



INDIVIDUAL INTERNET BANKING APPLICATION

APPLICANT – PERSONAL INFORMATION

FIRST NAME

M.I.

LAST NAME

Mailing Address - STREET or PO BOX

CITY

STATE

ZIP

HOME PHONE NUMBER

WORK PHONE NUMBER

CELL PHONE NUMBER

E-MAIL ADDRESS

SOCIAL SECURITY NUMBER

Account access via the Internet is provided on an individual basis. Therefore, if multiple individuals are on the account each individual will need to submit an application and have their own login and password.

ACCOUNT INFORMATION

Would you like all existing and future accounts accessible through your Internet Banking ID?

Yes

No

All accounts you are authorized access to as a/an (select all that apply and list the account information below) . . .

Owner, Joint Owner, Co-Borrower

Guarantor

Power of Attorney

Authorized Signor (List organization or business

)

Acct Number ~ *Acct Type _____

Acct Number ~ *Acct Type _____

Acct Number ~ *Acct Type _____

Acct Number ~ *Acct Type _____

*Acct Types – **D**–Checking **S**–Savings **L**–Loan **T**–Time Certificate (CD) **O**–Protection Plus **B**–Safe Deposit Box

IMPORTANT INFORMATION

CenBank cannot monitor any signature restrictions via the Online Banking Service. All transfers done through the Online Banking Service must be done by 6:00 p.m. CDT to post to that business day. All transactions done online are subject to the same service charges that apply to normal banking business.

Please allow 3 business days for your Online Banking ID to be set up. Your login ID will be mailed to you. The first time you access the Online Banking Service, your PIN will be the last 4 digits of your SSN. At that time, you will need to change the PIN to one of your choice. CenBank employees will not be able to tell you what you have selected.

SIGNATURE (REQUIRED)

By signing this authorization form you . . .

- ◆ Are allowing CenBank to establish the above list of accounts for access through the Online Banking Service.
- ◆ Understand that account security is controlled by the Internet Banking ID assigned by the Bank, and the Personal password chosen and entered by the user. It is the user's responsibility to protect the password and keep it confidential and the user therefore will hold the bank harmless from unauthorized use. Any information downloaded by the user becomes the property and responsibility of the user.
- ◆ Acknowledge and have read, understand and accept all of the terms and conditions of CenBank's Internet Banking Agreement.

Applicant Signature

Date

FOR BANK USE ONLY

CIF Number

Online ID

Info Verified By

Entered by / date

Deleted by / date



Member FDIC

Revised 02/03/2016



Internet Banking Agreement

10/03/2014

These are the current terms of your Agreement with CenBank for accessing your accounts and making use of other services via the Internet through CenBank. Whenever you use Internet Banking, or authorize others to use it, you agree to these terms. CenBank may amend these terms from time to time. You will be notified of any amendments that affect your rights or obligations within the appropriate time period. Each of your accounts at CenBank, which are accessed by Internet Banking continue to be governed by the applicable Account Disclosures and Regulations Relating to Deposit Accounts and Other Services and Electronic Fund Transfer Agreement and Disclosures, otherwise known as Disclosures and Regulations, and the applicable Schedule of Fees, as they may be amended from time to time.

GENERAL INFORMATION

1. Definition of Terms

- "You" and "Your" means any person who applies for Internet Banking with CenBank through completion of a CenBank Internet Banking Application and all persons authorized by the applicant to use their Internet Banking Identification and PIN (Personal ID Number) or other means of access we establish or approve.
- "We," "us," "our," and "Bank" refer to CenBank or one of its affiliates.
- "Business Day" shall mean Monday-Friday, except for federal banking holidays.
- "Internet Banking Agreement" means CenBank's Internet Banking Agreement.
- "Internet Banking" or "CenBank Online" means our service that allows you to make payments, transfer funds, access accounts, obtain information, and perform other transactions via the Internet by use of a personal computer and modem and/or other means we authorize or allow.

