

# Olympia Federal Savings Online Access Agreement and Disclosure Statement

**Updated:** January 11, 2024

This agreement states the terms and conditions that apply when you open qualifying account(s) on the Internet, Internet-enable qualifying account(s), access account information over the Internet, or transfer funds between qualifying Internet-enabled accounts. These terms and conditions are in addition to those that apply to any accounts you have with us or any other services you obtain from us. You must also follow all of our instructions and procedures applicable to the services covered by this agreement.

## 1. Customer Disclosure and Agreement to Receive Electronic Communications

By selecting the "I Accept" button below, you are (1) acknowledging your receipt of this Online Banking Terms and Conditions Agreement, (2) agreeing that any contract you enter into with Olympia Federal Savings for the provision of certain Online Banking Services, may be in electronic form, and (3) agreeing that certain information that may be delivered in connection with the Services may also be in electronic form.

You are also acknowledging receipt of the following information and agree that:

- You will check your email regularly for notices from Olympia Federal
- You will provide accurate, current and truthful registration and contact information (including your email address) and that you will keep this contact information up-to-date with Olympia Federal
- We may provide you with this Agreement and any revisions and amendments thereto in electronic form, and that, if you choose to accept the Agreement, you are consenting to enter into and are entering into an agreement electronically that will govern all future transactions you conduct using the
- We may provide you revisions and amendments to this Agreement and such other information, (including but not limited to information under Regulation E and under other applicable banking or financial services laws or regulations in connection with the services), electronically as a part of the Agreement or otherwise as a part of the services. While you may print and retain a copy of this Agreement or any information provided to you in relation to the services, we only provide these documents
- You have a right at any time to withdraw, without service charges, your consent to receive information electronically; however, because the agreement and the information are provided only in electronic format, your withdrawal of consent will terminate all the services.
- If you wish to withdraw consent to receive information electronically, to terminate the services, or to update your information such as a change of address, or email address, you may call Olympia Federal Savings at (360) 754-3400 or 1-800-865-3470, or send a letter to:

Olympia Federal Savings  
Attention: Online Banking  
P.O. Box 1338  
Olympia, WA 98507-1338

## 2. Explanation of Certain Terms

- "We", "us" and "our" means Olympia Federal Savings and Loan Association

- “You” and “your” mean an individual person or business entity that we permit to use the Internet banking services subject to the terms of this agreement.
- “Company representative” means, if you are a business entity, anyone we reasonably believe, in accordance with our security procedures, to be authorized to act on your behalf in connection with our online banking service.
- “Internet-enable” your account(s) means to enable you to obtain our service that allows you to obtain information and perform transactions we make available for your qualifying accounts over the Internet by use of a personal computer and modem and/or other means we authorize or allow.
- “Online banking” means the services provided under this agreement which allow you to access information about your Internet-enabled accounts, transfer funds between qualifying accounts, and perform other transactions and obtain other services that we authorize or allow, but does not include our bill pay service.
- “Online” means through the Internet by use of a personal computer or other screen-based electronic device.
- “Account” means a deposit, loan or other account for which transactions may be performed using our Online Banking service.
- “Consumer account” means an account established primarily for personal, family, or household use.
- “Business account” means an account that is not a consumer account.
- “Access codes” include the customer identification number, log-in, username, Secure Access Code, password and any other means of access to our Online Banking service we establish or provide for you.

### 3. Access Codes

To use our Online Banking service, you must use the access codes we establish or provide for you. Keep them confidential to prevent unauthorized use or loss to your accounts. Anyone to whom you give your access codes will have full access to your accounts even if you attempt to limit that person's authority. Additionally, that person will have full access to any other of your accounts which are accessed by those access codes, even if those accounts are in your name with another person. None of our employees or employees of our affiliates will contact you via phone or e-mail requesting your access codes. If you are contacted by anyone requesting this information, please contact us immediately at our phone number shown in the section below entitled Notify us IMMEDIATELY for Unauthorized Transactions.

Customers may choose to have Secure Access Codes delivered to their mobile device via SMS.  
**Message & Data rates may apply.**

### 4. System Requirements

You must use a computer that has:

- Microsoft Windows 10 or Apple OS X 14
- Internet browser with recent updates applied for improved security and reliability.
- An internet connection with a minimum of 1 Mbps download speed.

