



Internet/Mobile Banking Agreement & Disclosure

INTRODUCTION: This Internet/Mobile Banking Agreement and Disclosure ("Agreement") explains the terms and conditions governing the use of Farmers Savings Bank's Internet Banking Services. This agreement is in addition to the terms and conditions described in the Account Agreement and Disclosures and any other deposit, credit, or loan agreement you have with us, as well as all applicable laws and regulations. In this Agreement the words "we", "us", or "our" mean Farmers Savings Bank. The words "you" and "your" mean each person who has an interest in an account or other relationship that is accessible through Farmers Savings Bank's Internet Banking Services and any person authorized for such access. The term "business days" means Monday through Friday, excluding Saturday, Sunday and bank holidays. Your initial use of our Internet Banking services constitutes your acceptance and agreement to be bound by all the terms and conditions of this Agreement and by all other Farmers Savings Bank documents relating to your accounts and acknowledges your receipt and understanding of this agreement. You agree that the Bank may provide any notices required by law or by this Agreement in electronic form. You must be at least 18 years of age, and you must have a valid Social Security number in order to request Internet/Mobile Banking Services.

FEE SCHEDULE: Unlimited access and funds transfer with Farmers Savings Bank's Internet Banking is free, however there may be fees and charges involved with your personal accounts. Other fees may be charged and billed separately by your Internet and/or telephone service provider. We may charge a fee for each payment request presented against insufficient funds, whether or not we honor the request. Fees are subject to change without notice. You authorize Farmers Savings Bank to charge your Internet Banking Account, (or if there are insufficient funds in that account) any other account you hold with Farmers Savings Bank, for all such fees.

Miscellaneous fees and charges will be charged in accordance with the Bank's published Schedule of Fees and Charges.

EQUIPMENT NECESSARY: To use Internet Banking through www.farmerssavingsbank.com, you must have your own Internet Service Provider and the necessary computer equipment required by the browser (Microsoft's Internet Explorer, Mozilla's Firefox, Apple's Safari and Google's Chrome) which you select. *We support operating systems for a PC or Macintosh Computer. We require a browser capable of high-security 128-bit encryption (SSL).* You are responsible for the selection, installation, maintenance and operation of your computer software. Your computer system may include other financial services software which is not associated with the Bank and the Bank is not responsible for them. *It is also strongly recommended you avoid using operating systems that are no longer supported by their manufacturer (i.e. Windows XP).*

ACCOUNT REQUIREMENTS: You must enroll in Internet Banking either online or in person. *You must be enrolled in Internet Banking prior to having Mobile Banking.* You agree to properly maintain any accounts you have with us, to pay any fees associated with the use or maintenance of these accounts, and to comply with the rules governing these accounts. Farmers Savings Bank, in its sole discretion may refuse to open any account(s) for new customers and/or may refuse to accept any existing or new customer for Farmers Savings Bank's Internet Banking Services. You authorize Farmers Savings Bank to verify credit reports and other credit information from third parties to verify your suitability for Farmers Savings Bank's Internet Banking Services.

USER NAME AND PASSWORD: After we process your enrollment in Internet Banking, you will be given a temporary password. You must key in your Customer ID and temporary password to log on to Internet Banking. After you have logged on to Internet Banking, you will be prompted to change your password to something only you will know. Passwords need to be combination of 6-10 upper or lower case letters and numeric characters. **We strongly encourage you to change your Customer ID to a Login Name.** You will be required to change your password every 90 days for security reasons. It is important that you keep your password confidential to prevent unauthorized use of the Services. We recommend that you refrain from using such passwords as dates of birth or

family names that may be easily recognizable. If you forgot your password, contact our customer service representative and we shall assist you in arranging a new password, as we do not have access to any customer passwords. The Bank's personnel cannot see your private password that you enter. You may also reset your password online. Under no circumstances should you ever reveal your password to anyone. IF YOU BELIEVE YOUR INTERNET PASSWORD MAY HAVE BEEN LOST OR STOLEN, OR THAT SOMEONE HAS TRANSFERRED OR MAY TRANSFER MONEY FROM YOUR ACCOUNT WITHOUT YOUR PERMISSION YOU AGREE TO NOTIFY FARMERS SAVINGS BANK AT (563)856-2525 IMMEDIATELY. The Bank may delete your Internet Banking services at any time if necessary to maintain the security of your accounts.