2. General Description of Services

Account access via CenBank's Internet Banking Service allows you to:

- View account balances and transaction history.
- View checks and deposits.
- View stop payments.
- Transfer funds between CenBank accounts.
- Set up recurring transfers between CenBank accounts
- Make CenBank loan payments.
- View previous statements.
- Download account transactions.

Bill Payment services through CenBank's Internet Banking allows you to:

- Pay bills to most merchants, individuals, and organizations.
- Set up recurring payments.
- Download your payment schedule.
- Retain payment history.
- Retain record of payees.

3. Requirements for Your Use

To access your accounts through CenBank's Internet Banking, you must have a CenBank account and complete a CenBank Internet Banking Application. In addition, you will need a personal computer, Internet service through the provider of your choice, and a compatible web browser with 128-bit data encryption. You may download a compatible web browser for free at:

[Microsoft Internet Explorer®](#) or [Netscape Navigator®](#)

You are responsible for the installation, maintenance and operation of your computer and your browser software. The risk of error, failure, or non-performance is your risk and includes the risk that you do not operate your computer or your software properly. The Bank is not responsible for any errors or failures from any malfunction of your computer or your software. CenBank is not responsible for any electronic viruses that you may encounter. The Bank is not responsible for any computer virus-related problems that may be associated with the use of Internet Banking. The Bank has no liability to

you for any damage or other loss, direct or consequential, which you may suffer or incur by reason of your use of your computer or your software.

4. Customer Support

If you need assistance with CenBank's Internet Banking Service, or if you need to communicate with CenBank, you may contact an Internet Banking Product Expert in Buffalo Lake, Minnesota, by calling 800-610-6712. Internet Banking Product Experts are available between 8:30 A.M. and 4:30 P.M. CST Monday-Friday.

You may also write to us at:

CenBank
On-Line Services
P.O. Box 188
Buffalo Lake, MN 55314

You may also email us at onlinesupport@cenbank.com. However, electronic mail (E-mail) transmissions are not secure. Therefore, we request that you do not send us or ask for sensitive information, etc. via any general form of E-mail System. E-mail through CenBank or other means of E-mail provided by the bank at www.cenbank.com are not secure.

DESCRIPTION OF SERVICES

1. Hours of Accessibility

You can access your accounts through CenBank's Internet Banking Service seven days a week, 24 hours a day. However, at certain times, CenBank's Internet Banking Service may not be available due to routine system maintenance.

2. Account Access via Internet Banking

Account Access through CenBank's Internet Banking Service allows you to conduct the following functions online: view account balances and transaction history, view checks and deposits, view stop payments, transfer money between accounts, set up recurring transfers between accounts, make CenBank loan payments, view and print past statements, and download account transactions to your personal computer.

There are no monthly or transaction fees for accessing your account(s) through CenBank's Internet Banking Service for individuals.

I-Pay is an optional and chargeable service for all users as described below. Other fees, as described in the deposit account information, may apply to services ordered online. Please note that fees may be assessed and billed separately by your Internet Service Provider (ISP) and are not included in CenBank's Internet Banking Service.

3. Bill Payment (i-Pay)

I-Pay via CenBank's Internet Banking Service is an optional and chargeable service for consumers. I-Pay allows you to schedule bill payments; arrange, at your option, for the payment of your current, future and recurring bills from your designated i-Pay account; pay most merchants, individuals, and institutions; and download your payment schedule at your convenience.

The i-Pay fees are as follows:

- Consumers - Use i-Pay at least once every 60 days or a monthly Bill Pay Fee of \$4.95 will apply
- Businesses - Service is not available

All fees will be deducted from your designated payment account on the first day of the month.

Other fees which are charged in addition to any other fees as stated in your Account Disclosures include the following:

- Stop payment fee - \$25.00
- Overdraft fee - \$30.00 per occurrence
- NSF fee - \$30.00 per occurrence

4. Transfers

Through CenBank's Internet Banking Service you are allowed to make transfers between your various CenBank accounts. You may also make your CenBank loan payments. You must be an owner of and have the unrestricted right of withdrawal from all accounts to or from which you request a transfer. We reserve the right to deny transfers between certain types of accounts under certain circumstances.

