If you have a dispute with any Merchant about goods or services you have purchased, it does not relieve you from your liability to us for the amount of the transaction and any associated fees. You must settle any disputes directly with the Merchant. If a Merchant misrepresents any aspect of its goods or services, we are not liable to you for any of your resulting damages or losses. You do not receive cash refunds for returns of

merchandise or services purchased using your Card. When a Merchant gives you a refund, it is made on a credit receipt which must be presented to us through normal electronic or other processes, and which will be reflected on your account statement.

### Preauthorized Recurring Payments

Preauthorized recurring payments occur when you authorize a Merchant to automatically initiate payments using information from your Card on a regular basis. If we issue you a new or replacement Card with a different number and/or expiration date, we may (but are not obligated to) provide your new Card number and expiration date to a Merchant with whom you have set up preauthorized recurring payments. You should notify the Merchant yourself to ensure that the Merchant receives the new information on a timely basis. If you want to discontinue the preauthorized recurring payments or to stop only a single payment in the series, or if your Card or the Account to which it is linked is closed, we recommend that you contact the Merchant, allowing adequate time for the Merchant to cancel the payment(s) and for us to implement the cancellation request (which may take up to several days). If you utilize this procedure, we are not responsible or liable for any failure by a Merchant to stop a payment or for your failure to notify the Merchant in time to stop any given payment. Instead of contacting the Merchant, you may use the alternative procedure of asking us to stop the payment, as described under “Rights Regarding Preauthorized Payments” in the “Electronic Fund Transfers” section. However, we may charge you a stop payment fee for any such request, and please note that we must receive your request at least three Business Days before the scheduled payment date.

### Foreign Currency Transactions

You may use your Card to make purchases or obtain cash back from Merchants, or to obtain cash from an ATM or bank branch, in foreign currency. Visa will convert to U.S. dollars any charge or credit made to your Account in a currency other than U.S. dollars, in accordance with Visa regulations then in effect. Currently, the exchange rate between the transaction currency and the billing currency used for processing international transactions is (i) a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable processing date, which may vary from the rate Visa itself receives, or (ii) the government mandated rate in effect for the applicable processing date. The exchange rate may differ from the rate in effect on the date of the transaction.

We charge an International Transaction Fee on each purchase or cash back transaction at a Merchant or cash withdrawal/advance at an ATM or bank branch if the transaction is made in a foreign currency. We will post to your Account the total amount of the transaction in U.S. dollars including the International Transaction Fee (see our Schedule of Fees for the current amount). We will notify you in advance should that fee be increased.

## Emergency Cash and Card Replacement – Consent to Disclosure of Information

Emergency Cash and Emergency Card Replacement Services are Visa benefits that are available with Visa Debit Cards. We may provide personal information about you and any authorized cardholder or user to Visa Inc., any of its members, or any of their respective contractors for the purpose of providing to you, or any authorized cardholder or user, Emergency Cash and Emergency Card Replacement Services. By using the Card, you and each authorized cardholder or user expressly consent to the release of such personal information for this purpose.

## Card Cancellation or Suspension

We may decide not to issue or renew any Card, or we may decide to cancel or suspend your Card privileges with or without cause or notice, unless otherwise required by law. All Cards remain our property and we may require their return to us at any time. If your Card privileges are terminated or suspended, you must surrender the Card(s) to us upon demand. The termination of Card privileges does not itself affect other terms and conditions relating to the Account(s) linked to the Card(s). If any Card we send you is returned undelivered or if one of your Cards is reported as lost or stolen, we may restrict the use of the Card and, depending on the circumstances, of other Cards you may have with us on the same or other Accounts. If you have not used any Card to conduct a transaction within the last 12 months, we reserve the right to cancel or suspend the Card without notice.

## Bank Compensation

You acknowledge and agree that we may receive certain compensation relating to your use of the Card pursuant to our participation in various payment networks or from other parties involved in the processing of debit card transactions. This compensation may vary and is established by the networks or agreements among the parties involved.

## Non-Visa Debit Transactions

We enable non-Visa debit transactions through NYCE and other network affiliations. These types of transactions include bill payments made at a Merchant’s website and other internet-based transactions. You may be required to enter your PIN to initiate these transactions or to authenticate yourself as the cardholder through other measures established at the Merchant’s website. Certain provisions applicable to your Card, including those relating to the Visa zero-liability program, do not apply to these non-Visa debit transactions.