Satellite connections often have difficulty supporting Hypertext Transfer Protocol Secure (HTTPS) applications. Since Online Banking is HTTPS-encrypted for the safety of your financial information, some satellite cable connections may exhibit slow responses.

### 5. Email Requirement

- Valid and current email address. Please ensure the olyfed.com domain is whitelisted so our emails are not flagged as Spam by your email provider.

## 6. PDF Reader Requirements

- We recommend the most recent version of Adobe® Reader® or other software capable of properly displaying PDF documents.

## 7. Browser Requirements

Browser support is subject to change with little to no notice and we encourage end users to configure browsers for automatic updates. Use the most recent versions available for the browsers listed in the following table for the most secure experience online.

*Note: For the most secure and consistent experience on mobile devices and tablets, use our mobile app instead of mobile browsers. Please see OlyFed Mobile App requirements section for more information.*

*Note: Compatibility mode and document mode settings in the browser are not supported. A browser not supported page will appear if a user attempts to log in via a browser with one of these modes set.*

Some supported browsers, as listed below, may show minor behavioral or cosmetic differences, but will generally support that application's features and functionality. Any browsers and respective versions not listed in the following tables should be considered unsupported.

Browser	Microsoft Windows	Mac OS X
<b>Google Chrome (current and previous two versions)</b>	Recommended	Recommended
<b>Mozilla Firefox (current and previous two versions)</b>	Supported	Supported
<b>Microsoft Edge (current and previous two versions)</b>	Supported	Unsupported
<b>Apple Safari (current and previous two versions)</b>	Unsupported	Supported

***Note: OlyFed Online Banking will end support for Microsoft Internet Explorer on October 6, 2020. After this date, users will no longer be able to access OlyFed Online Banking using IE11.***

*Note: For information about Google Chrome versions indicated above, see <https://chromereleases.googleblog.com/search/label/Stable%20updates>*

*Note: For more information about Mozilla Firefox versions indicated above, see <https://www.mozilla.org/en-US/firefox/latest/releasenotes>*

## 8. OlyFed Mobile App requirements

This section describes the operating systems, connection types, and camera resolutions that are compatible with OlyFed Mobile Apps. End users can download the app from the Apple Store (for iOS devices) or Google Play (for Android devices).

Note the following details about OlyFed Mobile Apps:

- A valid email address and telephone number are required.
- OlyFed Mobile Apps function best when the GPS or native mapping app (also called Location Services) is enabled.

When requesting customer support for OlyFed Mobile Apps, identify the model and operating system of the device and, if applicable, confirm that the camera is rear-facing.

The following table provides device compatibility requirements for OlyFed Mobile Apps:

<b>Device Type</b>	<b>Version</b>	<b>Compatibility</b>
<b>Google Android</b>	Android Version 9.x and later	Supported
<b>Apple</b>	iOS 14.x and later	Supported
<b>Apple WatchOS</b>	7.x	Supported

*Note: End users on unsupported OS versions may still access online banking through the mobile browser. The mobile browser does not offer native app features such as Mobile Remote Deposit Capture (mRDC).*

To deposit checks with mRDC in OlyFed Mobile Apps, an end user must have a mobile device with a rear-facing camera with a resolution of at least 5 megapixels.

The following table provides mobile connectivity requirements for OlyFed Mobile Apps:

<b>Connectivity</b>	<b>Compatibility</b>
<b>5G</b>	Supported
<b>4G LTE</b>	Supported
<b>Wi-Fi</b>	Supported

## 9. Biometrics Requirements

End users can use Fingerprint Login, Touch ID, or Face ID to log in to the mobile banking app. The Fingerprint Login feature is based on the fingerprint API introduced with Android M (Marshmallow). Some Samsung and Nexus phones do not support Android's API, even though they include the hardware on the phone. These devices are not supported by OlyFed Mobile's Fingerprint Login feature.