MULTI-FACTOR AUTHENTICATION: As an additional means of security, the Bank has implemented multi-factor authentication. When you log into Internet Banking for the first time, you will need to set up your security profile. The security profile consists of a choosing a picture with authentication phrase and selecting 3 challenge questions. Once you set up your security profile, you will be able to access your accounts.

ACCOUNT BALANCE AND TRANSACTION INFORMATION: You can use our Internet/Mobile Banking Account Access service for viewing account balances, to transfer funds and to receive an account history (on eligible accounts). Your deposit account balances are on real time. Your loan balances are from the previous business day. Please be aware that pending transactions may impact your loan balance, payoff and availability. Even though the services provide an online statement and register, it is not intended to be a permanent record of transactions. The online information provided might not include recent balances or account transactions and may not include funds that are available for immediate withdrawal. Be certain to keep all your periodic account statements provided to you for the purpose of a permanent record. Account balances may also be verified by telephone by calling (563) 856-2525 or BANKLINE (563) 856-5432 or (888) 856-5432.

TRANSFERS: You can transfer funds between eligible accounts. Online transfers may be made 24 hours a day, seven days a week. All transfers are subject to available funds and will be deducted from your account immediately after we receive your request(s). You will receive a confirmation number when the request is complete. Transfers cannot be made from time certificates of deposit. Your transfers will be processed on the same business day if received prior to 2:00 p.m. Central Time (CT). Account Transfers may also be made by telephone by calling (563) 856-2525 or BANKLINE (563) 856-5432 or (888) 856-5432.

OVERDRAFTS: We may reject, return or stop the payment, or at our sole discretion accept the payment and overdraw your account if you do not maintain sufficient funds to cover any payment in your primary Internet Banking Account. We may also transfer funds from any other account at Farmers Savings Bank in which you have an interest to your online bank account to cover any overdraft. You agree to repay any overdraft without notice or demand from us. Each account owner is jointly and separately responsible for repaying any overdraft created using the Services; regardless of whether that account owner created the overdraft or received benefit from payment of the item overdrawing the account. Farmers Savings Bank may cancel your Internet Banking Services at any time without prior notice due to insufficient funds in your account(s).

INTERNET BANKING HOURS AND BUSINESS DAYS: Internet banking services are accessible 24 hours a day, seven days a week except when the system is down for maintenance or unforeseeable reasons. Any account activity initiated through Internet Banking before 2:00 p.m. CT on a business day will be posted to your account the same day. All account activity completed on a weekend or holiday or after 2:00 p.m. CT will be posted on the business day. The term "business day" means Monday through Friday, excluding Saturday, Sunday and Federal banking holidays.

NOTIFICATION OF PROBLEM OR ERROR: If you notice an error or have a problem with your service, you should contact us immediately. You can send an e-mail to Farmers Savings Bank describing your problem or error, call our customer service department at (563) 856-2525, or write us at Farmers Savings Bank, P.O. Box 127, Colesburg, IA 52035. Contact us as soon as you identify any problem or error in your statement or transaction records, or if you need additional information about a transaction listed. You must notify us as soon as possible during business hours if you believe any of your accounts have been accessed, your password has been obtained, or electronic transactions have been processed without your permission. You are responsible for verifying that all Internet banking transactions done on your account were completed with your authorization. We recommend that you promptly reconcile your account(s) with your statement(s) provided to you by Farmers Savings Bank.