**Disclaimers. We and Visa Inc. specifically disclaim all warranties of any kind, express or implied, arising out of or related to Visa Debit Cards or any core service or supplemental services provided in connection with Visa Debit Cards, including any warranty of MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT, each of which is expressly excluded.**





# Dispute Resolution – Agreement to Arbitrate

**PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS HOW WE AGREE TO RESOLVE DISPUTES AND LEGAL CLAIMS THAT MAY ARISE BETWEEN US AS A RESULT OF THE ACCOUNT RELATIONSHIP. YOU HAVE THE RIGHT TO REJECT THIS ARBITRATION AGREEMENT BY FOLLOWING THE STEPS SET OUT BELOW.**

## Introduction

If you do not reject this agreement to arbitrate (this “Arbitration Agreement,” which is a part of the Agreement), then for any claim or dispute that is subject to this Arbitration Agreement, neither you nor we will have the right to (i) have a court, judge or jury decide the claim or dispute; (ii) gather information through the court-regulated discovery process, and your and our ability to demand documents or written responses to interrogatories or to depose individuals or entities will be substantially limited and, in some instances, prevented; (iii) participate in a class action as either a representative plaintiff or a passive class member in either a court or arbitration action; or (iv) join or consolidate a claim or dispute with claims or disputes of other parties. In addition, the right to appeal an award in arbitration is more limited than in court proceedings and may be unavailable.

## What We Agree to Arbitrate

As used in the remainder of this Arbitration Agreement, the term “Claim” means any dispute, claim or controversy between you and us (excepting those described under “Excluded Claims and Proceedings” below) relating to your deposit accounts and any products or services that are ancillary to your deposit accounts such as Online Banking (all of the above, the “Account Relationship”). You and we agree to arbitrate all Claims whether pre-existing, present or future which arise as a result of the Account Relationship, the Agreement, or any transaction conducted between us related to the Account Relationship or the Agreement. “Claim” will have the broadest possible meaning and includes initial claims, counterclaims, cross-claims, thirdparty claims and federal, state, local and administrative claims. It includes Claims based on contract, tort, consumer rights, fraud or other intentional torts, constitutional, statutory, or regulatory provisions, ordinances, common law or equity. It includes Claims for money damages and for injunctive and declaratory relief. Either you or we may demand that any Claim(s) be resolved by individual (but not by class or representative) arbitration in accordance with the terms specified in this Arbitration Agreement.

## Who Is Included in This Arbitration Agreement

For purposes of this Arbitration Agreement, the terms “we,” “us” and “our” include not only RBC Bank, but also its employees, officers, directors, parents,

controlling persons, subsidiaries, affiliates, successors and assigns. “We,” “us” and “our” also include third parties if you assert a Claim against such third parties in connection with a Claim you assert against us. “You” or “your” includes any person who brings a Claim on your behalf by asserting your Claim against us and also includes your heirs, successors and assigns.

## Excluded Claims and Proceedings

If a dispute or controversy arises about the validity, enforceability, coverage or scope of this Arbitration Agreement or any part of it (including the waiver of the right to represent or to participate in a class-wide claim), that dispute or controversy will be decided by a court of law rather than by an arbitrator. However, any dispute or controversy about the validity or enforceability of the Agreement as a whole will be decided by an arbitrator, not by a court of law. In addition, you or we are not required to arbitrate the following types of claims or proceedings (i) any individual action brought in a small claims court (or an equivalent court of limited jurisdiction dedicated to resolving small disputes between individual litigants); however, if a claim originally brought in small claims court is transferred, removed or appealed to a different court, this Arbitration Agreement will control such further proceedings; (ii) any effort by you or us to exercise self-help rights, including any right of setoff described in any agreements between you and us and other self-help rights permitted by applicable law; and (iii) any individual action in court that either you or we bring for the limited purpose of preventing the other party from using a self-help remedy, so long as that action does not seek damages or any form of monetary payment. If you or we begin or maintain any of the excluded claims or proceedings described in this paragraph, that fact will not waive your or our right to compel arbitration regarding any other dispute that is not an excluded claim or proceeding. If you are a member of a class that is defined in an action that has already been filed in a court of law, regardless of whether that class has been certified, you will not be prevented from participating in that class action unless you were bound by a prior version of an arbitration agreement with us at the time the class action proceeding was filed. In the event the class is not certified in any pending action, this Arbitration Agreement will control any future action on the same claim brought by you individually.

## Federal Arbitration Act

Regardless of any other choice of law provision in the Agreement, you and we agree that this Arbitration Agreement represents a transaction involving interstate commerce and that the Federal Arbitration Act, Title 9 of the United States Code (the “FAA”), governs the interpretation and enforcement of this Arbitration Agreement and any proceedings brought pursuant to this Arbitration Agreement.

## Class Action Waiver

Regardless of anything else in the Agreement, if either you or we elect to arbitrate a Claim, then neither you nor we will have the right to (i) participate in a class action, private attorney general action or other representative action in court or in arbitration, either as a class representative or class member; or (ii) join or consolidate Claims with claims of any other individual or party. You and we agree that no arbitrator will have the authority to conduct an arbitration that violates this provision. You and we acknowledge that this class action waiver is a material and essential part of the Arbitration Agreement and is not severable from this Arbitration Agreement. If the class action waiver is limited, voided or found unenforceable, then the Arbitration Agreement between us (except for this sentence) will be null and void with respect to that proceeding. You or we will have the right to appeal the limitation or invalidation of the class action waiver. You and we acknowledge it is our agreement that under no circumstances will claims asserted on behalf of a class be arbitrated.