Fingerprint Login is a free feature currently only available for login authentication on eligible Android devices. To use this feature you must meet the following operating system, hardware, and release requirements:

- Samsung Galaxy S7 or later
- Google Nexus 7 or later
- Google Pixel first generation or later
- End-user registration with Fingerprint Login at the device level

Touch ID and Face ID are only available for login authentication on supported Apple iOS devices and requires end-user registration of the feature at the device level.

## **10. Protecting Your Personal Information**

In addition to protecting your access codes, you should also take precautions to protect your personal identification information, such as your driver's license, Social Security number, or tax identification number. This information by itself or together with account information may allow unauthorized access to your accounts. You should treat personal information with the same level of care that you would for your account information. You should also protect and secure all information and data stored in any personal computer or other equipment you use to access our Online Banking service.

## **11. Individual Agreement for Online Banking Service**

We do not have joint agreements for our Online Banking service. If you are an individual or sole proprietor, you are the only customer under this agreement. However, any of the accounts to which you have access through our Online Banking service may be jointly owned with, or joint obligations with, others.

## **12. Qualifying Accounts**

We will tell you which types of accounts qualify for our Online Banking service. You must be a named owner/obligor on the account in our records for it to qualify. Any account requiring more than one signature for withdrawal, draw or transfer of funds does not qualify. You agree to provide us with any authority we require before we permit access to any qualifying account.

## **13. How to Use Our Online Banking Service**

Please refer to the online help and instructions on how to use our Online Banking service.

## **14. Types of Online Banking Services**

You, or someone you have authorized by giving them your access code (even if that person exceeds your authority), can instruct us to perform the following transactions:

- Transfer funds between qualifying accounts;
- Obtain information that we make available about qualifying accounts; and
- Obtain other services or perform other transactions that we allow.

## **15. Preauthorized Recurring Fund Transfers**

To the extent we make them available, you authorize us to establish preauthorized recurring fund transfers in accordance with the requests you make for us to do so. We will only allow preauthorized recurring fund transfers that do not vary in amount.

## **16. Communications Link and Your Equipment**

It is your responsibility to obtain and maintain your online communications link to our Online Banking service to ensure that your use of such communications link is in compliance with applicable requirements, including any requirements of telecommunications companies and authorities. You are responsible for obtaining, installing, maintaining and operating all hardware, software and Internet access services necessary for obtaining our Online Banking service.

## **17. Limits on Online Funds Transfers**

You must have enough available money or credit in any account from which you instruct us to make a transfer. All transfers must be in U.S. Dollars.

For security reasons, we may implement limits on the number or amount of transactions you can make using our Online Banking service. We also reserve the right to limit or suspend access to our Online Banking service as we deem necessary for security reasons. We may also limit access from countries other than the United States of America.

## **18. When Online Funds Transfers Are Made**

Transfers are not final at the time we receive your instructions, but we will begin to process them promptly. You should allow at least 1 business day for us to process transfers. Each transfer will be posted to any account with us from which it is made, and to any other account with us that is involved in the transaction, on the business day on which the transfer is made. Each transfer you make on a non-business day, or after our Online Banking cut-off time on any business day, will be considered made on the following business day. Information you obtain about your accounts using our Online Banking service may not reflect transactions that have not yet been posted to your accounts. You should keep that in mind when you perform or attempt to perform any transactions on the basis of such information.

## **19. Our Liability for Failure to Complete Transfers from Consumer Accounts**

If we do not complete a transfer from a consumer 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 exceptions. We will NOT be liable, for instance:

- If, through no fault of ours, you do not have enough available money in the account from which a transfer is to be made, or if the account has been closed or is not in good standing, or if we reverse a transfer because of insufficient funds.
- If any transfer would go over the credit limit of any account.

- 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 have not given us complete, correct or current account numbers or other identifying information so that we can properly credit your account or otherwise complete the transaction.
- If you do not properly follow our instructions or if you provide us with wrong or inaccurate information or fail to correct or tell us about any inaccuracy of which you are aware.
- If you do not instruct us soon enough for your transfer to be received and credited.
- If the money in the account from which a transfer is to be made is subject to legal process or other claim restricting the transaction.
- If circumstances or persons beyond our control prevent, delay, intercept, or alter the transaction, despite reasonable precautions that we have taken.