RESPONSIBILITIES: Except as specifically provided in this agreement, you agree that neither Farmers Savings Bank or the Farmers Savings Bank Internet banking providers shall be responsible for any loss, damages, property damage or bodily injury, whether caused by the equipment, software, Farmers Savings Bank Internet browser providers such as Mozilla (Firefox) and Microsoft (Internet Explorer) or by Internet Providers or by Internet Service

Providers or by any agent or subcontractor of any of the foregoing. We are not responsible for any computer malware (i.e. virus) or related problems that may occur with your use of our Internet Banking Services.

Also if you do not have sufficient funds in your account to make your scheduled payment(s) or to make any requested fund transfers between your Farmers Savings Bank Accounts or if your instructions or fund transfers are incorrect in any way or they do not allow sufficient time for payment to be received, we will not be responsible. The foregoing parties will not be responsible if the information you give them is incomplete, incorrect, or inconsistent with the terms of this Agreement or the Bank Documents or if you transmit inquiries or transaction requests using standard Internet e-mail. You will be responsible for paying any applicable fees where there are insufficient funds in your account or you provide incorrect or inaccurate information.

CONFIDENTIALITY: Your right to privacy is important to us. See our Privacy Statement at www.farmerssavingsbank.com. In general, we will not disclose information about your account or the transfers you make except when disclosure is necessary to complete a transfer; when disclosure is requested in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or when disclosure is required to comply with government agency or court orders or is authorized or permitted by law; or when you give us your permission. If you defraud us in any way, we shall disclose any information we have about you to third parties, including law enforcement authorities.

ELECTRONIC MAIL (E-MAIL): Messages that are sent through the message system on the Internet banking site are secured. However other e-mail that is sent to us through the contact us area is not a secure site. We recommend you do not send or request confidential information, such as account numbers, by e-mail. Please call our customer service department at (563) 856-2525 if you need to contact us immediately regarding any personal information about your account.

SECURITY: In order to maintain secure communications and reduce fraud, you agree to protect the security of your numbers, codes, marks, signs, public keys or other means of identification. We reserve the right to block access to the Services to maintain or restore security to our site and systems if we reasonably believe your password has been or may be obtained or is being used or may be used by an unauthorized person(s).

When you use other sites that generate items to be charged to your account, you agree that we may debit your primary Internet Banking Account or any account of yours on which the item is drawn without requiring your signature on the item and without prior notice to you.

TERMINATION: You may terminate the Services at any time upon giving notice of the termination to us. Farmers Savings Bank may cancel your Internet Banking Services at any time without prior notice due to insufficient funds in your Internet Banking Account or in any of your other Farmers Savings Bank accounts, or if the Bank has reason to suspect any fraudulent activity. After 6 months of non-usage or inactivity, the Bank reserves the right to terminate this Internet Banking Agreement and your access to Internet Banking Services, in whole or part, at any time without prior notice.

Farmers Savings Bank has the right to modify or terminate this agreement at any time. We will comply with any notice requirements under applicable law for such changes or termination. If we terminate this Agreement, no further Farmers Savings Bank Internet banking transfers will be made, including but not limited to any payments or transfers scheduled in advance or any pre-authorized recurring payments or transfers. If we modify this Agreement, your continued use of Farmers Savings Bank's Internet Services will constitute your acceptance of such changes in each instance.

Mobile Banking Addendum to Internet Banking

Introduction. The following Terms and Conditions ("Agreement") apply to our Mobile Banking services (defined below). By accepting this Agreement and using Mobile Banking, You agree to all the terms, conditions and notices contained in this agreement and accept responsibility for Your use of Mobile Banking. Please read this agreement carefully before accepting. We may amend these terms, and modify or cancel the mobile services and features We offer from time to time without notice, except as may be required by law.

We may offer additional mobile services and features in the future. Any such added mobile services and features will be governed by this agreement and by any terms and conditions provided to You at the time the new mobile service or feature is added and/or at the time of enrollment for the feature or service if applicable. Any deposit Account accessed through this service is also subject to the Account disclosures and regulations for the Account.

