



Sharon Savings Bank Electronic Banking Disclosure

ELECTRONIC FUNDS TRANSFER

REGULATION E DISCLOSURE

Liability for Unauthorized Transfers

Contact us immediately if you believe your password has been lost, stolen, or that unauthorized transfer has occurred or may occur, without your permission. Telephoning is the best way of keeping your losses to a minimum.

Telephone us at (610) 586-4070

or write us at

Sharon Savings Bank

3 Chester Pike

Darby, Pa. 19023

Attn: EFTS Coordinator

You could lose all the money in your account(s) plus your maximum overdraft line of credit if you take no action to notify us of the loss. If you notify us of the loss, your liability will be as follows:

- If you contact us within two business days of the loss or your discovery of the loss of your password you can lose no more than \$50.00.
- If someone uses your password without your permission, you could lose as much as \$500 if you do NOT contact us within two business days after you learns of the loss of your password and we can prove that we could have prevented the loss if you had contacted us.
- If your monthly statement or passbook shows transfers or purchases that you did not make and you do not contact us within 60 days after the statement was mailed to you or the transfer was recorded in your passbook, you may not get back any money lost after the 60 days, if we can prove that your contacting us would have prevented those losses.

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

IN CASE OF ERROR OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS OR DEPOSITS

Telephone us at (610) 586-4070

or write us at

Sharon Savings Bank

3 Chester Pike

Darby, Pa. 19023

Attn: EFTS Coordinator

Contact us as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. We must hear from you no later than 60 days after we send the FIRST statement on which the problem or error appears. You must do the following:

1. Tell us your name, account number.



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2. 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.
3. 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 (10) business days. After we receive your inquiry, we will tell you the results of our investigation within 10 business days.

If we decide that there is no error, we will send you a written explanation within 3 business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation. If we credit your account with funds while investigating an error, you must repay those funds to us if we conclude no error has occurred.

Disclosure of Account Information

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

1. Where it is necessary to complete transactions;
2. To verify the existence and standing of your account with us upon the request of a third party, such as a credit bureau;
3. In accordance with your written permission;
4. In order to comply with court orders or government or administrative agency summonses, subpoenas, orders examinations and escheated report; and/or
5. On receipt of certification from a federal agency or department that a request for information is in compliance with the Right to Financial Privacy Act of 1978.

Our Liability for Failure to Complete an Electronic Fund Transfer Transaction

If we fail to complete a transaction on time or in the correct amount, when properly instructed by you, we will be liable for damages caused by our failure unless:

1. There are insufficient funds in your account to complete the transaction through no fault of ours;
2. The funds in your account are unavailable;
3. The funds in your account are subject to legal process;
4. The transaction you request would exceed the funds in your account plus any available overdraft credit;
5. We have reason to believe that the transaction requested is unauthorized;
6. The failure was caused by an act of God, fire or other catastrophe, or by an electrical or computer failure or by another cause beyond our control;
7. The system or equipment that you are using to perform the transfer was not working properly and you knew about the breakdown then you started the transfer.

In any case, we shall only be liable for actual proven damages if the failure to make the transaction resulted from a bonafide error despite or procedures to avoid such errors. There may be other exceptions stated in our rules and regulations governing accounts or other agreements with you regarding Electronic Fund Transfers.

Third Parties

Sharon Savings Bank will not be liable for any loss or liability resulting from any failure of your equipment or software, or that of an Internet browser such as Netscape, or



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Microsoft Explorer, or by an Internet access provider, on-line service provider, nor will we be liable for any indirect, special or consequential damages resulting from your access to or failure to access an Internet Banking or Bill Payment account.

Virus Protection

Sharon Savings Bank is not responsible for any electronic virus or viruses that you may encounter. It is highly advisable that you routinely scan your PC using virus protection software. A virus that goes undetected may corrupt and destroy your hardware, programs and files.

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Electronic Bill Payment Authorization

I AUTHORIZE Sharon Savings Bank to post payment transactions generated by a personal computer from the Bill Payment Service to my account indicated on the form being sent electronically. If at any time I decide to discontinue the Bill Payment Service, I will provide written notification to Sharon Savings Bank, Administration Department, attn: Internet Services. My use of the Bill Payment Service signifies that I have read and agreed to the terms and conditions of this Internet Banking Disclosure and Agreement, provided to me electronically by Sharon Savings Bank.

I UNDERSTAND that payments may take up to **5 business days from the process date** to reach the vendor and that they will be sent either electronically or by check. Sharon Savings Bank is not liable for any service fees or late charges levied against me.

I UNDERSTAND that I am responsible for any loss or penalty (\$) that I may incur due to the lack of sufficient funds or other conditions that may prevent the withdrawal of funds from my account.

I UNDERSTAND that Sharon Savings Bank is not responsible for stop payments for bills paid through the Bill Pay process on this account. A payment may be edited or deleted anytime before the payment is processed. *Payments remitted electronically cannot be stopped.*

I UNDERSTAND that a block will be placed on my account that has an ACH debit returned to bill payment services. No additional bill payments will be processed until the account is properly funded and the return(s) cleared. If a payment request is received while the account is blocked, a letter will be sent to me that the payment(s) will not be processed.

I UNDERSTAND that my Bill Payment Service account will be closed should my account have six NSF occurrences within one year, based on a rolling twelve-month period. An occurrence is defined as per day. For example, a user may have three items returned in one day, but it will only count as one occurrence.