## **20. Business Days**

Our Online Banking service is generally available 24 hours a day, 7 days a week. However, we only process transactions and update information on business days. Our business days are Monday through Friday. Holidays are not business days.

## **21. Stopping or Changing Transfers**

If you want to stop or change transfers you have instructed us to make, you must notify us before we have started processing the transaction. This applies to both individual transactions as well as preauthorized recurring transactions. The normal way to do this is for you to access the appropriate function in our Online Banking service no later than the day before the business day the transfer is scheduled to be made, and either delete it or make the change.

You may also call or write us at:

### **Customer Service**

(360)-754-3400 or 1-800-865-3470

### **Mailing Address:**

Olympia Federal Savings  
P.O. Box 1338  
Olympia, WA 98507-1338

or by using any electronic stop payment method which we provide for this purpose. If you call or write, you must do this in time for us to receive your request 3 business days or more before the transfer is scheduled to be made. If you call, we may also require you to put your request in writing on paper and get it to us within 14 days after you call.

If you order us to stop a preauthorized recurring transfer from a consumer account as described above, and we do not do so, we will be liable for your losses or damages.

## **22. External Accounts**

The online banking funds transfer service allows you to transfer funds between your Account(s) that you maintain with us and your Account(s) that are maintained by other financial institutions. You represent and warrant that you are either the sole owner or a joint owner of the Originating and Recipient Account

and that you have all necessary legal right, power and authority to transfer funds between the Originating Account and the Recipient Account. Further, you represent and warrant that the Recipient Account is located in the United States. New online banking customers will not have External Transfer capabilities during the first 60 days after enrollment.

## **23. Mobile Check Deposit**

To begin the mobile check deposit process, you agree to restrictively endorse an item transmitted through the service. You agree to follow any and all procedures and instructions regarding proper endorsement as directed by Olympia Federal Savings in this Agreement. To deposit a check, you agree to endorse it as follows: **"For OlyFed Mobile Check Deposit Only"** followed by your signature.

**Daily Limit: Varies by account based on historical data**

**Deposit Cutoff 4:00 p.m. PST**

**Free – No Charge**

We can accept checks payable to you, drawn on a United States bank. We can't accept checks that are incorrectly endorsed, payable to others or made payable to a business, traveler's cheques, savings bonds, money orders, foreign checks, substitute checks or returned checks, duplicated deposited or re-deposited, or postdated or stale-dated checks (more than 6 months old).

After restrictively endorsing the check, you will login to the appropriate OlyFed Mobile/Tablet Application and scan the check with the mobile device's camera, creating an electronic image of the item. The image will then be transmitted to Olympia Federal Savings or a third party processor. You are responsible for ensuring the image quality is sufficient to be accurately read and processed by the receiving software. Checks having an image of insufficient quality may be rejected, either by the Mobile/Tablet Application or at our sole discretion, and not deposited into your account. All deposits are subject to verification and can be rejected if all criteria are not met. Images transmitted by you are not considered received by the Association until you have received an electronic confirmation of the deposit from the Association. We are not responsible for items we do not receive or for images that are dropped or lost during transmission. Receipt of the confirmation from the bank does not mean that the transmission was error free or complete. Retain the original of all imaged checks that have been deposited for a minimum of 45 days, then properly destroy and dispose of original check after such time. Olympia Federal Savings reserves the right to place a Management Hold of up to 15 days.

## **24. Statements**

Your funds transfers will be indicated on the monthly statements we provide or make accessible to you for the accounts with us that are involved in the transaction. We may also provide or make accessible to you statement information electronically or by some other means. You agree to notify us promptly if you change your address or if you believe there are any errors or unauthorized transactions on any statement or in any statement information.

## **25. Schedule of Fees**

Olympia Federal Savings offers the benefits and convenience of its Online Banking Service to you at no monthly charge. Account research, stop payment charges, fees for the Bill Pay service and other related fees will be assessed at the rates published in Olympia Federal Savings Schedule of Fees or viewed at [www.olyfed.com](http://www.olyfed.com) and deducted from your Bill Pay Account or another account you hold at Olympia Federal Savings.

These fees are subject to change. Olympia Federal Savings will notify you in writing regarding any changes to the fees listed above at least 30 days in advance of the effective date of these changes.