You should review the Account disclosures carefully, as they may include transaction limitations and fees which might apply to Your use of Mobile Banking.

Definition of Terms. As used in this Agreement, the following words have the meanings given below:

"Account(s)" means Your eligible Farmers Savings Bank Account(s) that are available through Internet Banking, can be accessed through Mobile Banking.

"Available Balance" means the balance available at the time You make Your request, which is the total balance less any amounts that are held (e.g. based on funds availability), pledged (e.g. as security for a loan), or otherwise subject to restraint (e.g. due to legal process or levy). All outstanding transactions or holds on Your Account may not be included as of the time of Your request. Available Balance may not be the same as Collected Balance or Ledger Balance. For balance definitions, see also the Account Disclosures.

"Balance" means Your "Available Balance."

"Device" means a supportable mobile device including a cellular phone or other mobile device that is web-enabled and allows secure SSL traffic and/or capable of sending and receiving text messages. **Your wireless carrier may assess You fees for data or text messaging services. Please consult Your wireless plan or provider for details.**

"Mobile Banking" means the Banking services accessible from the Device You have registered with Us for Mobile Banking. The services included are: Short Message Service/Text messaging (SMS), mobile web and mobile applications.

"You" and **"Your(s),"** mean each person who applies to use the service and each person who uses the Service.

"We," "Us," "Farmers Savings Bank," and **"Bank"** means Farmers Savings Bank.

Enrollment/Registration/Activation. Mobile Banking is offered as a convenience and a supplemental service to Your Banking with Us including our Internet Banking Services. It is not intended to replace access to Internet Banking from Your personal computer or other methods You use for managing Your Accounts and services with Us. To enroll in Mobile Banking, You must have at least one active Account. You must have a Device to use with Mobile Banking.

You may enroll in SMS Mobile Banking from Your personal computer and register Your Device through Internet Banking. To register a Device, You must be the authorized user for the assigned number for the Device. You agree to provide Us with true, accurate, current and complete information during the enrollment/registration process.

Mobile Banking Cancellation. You may cancel SMS Mobile Banking at any time by texting STOP to 44660 or by unsubscribing through Internet Banking or call (563) 856-2525 and ask for customer service.

Description of Mobile Banking. Mobile Banking features and services may vary depending on the method of Mobile Banking We offer and method You select. Currently three methods of Mobile Banking are available. One is the mobile application available for Android and Apple Devices that allows You to view available information and make transfers between eligible Accounts. The second is mobile web, an internet-based platform You access via a URL unique to Your Device that allows You to access available information and make transfers between eligible Accounts. The third service offered is mobile text messaging that allows You to access available information via text messaging from Your Device. Some text message commands may be limited by your mobile carrier.

Internet access from Your Device is required to enroll in some Mobile Banking services We may limit the types and number of Accounts eligible for Mobile Banking. Mobile Banking may not be supportable for all Device models or for all carriers at all times. Farmers Savings Bank cannot guarantee the availability of underlying data services provided by Your mobile carrier, i.e. We are not responsible for carrier data outages or "out of range" issues.

The following information is currently available to You via mobile text messaging: Available Balance and Summary Information. The following service is currently available using mobile web and the mobile application: Available Balance, Transfer of Funds between Farmers Savings Bank Accounts in Your profile, Transaction History and other Banking transactions that may be offered.

Terms and Conditions:

- Use of this service is subject to the terms of the Internet Banking Disclosure and Service Agreement. Your use of this service is Your acknowledgment that You have received these agreements and intend to be bound by them. You should review other disclosures received by You when You opened Your Account(s), which include, but are not limited to, the charges that may be imposed for electronic funds transfers, insufficient funds fee, etc. listed in the disclosures.