## Arbitration Procedures

If you or we elect to arbitrate a Claim, the electing party must notify the other party in writing. This notice can be given without the necessity of starting a lawsuit, but the commencement of a lawsuit will not limit the other party’s right to demand arbitration. You may give notice of your intent to arbitrate a Claim by sending the demand in writing to **RBC Bank, Attn: Law Group, 8081 Arco Corporate Drive, Suite 400, Raleigh, NC 27617**. Our notice to you will be sent to the most recent address you have provided us in connection with the Account Relationship. Any arbitration hearing that you attend must take place in a venue reasonably convenient to you.

Arbitration proceedings between us will be administered by and according to the rules of the American Arbitration Association (“AAA”), 1633 Broadway, 10th Floor, New York, NY 10018, [www.adr.org](http://www.adr.org), 1-800-778-7879; or JAMS, 1920 Main Street, Suite 300, Irvine, CA 92614, [www.jamsadr.com](http://www.jamsadr.com), 1-800-352-5267. The rules and forms of the AAA and JAMS may be obtained by contacting these organizations using the information listed above. If the AAA and JAMS are unable or unwilling to serve as administrator, you and we may agree upon another administrator or, if we are not able to agree, we may jointly ask a court to determine the administrator. No person or entity may serve as administrator if it

adopts or has in place any formal or informal rule or policy that is inconsistent with or that attempts to override the terms of this Arbitration Agreement, unless you and we agree to accept that rule or policy after you and we are fully aware of it. If any provision of this Arbitration Agreement conflicts with the rules or policies of the administrator applicable to the Claim between us, you and we agree that the provisions of this Arbitration Agreement will control the arbitration.

We will arbitrate before a single arbitrator appointed by the administrator. No one is qualified to serve as an arbitrator of any Claim brought pursuant to this Arbitration Agreement unless he or she is a practicing attorney with ten or more years of experience or a retired judge. The arbitrator will not be required to follow rules of procedure and evidence that would apply in court, nor any state or local laws that relate to arbitration proceedings. The arbitrator will follow the substantive law of the jurisdiction whose laws control the Agreement, as set forth in the rules and regulations consistent with the FAA. If you request in writing, we will pay all filing, hearing and/or other fees charged by the administrator and the arbitrator to you for Claim(s) asserted by you in arbitration after you have paid an amount equivalent to the fee, if any, for filing such Claim(s) in state or federal court (whichever is less) in the judicial district in which you reside. We will always pay any fees or expenses that we are required to pay by law or by the administrator’s rules or that we are required to pay for this Arbitration Agreement to be enforced. The arbitrator will have the authority to award attorneys’ and expert witness fees and costs to the extent permitted by this Arbitration Agreement, the administrator’s rules or the applicable law. The arbitrator will award you your reasonable attorneys’ fees and expert witness fees and costs if (and to the extent) you prevail on a Claim(s) you assert against us in arbitration, to the extent required or permitted under controlling law.

## Your Right to Reject This Arbitration Agreement

You may reject this Arbitration Agreement if you do so in a timely and effective manner as described below, and in such event, you will not be required to resolve any dispute, controversy or claim relating to any aspect of the Account Relationship by arbitration. If you wish to reject this Arbitration Agreement, you must notify us in writing. The notice must state that you are rejecting the Arbitration Agreement contained in the Service Agreement for Non-Personal Accounts, and you must also provide your name and address and sign the written notice. You must send the notice to **RBC Bank, Attn: Law Group, 8081 Arco Corporate Drive, Suite 400, Raleigh, NC 27617**. You must send us the notice so that we receive it within 45 days after you establish a new Account Relationship with us. If you reject the Arbitration Agreement, that fact will not change or modify any other terms or provisions of the Agreement other than the Arbitration Agreement section. We will

not take any adverse action against you or your Account Relationship if you reject this Arbitration Agreement. You agree that our business records will constitute final and conclusive evidence of whether you rejected this Arbitration Agreement in a timely and effective manner. This Arbitration Agreement will apply to you and us and your complete Account Relationship with us, unless you reject it by providing proper and timely notice of rejection as set forth above. Our records will be deemed conclusive concerning the accounts, products and services which constitute your Account Relationship. The Account Relationship may include accounts held in the names of multiple parties (if applicable) as well as single entities, and it may include existing, new and future accounts, products and services which you open, establish or enroll in with us.

Thank you for being an RBC Bank client. For more information, please contact us at:

**1-800 ROYAL® 5-3 (1-800-769-2553)**

[www.rbcbank.com](http://www.rbcbank.com)

**RBC Bank  
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Suite 400  
Raleigh, NC 27617**



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