A transfer initiated through CenBank's Internet Banking Service before 6:00 p.m. (Central Standard Time) on a business day is posted to your account the same day. **All transfers completed after 6:00 p.m. (Central Standard Time) on a**

business day or on a Saturday, Sunday or banking holiday, will be posted on the next business day. Our business days are Monday through Friday, except for banking holidays. "Banking holidays" shall mean all federal banking holidays.

The number of transfers from accounts may be limited as described in the applicable portions of the deposit account information. Each payment or transfer through Internet Banking from a savings or money market account is counted as one of the six limited transfers permitted each statement period, as described in the Disclosure and Regulations.

If a hold has been placed on deposits made to an account from which you wish to transfer funds, you cannot transfer the portion of the funds held until the hold expires.

5. Bill Payments

Bill Payments are made from your designated payment account for the amount requested by you to the scheduled payee through CenBank's i-Pay service. You must be an owner of the designated i-Pay account. You may not designate any account that requires more than one signature for withdrawals. All fees for i-Pay will be deducted from your designated payment account.

There is no limit to the number of payments that may be authorized, or the number of payees you can pay through i-Pay. You may pay most merchants and individuals using CenBank's i-Pay service, however, you may not use i-Pay to pay taxes, court ordered payments, or any governmental agency.

Payments made through CenBank's i-Pay service requires sufficient time for your payee to credit your account properly. To avoid incurring a finance charge or other charge, you must schedule a payment sufficiently in advance of the due date of your payment.

When you schedule payments:

YOU MUST SCHEDULE THE PAYMENT AT LEAST TEN BUSINESS DAYS PRIOR TO THE DATE THE PAYMENT IS DUE AT YOUR PAYEE.

By scheduling payments and submitting your payee's information including their addresses, you authorize us to follow the payment instructions to these payees. When we receive a payment instruction (for the current or future date), we will remit funds to the payee on your behalf, from the funds in your designated payment account on the day you have instructed them to be sent (Payment Date).

The Bank is under no obligation to notify you if it does not complete a payment because there are insufficient funds in your account to process a transaction. In all cases, you are responsible for either making alternate arrangements for the payment or for rescheduling the payment through i-Pay.

6. Changes to Charges, Fees, or Other Terms

CenBank reserves the right to change the charges, fees or other terms described in this CenBank Internet Banking Agreement. When changes are made to any fees, charges, or other material terms, we will update this CenBank Internet Banking Agreement and notify you accordingly. Notification will be given at least thirty (30) days in advance of the effective date of any additional fees for online transactions, or of any stricter limits on the type, amount or frequency of transactions or any increase in your responsibility for unauthorized transactions, unless an immediate change is necessary to maintain the security of the system. If such a change is made, and it can be disclosed without jeopardizing the security of the system, we will provide notice to you within thirty (30) days after the change. We reserve the option, in our business judgment, to waive, reduce or reverse charges or fees in individual situations. Changes to fees applicable to specific accounts are governed by the applicable Depositor Contract and the deposit account information.

7. Personal Identification Number and PIN

You will be given an Internet Banking Identification and PIN that will give you access to your accounts through CenBank's Internet Banking Service. Once you have submitted a complete CenBank Internet Banking Application, you will receive your Internet Banking ID and PIN. You will be asked to select a new PIN upon your initial use of Internet Banking. We will require you to change your PIN, at minimum, every 180 days. The Bank is entitled to act on the instructions received under your PIN. For security purposes, it is recommended that you memorize the ID and PIN and do not write them down. You are responsible for keeping your ID, PIN and other account data confidential.

Anyone to whom you give your Internet Banking Identification and PIN or other means of access will have full access to your accounts, even if you attempt to limit that person's authority. For this reason, you should not disclose your Internet Banking Identification and PIN to other persons.

8. Cancellation of Services

If you wish to cancel any of your CenBank Internet Banking Services, please contact a CenBank Internet Banking Product Expert in Buffalo Lake, Minnesota, by calling 800-610-6712. Internet Banking Product Experts are available between 8:30 A.M. and 4:30 P.M. CST Monday-Friday.