- Periodic charges may apply. Please consult the Internet Banking Disclosure and Service Agreement or a Bank representative for specific charges. Fees related to these Services will be automatically deducted from Your designated Account each month.
- You may be charged access rates or text messaging fees from Your mobile phone carrier depending on Your service plan. These fees are independent of any fees imposed by the Bank. web access is required to use our web-enabled Mobile Banking service. Check with Your mobile service provider for details on specific fees and charges.
- Must be an Account holder to subscribe.
- All subscriptions renew automatically until canceled.

Your Mobile Banking Responsibilities. In addition to the terms and conditions in other sections of this Agreement and Your Responsibilities in the Electronic Funds Transfers Provisions section below:

You agree to monitor Your Account and important Account information through Your Internet Banking Service, periodic statements for Your Account, if applicable and important notices about Your Account delivered by Us, in addition to any services or information You may receive through Mobile Banking. You agree to take every precaution to ensure the safety, security and integrity of Your Account and transactions when using Mobile Banking. You agree not to leave Your Device unattended while logged into Mobile Banking and to log off immediately at the completion of each access by You. You agree not to provide Your password or other access information to any other person. If You do, We will not be liable for any damage resulting to You. You agree not to use any personally identifiable information when creating shortcuts to Your Account. You agree to notify Us immediately if You lose, or change or cancel the number of Your registered Device. If You believe that someone may have unauthorized access to Your Mobile Banking, You agree to cancel Your Mobile Banking associated with the Device immediately. You agree to comply with all applicable laws, rules and regulations in connection with Mobile Banking. We make no representation that any content or use of Mobile Banking is available for use in locations outside of the United States. Accessing Mobile Banking from locations outside of the United States is at Your own risk, and You are responsible for compliance with local laws.

Electronic Fund Transfers Provisions.

A. Permitted Mobile Banking Transfers. You may use the mobile web and/or the mobile application to transfer funds between Your eligible Farmers Savings Bank Accounts (“Internal Transfer”). Currently You may not transfer to or from an Account at another financial institution. To request a transfer, select transfer funds and follow the instructions provided on Your mobile Device. You must have sufficient funds available in the selected Account at the time the transfer request is received. You may be subject to fees if You exceed the transaction limits of Your Account using Mobile Banking. Please see the Statement of Fees applicable to Your Account for more information. We may also limit the type, frequency and amount of transfers for security purposes and may change or impose the limits without notice, at our option. You agree to confirm the completion of each transfer in Your Account Balance and transaction history before withdrawing the transferred funds. You may also call Us at the customer service number in the Notices/Contact Information section below or on Your statement to confirm any transfer.

B. Electronic Fund Transfer Provisions. Financial Institution's Liability. If We do not complete a transfer to or from Your Account on time or in the correct amount according to our agreement with You, We will be liable for Your losses or damages. However, there are some exceptions. We will not be liable, for instance:

- If, through no fault of ours, You do not have enough money in Your Account to make the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that We have taken.
- There may be other exceptions stated in our agreement with You.

Your liability for unauthorized EFTs (Electronic Funds Transfers). Tell Us at once if You believe Your user name, password, or Device has been lost or stolen. Telephoning is the best way of keeping Your possible losses down. You could lose all the money in Your Account. If You tell Us within 2 business days after You learn of the loss or theft of Your user name, password, or Device, You can lose no more than \$50 if someone used Your user name, password or Device without Your permission. If You do NOT tell Us within 2 business days after You learn of the loss or theft of Your user name, password or Device, and We can prove We could have stopped someone from using Your user name, password or Device without Your permission if You had told Us, You could lose as much as \$500. If Your statement shows transfers that You did not make, including those made by Mobile Banking, tell Us at once. If You do not tell Us within 60 days after the statement was mailed to You, You may not get back any money You lost after the 60 days if We can prove that We could have stopped someone from taking the money if You had told Us in time. If a good reason (such as a long trip or hospital stay) kept You from telling Us, We may extend the time period.