I UNDERSTAND that charges for Stop Payments will be \$17.50 and for Insufficient Funds transactions the charge from the bill pay processor will be \$20.00 and Sharon Savings Bank's disclosed fee of \$25.00



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Mobile/SMS

Sharon Savings Bank Text Message Banking Services Terms and Conditions

Message and Data Rates May Apply to using this service. For help text "HELP" to the shortcode listed on the web site. **To cancel your text message banking service, send a text "STOP" to 454545 at anytime.** You can also cancel the service by logging into internet banking, going to the Mobile Banking & Alerts tab, and deactivating the service. In case of questions please contact customer service at SSB@Sharonbank.com or call 610-586-4070.

Privacy Policy: This service is provided under the terms of the privacy policy provided by Sharon Savings Bank.

Terms and Conditions:

- Program: Your financial institution offers its end users mobile access to their account information (e.g., for checking balances and recent transactions) over SMS, as well as the option to set up alerts for their accounts and other functionality. Enrollment requires identification of the user's banking relationship as well as providing a mobile phone number. The mobile phone number's verification is done by the user receiving an MT message with a verification code which they will have to enter on the website. Additionally, customers may select the type of alerts and other preferences which will determine, together with their account data, the frequency of alerts delivered to the customer. This program will be ongoing. Standard messaging charges apply. Customers will be allowed to opt out of this program at any time.
- Questions: You can contact us at any time via email at SSB@Sharonbank.com or at 610-586-4070, or from your mobile phone by sending a text message with the word "HELP" to 454545.
- To Stop The Program: To stop the messages coming to your phone, you can opt out of the program via SMS. Just send a text that says "STOP" to 454545. You'll receive a one-time opt-out confirmation text message. And after that, you will not receive any future messages.
- Deactivating mobile phone number: If you deactivate cellular service for the mobile phone number that you enrolled in the Text Message Banking Service, you are responsible for deactivating that same phone number as described in how To Stop the Program above.

Terms & Conditions: By participating in the Text Message Banking Services program hosted by Intuit Financial Services, you are agreeing to the terms and conditions presented here.



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Mobile Banking Terms and Conditions

Mobile Banking is a personal financial information management service that allows you to access account information, products and services similar to Online Banking and make such other financial transactions as set forth in the Electronic Funds Transfer Agreement using compatible and supported mobile phones and/or other compatible and supported wireless devices (including phones, "Wireless Devices").

We will use reasonable efforts to make Mobile Banking available for your use on a continuous basis. Mobile Banking may be unavailable for short periods of time for regular or emergency system maintenance. In addition, accessibility to Mobile Banking may be interrupted because of conditions beyond our control, including outages in internet availability. We do not promise that Mobile Banking will always be available for your use. We may elect to discontinue Mobile Banking at any time.

We reserve the right to modify the scope of the Mobile Banking Services at any time. We reserve the right to refuse to make any transaction you request through Mobile Banking. You agree and understand that Mobile Banking may not be accessible or may have limited utility over some mobile telephone networks, such as while roaming.

Additionally, not all of the products, services or functionality described on the online banking site(s) or your online banking agreement are available when you use a mobile device. Therefore, you may not be eligible to use all the products, services or functionality described when you access or try to access them using a mobile device. We reserve the right to determine your eligibility for any product, service or functionality at any time.

User Responsibilities

You accept responsibility for making sure that you understand how to use Mobile Banking before you actually do so, and you use Mobile Banking in accordance with the online instructions posted on our web site. We will not be liable to you for any losses caused by your failure to properly use Mobile Banking or your Wireless Device. Neither we nor any of our service providers assume responsibility for the operation, security, functionality or availability of any Wireless Device or mobile network, which you utilize to access Mobile Banking.

You acknowledge that Smartphones and other Web Enabled Devices are subject to the same security risks as computers that are attached to the Internet and agree that it is your responsibility to maintain the security of such devices.

You agree to exercise caution when utilizing the Mobile Banking application on your Wireless Device and to use good judgment and discretion when obtaining or transmitting information.

You acknowledge and agree that you are responsible for protecting the confidentiality and security of your username and password, both of which are required in order to access banking information through mobile and internet banking.

If you permit other individuals to use your Wireless Device and PIN or other means to access Mobile Banking, you are responsible for any transactions they authorize If you



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believe that your PIN, Wireless Device or other means to access your account has been lost or stolen or that someone may attempt to use Mobile Banking without your consent, or has transferred money without your permission, you must notify us promptly by calling 610-586-4070 and speaking to a bank representative.

You are responsible for providing the bank with updated contact information as necessary. You agree to abide by the terms and conditions of the deposit agreement for those accounts and the terms and conditions for internet banking.

You understand that Mobile Banking is provided for your convenience and does not replace your monthly account statement(s), which are the official record of your account(s).

You agree that when you use Mobile Banking, you will remain subject to the terms and conditions of all your existing agreements with us or any service providers of yours, including service carrier or provider (e.g., AT&T, Verizon, Sprint, T-Mobile, Alltel, etc.), and that this agreement does not amend or supersede any of those agreements. You understand that those agreements may provide for fees, limitations and restrictions which might impact your use of Mobile Banking (for example, Data or text usages).

Changes or Cancellation.

You may cancel your participation in Mobile Banking by accessing the Mobile Banking account maintenance tool within Online Banking or by calling us at 610-586-4070.