## **26. Disclosure of Information to Others**

See our separate "Privacy Notice" for more information about how we use customer information and your choices.

## **27. Your Liability for Authorized Transactions**

You are liable for all transactions that you make or authorize, even if the person you authorize exceeds your authority. If you have given someone your access codes and want to terminate that person's authority, you must notify us that transactions by such a person are no longer authorized. We may have to change your access codes or take additional steps to prevent further access by such person.

## **28. Notify us IMMEDIATELY for Unauthorized Transactions**

Tell us AT ONCE if you believe your access codes have been lost, stolen, or otherwise compromised or used without your authorization. Quickly telephoning us is the best way of reducing your possible losses. You could lose all the money in your account (plus your maximum overdraft line of credit).

## **Customer Service**

(360) 754-3400 or 1-800-865-3470

## **Mailing Address:**

Olympia Federal Savings  
P.O. Box 1338  
Olympia, WA 98507-1338

If we provide you with another electronic means of notifying us for this specific purpose, you may use that means. However, DO NOT use a general e-mail service or other electronic means that we have not specifically authorized for this purpose.

## **29. Your Liability for Unauthorized Transactions from Consumer Accounts**

This section applies only to transactions from consumer accounts.

If you tell us within 2 business days after you learn of the loss or theft of your access codes involving a consumer account, you can lose no more than \$50.00 if someone used them without your authority.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your access codes, and we can prove that we could have stopped someone from using them without your authority if you had told us, you could lose as much as \$500.00.

Also, if your statement for a consumer account shows transfers covered by this agreement that you did not make or authorize, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time periods.

## **30. Transfers Involving Insufficient Funds**

If you instruct us to make a transfer and you do not have a sufficient balance in the account from which you are making the transfer (including available credit under any overdraft line), we may refuse to complete the transaction. We may do this even if there are sufficient funds in accounts other than the one you were using to make the transfer. If we complete a transfer that you make or authorize and we subsequently learn that you have insufficient funds for the transaction in the account from which the transfer is made, you agree that we may reverse the transaction or offset the shortage with funds from any other account you have with us. In any case, you are fully obligated to us to provide sufficient funds for any transfers you make or authorize.

If we do not make a transfer, or if we reverse a transfer, because of insufficient funds, we are not required to make any further attempt to process the transfer or to notify you that the transfer has not been completed. You may be liable for a non-sufficient funds fee under the terms governing the account from which you made, or attempted to make, the transfer.

## **31. In Case of Errors or Questions about Transactions Involving Consumer Accounts**

This section applies only to transactions covered by this agreement and that involve consumer accounts.

You may call or write:

### **Customer Service**

(360) 754-3400 or 1-800-865-3470

### **Mailing Address:**

Olympia Federal Savings  
P.O. Box 1338  
Olympia, WA 98507-1338

as soon as you can, if you think your statement is wrong or if you need more information about a transfer covered by this agreement which is listed on the statement.

We must hear from you no later than 60 days after we sent the FIRST statement in which the problem or error appeared.

- Tell us your name and account number (if any).
- Describe the error or transfer you are unsure about and explain as clearly as you can why you believe it is an error and 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 so that we receive it within 10 business days.

We will determine whether an error occurred within 10 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 your complaint or question. If we decide to do this, we will provisionally credit your account within 10 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 10 business days, we are not required to provisionally credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to provisionally credit your account for the amount you think is in error.

When the investigation is completed, we will make any necessary or appropriate adjustments to your account. We will tell you the results within 3 business days after completing our investigation. If we decide that there was no error or the error was different than you described, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

## **32. Changing Terms and Terminating This Agreement**

This agreement will stay in effect until it is changed or terminated.

We have the right to terminate this agreement at any time. We will ordinarily send you notice of any termination, but we are not required to do so unless applicable law requires such notice. Once we terminate this agreement, no further or pending transfers will be made, including but not limited to any transfers scheduled in advance or any preauthorized recurring transfers. We may routinely terminate Online Banking service for customers that have not used the service within the first 30 days after activation or if the service has been inactive for a year.

We also have the right to make changes in this agreement at any time. We will comply with any notice requirements under applicable law for such changes. If applicable law does not specify any notice requirements for the change, we will decide what kind of notice (if any) we will give you and the method of providing any such notice.