Error Resolution Procedures. In case of errors or questions about Your electronic transfers, You agree to call or write Us at (563)856-2525 or Farmers Savings Bank PO Box 127, Colesburg, IA 52035 as soon as You can, if You think Your statement is wrong or if You need more information about a transfer listed on the statement. We must hear from You no later than 60 days after We sent the FIRST statement on which the problem or error appeared.

- Tell Us Your name and Account number.
- Describe the error or the transfer You are unsure about, and explain as clearly as You can why You believe it is an error or why You need more information.
- Tell Us the dollar amount of the suspected error.

If You tell Us orally, We may require that You send Us Your complaint or question in writing within 10 business days. We will determine whether an error occurred within 10 business days (20 business days if the transfer involved a new Account) after We hear from You and will correct any error promptly. If We need more time, however, We may take up to 45 days (90 days) if the transfer involved a new Account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate Your complaint or question. If We decide to do this, We will credit Your Account within 10 business days (20 business days if the transfer involved a new Account) for the amount You think is in error, so that You will have the use of the money during the time it takes Us to complete our investigation. If We ask You to put Your complaint or question in writing and We do not receive it within 10 business days, We may not credit Your Account. An Account is considered a new Account for 30 days after the first deposit is made, if You are a new customer. We will tell You the results within 3 business days after completing the investigation. If We decide that 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.

Disclosure of Account Information. See Farmers Savings Bank's Privacy Policy for additional information.

Notices/Contact Information. Unless otherwise provided in this Agreement, for notices required to be given to Us by this agreement, call Us at (563) 856-2525 or send written correspondence to Farmers Savings Bank PO Box 127 Colesburg, IA 52035. You may update Your SMS Mobile Banking profile and make changes to Your SMS Mobile Banking service through Farmers Savings Bank's Internet Banking. We will notify You of any changes, fees, or other information about Mobile Banking, if required by law. Notices required to be given by Us under this Agreement or by law may be sent to You.

Our Limited Liability for Use of Mobile Banking. Our Mobile Banking services are provided to You on an "As-Is" and "As- Available" basis. We do not make any warranties or representations that You will have continuous or uninterrupted access to Mobile Banking or its content or functions, or that such functions will be error-free or any advertisements, or websites in connection with that service, including, without limitation, express or implied warranties of merchantability, fitness for a particular purpose or noninfringement of third-party rights and title, and any implied warranties arising from course of dealing or course of performance. Your sole and exclusive remedy for any failure or non-performance of Mobile Banking (including any software or their materials supplied in connection with Mobile Banking) shall be for Us to use commercially reasonable efforts to perform an adjustment or repair of the Mobile Banking service. Some jurisdictions do not allow the exclusion of certain warranties, so the above exclusions may not apply to You. You may also have other legal rights, which vary by state. In addition, see Electronic Funds Transfer Disclosure section for limits of liability provisions for transfers made using Mobile Banking, which section applies only to the extent not consistent with this limitation of liability provision. In no event will Farmers Savings Bank or any of its officers, directors, shareholders, parents, subsidiaries, affiliates, agents, licensors, or third party service providers be liable for any consequential (including, without limitation, loss of data, files, profit or goodwill or the costs of procurement or substitute of goods or Mobile Banking), indirect, incidental, special or punitive damages arising out of or in connection with Your use of Mobile Banking. Because some states do not allow the exclusion or limitation of liability for consequential damages, the above limitations may not apply to You.

Entire Agreement. This Agreement, as it may be amended from time to time, together with any other disclosures or documents provided to You about Your Mobile Banking services and Accounts, contains the entire agreement between You and supersedes any other or oral communications and previous agreements, if any, with regard to Mobile Banking.

Governing Law. Any Account will continue to be governed by the laws described in the Account Agreement. This Agreement will be construed and interpreted in accordance with any federal law applicable to Mobile Banking and to the extent not superseded by federal law, the laws of the state of Iowa without regard to conflict-of-law rules.

Confirmation Code: 6578