You may also write to us at:

CenBank
On-Line Services
P.O. Box 188
Buffalo Lake, MN 55314

You may also email us at onlinesupport@cenbank.com. However, electronic mail (E-mail) transmissions are not secure. We therefore, request that you do not send us or ask for sensitive information, etc. via any general form of E-mail System. E-mail through CenBank or other means of E-mail provided by the bank at www.cenbank.com are not secure.

If, for any reason, you should ever wish to cancel Internet Banking, your scheduled payments and transfers will be automatically deleted. For this reason, if you cancel Internet Banking, you should make other payment or transfer arrangements. This will also ensure that future payments or transfers made by you will not be duplicated.

The Bank reserves the right to terminate the CenBank Internet Banking Agreement, in whole or in part, at any time for any reason.

9. New Services

CenBank may, from time to time, introduce new Internet Banking Services and/or enhancements to the current service. We shall update this CenBank Internet Banking Agreement and notify you of the existence of these new services. By using these services when they become available, you agree to be bound by the terms contained in this CenBank Internet Banking Agreement.

ADDITIONAL PROVISIONS

1. Usage

Your first use of CenBank's Internet Banking Service confirms your agreement to and understanding of the terms and conditions in the CenBank Internet Banking Agreement.

You agree to the terms of this agreement and the schedule of charges that may be imposed. You authorize us to deduct applicable charges and payments, as accrued, directly from your designated payment account. You are liable for all transactions that you may make or authorize, even if the person you authorize exceeds your authority. If you have given someone your Internet Banking Identification and PIN or any other means of access and you want to terminate that person's authority, you must change your Identification and PIN or other means of access or take additional steps to prevent further access by such persons.

Unauthorized Transactions in Your Accounts- Notify us immediately if you believe another person has improperly obtained your Internet Banking Identification or PIN. Also notify us if someone has transferred or may transfer money from your Bank deposit account without your permission, or if you suspect any fraudulent activity on your account. To notify us, call a CenBank Internet Banking Product Expert in Buffalo Lake, Minnesota, by calling 800-610-6712. Internet Banking Product Experts are available between 8:30 A.M. and 4:30 P.M. CST Monday-Friday.

You may also write to us at:

CenBank
On-Line Services
P.O. Box 188
Buffalo Lake, MN 55314

You may also email us at onlinesupport@cenbank.com. However, electronic mail (E-mail) transmissions are not secure. We therefore, request that you do not send us or ask for sensitive information, etc. via any general form of E-mail System. E-mail through CenBank or other means of E-mail provided by the bank at www.cenbank.com are not secure.

If your Internet Banking Identification and PIN have been compromised and you tell us within two (2) business days after you learn of the loss or theft, you can lose no more than \$50 if an unauthorized person uses your Internet Banking Identification and PIN without your permission to access a Bank deposit account and/or initiate a transaction. If you do NOT notify us within two (2) business days after you learn of the loss or theft, and we can prove that we could have stopped someone from using your Internet Banking Identification and PIN without your permission had you told us, you could be liable for as much as \$500.

Also, if your statement shows withdrawals, transfers or purchases that you did not make or authorize, please notify us at once. If you do not notify us within sixty (60) days after the paper or online statement was sent to you, and we could have stopped someone from taking money if you had told us in time, you may not recover any money lost after the sixty (60) days.

2. Bank Liability

Except as specifically provided in this CenBank Internet Banking Agreement or where the law requires a different standard, you agree that neither we nor the service providers shall be responsible for any loss, property damage or bodily injury, any indirect, special, incidental or consequential damages whether caused by the equipment, software, the Bank, OR by Internet browser providers such as Netscape (Netscape Navigator browser) and Microsoft (Microsoft Internet Explorer browser), OR by Internet access providers OR by online service providers OR by an agent or subcontractor of any of the foregoing, nor shall we or the service providers be responsible for any direct, indirect, special or consequential, economic or other damages arising in any way out of the installation, use or maintenance of the equipment, software, CenBank's Internet Banking Service, or Internet browser or access software.