You may terminate this agreement at any time by notifying us in writing. However, any instructions from you to make transfers will continue in effect until we have received your written notice of termination and have had a reasonable opportunity to act upon it. Once we have acted upon your notice, no further or pending transfers will be made, including but not limited to any transfers scheduled in advance or any preauthorized recurring transfers.

You are not permitted to alter or amend this agreement or any related document without our express written consent. Any attempt to do so will be void and unenforceable.

## **33. Waivers**

No delay or omission by us in exercising any rights or remedies under this agreement or applicable law shall impair such right or remedy or be construed as a waiver of any such right or remedy. Any single or partial exercise of a right or remedy shall not preclude further exercise of that right or remedy or the exercise of any other right or remedy. No waiver shall be valid unless in a writing enforceable against us.

## **34. Notices and Communications**

Except as otherwise provided in this agreement, all notices required to be sent to you will be effective when we mail or deliver them to the last known address that we have for you in our records or when we make such notices available to you through electronic means. All notices and communications sent by you to us will be effective when we have received them and have had a reasonable time to act on them.

You agree to notify us promptly of any change in your mailing address, e-mail address or telephone number.

### **35. Recording**

You agree that we may record any telephone conversations you have with us regarding the services covered by this agreement. However, we are not obligated to do so and may choose not to in our sole discretion.

### **36. Attorney Fees**

If we become involved in legal action to defend or enforce this agreement, you agree to pay our reasonable attorney fees and court costs, to the extent not prohibited by law.

### **37. Law That Applies**

Regardless of where you live or work or where you access our Online Banking service, this agreement is subject to the federal law of the United State of America and the laws of the State of Washington. If any of the terms of this agreement cannot be legally enforced, they will be considered changed to the extent necessary to comply with applicable law.

### **THE FOLLOWING SPECIAL PROVISIONS APPLY ONLY TO BUSINESS ENTITIES OR INDIVIDUALS PERFORMING TRANSACTIONS FROM BUSINESS ACCOUNTS:**

### **38. Company Representative If You Are a Business Entity**

If you are a corporation, partnership, limited liability company, association or some other form of business entity, we will issue one set of access codes to a company representative. It is your responsibility to ensure that access codes are provided only to persons you authorize. You represent to us that each company representative and anyone else using your access codes has general authority from your company to give us instructions to perform transactions using our Online Banking service.

Each person using your access codes will have the ability to:

- Make transfers from qualifying accounts, regardless of the dollar amount of the transaction.
- Make transfers regardless of whether he/she is otherwise an authorized signer or an obligor on any accounts that are accessed.
- Obtain information that we make available about qualifying accounts.
- Obtain other services or perform other transactions that we authorize or allow.
- Allow anyone else to use those access codes to make transfers or obtain information or other services.

### **39. Your Liability for Transactions from Business Accounts**

You are liable for all transactions that you make or authorize, even if the person you authorize exceeds your authority. If you or a company representative has given someone your access codes and want to terminate that person's authority, you must notify us that transactions by such a person are no longer authorized. You can terminate granted access codes yourself. You may call a branch representative for

assistance with terminating an authorized user or company representative. We may have to change your access codes or take additional steps to prevent further access by such person.

Our system supporting our Online Banking service is designed so that it may be operated only upon entry of valid access codes. Since we condition access upon entry of valid access codes, we will accept instructions for transfers or other transactions from any person using valid access codes.

This is so even if the person obtaining access:

- Is not a company representative.
- Exceeds your authority or that granted by any company representative.
- Does not have your authority.
- Has had his/her authority changed or revoked.
- Is an imposter or thief.

You agree to be bound by all transactions from any business account for which valid access codes were used. You authorize us to treat any instructions we receive using valid access codes as if the instructions had been made in writing and signed by the appropriate company representative.

Unless there is substantial evidence to the contrary, our records will be conclusive regarding any access to, or action taken through, our Online Banking service.

Notwithstanding the foregoing, we agree that you will not be responsible for transactions which occur after you have notified us to block the access codes that were used to perform the transaction, and we have had a reasonable opportunity to do so. Thus, the sooner you notify us of a problem, the better you can keep your losses down. (See the Notify us IMMEDIATELY for Unauthorized Transactions section above.)

You agree to promptly examine all account statements and any confirmations of transfers which we or other financial Institutions may send or make available to you, and to promptly notify us of any discrepancy or error within 30 days of receipt of any such statement or confirmation.

You may call or write:

## **Customer Service**

(360) 754-3400 or 1-800-865-3470

## **Mailing Address:**

Olympia Federal Savings  
P.O. Box 1338  
Olympia, WA 98507-1338

as soon as you can, if you think your statement is wrong or if you need more information about a transfer covered by this agreement which is listed on the statement.

## **40. Limitations on Our Liability in Connection with Business Accounts**

We will make every reasonable effort to provide full performance of our Online Banking system, and on a timely basis to resolve disputes that may arise. We will only be responsible for acting on instructions that

we actually receive. We cannot assume responsibility for any malfunctions or capacity reductions or other problems in your equipment or in public communications networks not under our control that may affect the accuracy or timeliness of transactions you perform. Our only liability is to correct errors within our control. We are not responsible or liable to you for any loss, damage or injury caused by our Online Banking system. Neither will we be liable for any consequential, incidental, special, indirect or punitive loss or damage, including but not limited to dishonor of checks or other items or expenses which you may incur or suffer by reason of this agreement or the services we provide, whether or not the possibility or likelihood of such loss, damage, or expense is known to us.

WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, IN CONNECTION WITH THE SERVICES WE PROVIDE YOU UNDER THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## **41. Other Services**

We may provide you other services through our on-line banking platform which are not covered under this agreement. These services will have a separate agreement with specific terms and conditions.

## **42. Security Procedures**

By entering into this agreement and using our Online Banking service to perform transactions from business accounts, you agree to comply with all of our present and future security procedures with respect to transactions and services covered by this agreement. This includes, but is not limited to, protection of access codes and other personal and business information. Our security procedures are contained in this agreement and in other written procedures we may provide to you.

You acknowledge receiving a copy in writing of our current security procedures in this agreement and other documents we may provide to you. You agree that our current security procedures are commercially reasonable in the context of your business operations. We may at any time change our security procedures. We may advise you of such changes to the extent they affect your use of transactions and services under this agreement, but failure to do so will not affect your obligations or our rights. You agree to give all of our security procedures the highest level of confidentiality and to ensure that no access codes are used by or accessible to anyone other than persons you have authorized.

Notwithstanding any security procedure which may from time to time be in effect for detecting errors in transactions covered by this agreement, we have no duty to discover or report to you any such errors. Neither shall we be liable to you for the failure of such security procedure to detect such errors, regardless of the manner in which we apply such security procedures.

## **43. Indemnification**

If you are a business entity or an individual performing transactions from a business account, you agree to indemnify us and hold us harmless from and against any and all claims, demands, expenses (including but not limited to reasonable attorney fees and costs), losses or damages claimed by any third parties (including but not limited to any company representatives or other persons authorized to perform transactions) arising out of (i) any transactions or attempted transactions covered by this agreement from a business account or (ii) your breach of this agreement.

**END OF SPECIAL PROVISIONS THAT APPLY ONLY TO BUSINESS ENTITIES OR INDIVIDUALS PERFORMING TRANSACTIONS FROM BUSINESS ACCOUNTS**

## **44. Signatures**

You agree to all of the provisions of this agreement (to the extent applicable as provided in this agreement) by any and all of the following means:

- Using our Online Banking service to perform any transactions.

Your electronic consent or use of our Online Banking service has the same effect as if you had signed this agreement with your physical signature or that of your authorized company representative.

Your physical signature, electronic consent, or use of our Online Banking service is also your acknowledgement that you have received a copy of this agreement in paper form or, if you have provided a separate electronic consent, in electronic form. If you are offered or provided an electronic copy of this agreement but would like to have a paper copy, please contact us by calling or writing:

### **Customer Service**

(360) 754-3400 or 1-800-865-3470

### **Mailing Address:**

Olympia Federal Savings  
P.O. Box 1338  
Olympia, WA 98507-1338