If CenBank does not properly complete a transfer or i-Pay on time or in the correct amount, we will pay any late fees or finance charges as long as your account was in good standing with the merchant prior to this incident. We will also be liable to you if we fail to stop a payment pursuant to your timely order to do so. We shall not be responsible for any charges imposed or any other action taken by a payee resulting from a payment that you have not scheduled properly, including any applicable finance charges and late fees. In addition, we will not be liable if any third party through whom any bill payment is made fails to properly transmit the payment to the intended payee. We will also not be liable if there are insufficient funds in your designated payment account or other accounts being used for transfers; if a legal order directs us to prohibit withdrawals from the payment account; if the payment account is closed or frozen; or if any part of the electronic funds transfer system is not working properly. We will not be liable for indirect, special, or consequential damages arising out of the use of i-Pay. Cenbank reserves the right to terminate your use of i-Pay at any time for any reason.

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

- If, through no fault of ours, you do not have enough money in your account to make a transfer or bill payment.
- If a legal order directs us to prohibit withdrawals from the account.
- If your account is closed or if it has been frozen.
- If you, or anyone you allow, commits any fraud or violates any law or regulation.
- If any electronic terminal, telecommunication device or any part of the electronic fund transfer system are not working properly.
- If you have not provided us with complete and correct payment information, including without limitation the name, address, account number and payment amount for the payee on a bill payment.
- If any payment or transfer would go over the credit limit of any account.
- If you have not properly followed the instructions for using CenBank's Internet Banking Account Access.
- If circumstances beyond our control (such as fire, flood or improper transmission or handling of payments by a third party) prevent the transfer or bill payment, despite reasonable precautions taken by us.
- If your equipment or ours was not working properly and the breakdown should have been apparent to you when you attempted to conduct the transaction.
- If you do not submit your payment or transfer instructions within the appropriate time period.

3. Error Resolution

Call or write to us as soon as possible if you think your statement, account or transaction information is wrong or if you need more information about a transaction listed on your statement or shown through CenBank's Internet Banking Service. We must hear from you no later than sixty (60) days after we send the first statement on which the problem or error appeared. The telephone number and address you may use are as follows:

Phone Customer Service in Buffalo Lake, Minnesota by dialing 800-610-6712 between 8:30 A.M. and 4:30 P.M. CST Monday-Friday.

Write to:

CenBank
Error Resolution
P.O. Box 188
Buffalo Lake, MN 55314

- Tell us your name and account number.
- Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- Tell us the dollar amount of the suspected error. If you tell us orally, we may require that you send us your complaint or question in writing within ten business days.

We will tell you the results of our investigation within ten (10) business days (twenty (20) days if you initiated the transaction from outside the United States) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days (ninety (90) days if you initiated the transaction from outside the United States) to investigate your complaint or question. If we decide to do this, we will provisionally credit your account within ten business days (twenty (20) days if you initiated the transaction from outside the United States) for the amount you think is in error, so that you will have the use of your 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 (10) business days, we may not provisionally credit your account.

If we determine that there is no error, we will send you an explanation within three (3) business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

4. Limits on Withdrawals

If any of your qualifying accounts are money market or savings accounts, certain types of withdrawals from those accounts, including payments and transfers, are limited to a total of no more than 6 in the monthly statement period. Withdrawals covered by this limitation are ones made by means of preauthorized transfer, automatic transfer, or payments arranged by telephone request. You also agree to the "Terms and Conditions" that were delivered to you when you opened your deposit account(s).

5. Disclosure of Account Information

You authorize the Bank and each of its affiliates to disclose to third parties, agents, and affiliates, such as independent auditors, consultants or attorneys, information you have provided or that we or our affiliates have obtained about your accounts and the transfers you make:

- to comply with government agency or court orders or request; or
- to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- where it is necessary for completing transfers; or
- to provide services relating to your account; or
- if you give us your further permission.