

Federal law requires that consumers who use electronic fund transfer (EFT) services receive certain disclosures before using such services. An electronic fund transfer is a transfer of funds initiated electronically. We offer a variety of EFT services, including Online and Mobile Banking, ATM/Debit Cards, and Telephone Banking; some or all of these EFT services may be available with your checking, savings and/or money market account(s). This EFT Disclosure, along with the Terms and Conditions of Your Account, our Service Pricing Schedule, and any applicable agreements for EFT services, include important information about your rights and obligations, transaction limitations, liability rules, applicable fees, and other restrictions that might impact your use of an account or EFT service. Accordingly, please read this EFT Disclosure carefully and keep a copy for your records.

1. CONTACT US. If you need to reach us for any reason related to an EFT service, please contact us:

By Phone: 1-800-339-6573

By Mail: Kennebunk Savings
Customer Care
PO Box 28
Kennebunk, ME 04043

Our Website: Submit a secure message at
www.kennebunksavings.com/contact-us

Online Banking: Submit a secure message

2. EFTs INITIATED BY THIRD PARTIES. You may authorize a third party to initiate EFTs between your account(s) and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check to an EFT or to electronically pay a returned check charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and bank information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your bank and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- a. Preauthorized Credits.** You may make arrangements for certain direct deposits to be accepted into your checking, savings or money market account(s).
- b. Preauthorized Payments.** You may make arrangements to pay certain recurring bills from your checking, savings or non-IRA money market account(s).
- c. Electronic Check Conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking or non-IRA money market account using information from your check to pay for purchases or pay bills.
- d. Electronic Returned Check Charge.** You may authorize a merchant or other payee to initiate an EFT to collect a charge in the event a check is returned for insufficient funds.

3. BUSINESS DAYS. Every day is a business day, except Saturdays, Sundays, and federal holidays.

4. PREAUTHORIZED PAYMENTS.

- a. Right to Stop Payment and Procedure for Doing So.** If you have told us in advance to make regular, preauthorized EFTs from your account(s), you can stop any of these payments. Here's how: Contact us utilizing any of the options provided in Section 1 of this Disclosure. In order to stop payment on preauthorized EFTs, we must be notified at least 3 Business Days prior to the regularly scheduled EFT date. We may charge you a fee (as provided in our Service Pricing Schedule) for each stop payment request that you give.
- b. Notice of Varying Amounts of Preauthorized EFTs.** If your preauthorized EFTs may vary in amount, the person (or organization) you are going to pay will tell you at least 10 days before each payment, when it will be made, and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.
- c. Liability for Failure to Stop Payment of Preauthorized EFTs.** If you request us to stop one of these payments from your account(s) 3 Business Days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages, subject to the limitations set forth in any other agreements we have with you.

5. TYPES OF TRANSFERS AND DOLLAR LIMITATIONS.

- a. Telephone Transfers.** You may access your account(s) by telephone 24 hours a day at 888-572-7466 using your PIN and account number(s) to: (i) transfer funds from checking accounts to checking, statement savings, and non-IRA money market accounts; (ii) transfer funds from statement savings accounts to checking, statement savings, and non-IRA money market accounts; (iii) transfer funds from non-IRA money market accounts to checking, statement savings, and non-IRA money market accounts; and (iv) get information about the account balances of checking, savings, and money market accounts.
- b. Online Banking Transfers.** Please refer to your Personal Online Banking Service Agreement for details and limitations about the transfer types and dollar amounts for EFTs using Online Banking.
- c. Mobile Banking Transfers.** Please refer to your Personal Mobile Banking & Mobile Deposit Services Addendum for details and limitations about the transfer types and dollar amounts for EFTs using Mobile Banking.
- d. ATM/Debit Card Transfers.** Please refer to your Personal ATM/Debit Card Agreement for details and limitations about the transfer types and dollar amounts for EFTs using ATM/Debit Card(s).

6. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSACTIONS. Contact us as soon as you can, utilizing any of the options provided in Section 1 of this Disclosure, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 calendar days after we sent you the FIRST statement in 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 tell you the results of our investigation 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 questions. If we decide to do this, we will 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 may not 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 credit your account for the amount you think is in error. We will tell you the results within 3 Business Days after completing our 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.

- 7. LIABILITY FOR UNAUTHORIZED TRANSFERS.** Tell us AT ONCE if you believe your ATM/Debit Card, PIN, Online/Mobile Banking Username and/or Password or other means of account access (each, an "Access Device") has been lost or stolen, or if you believe that an EFT has been made without your permission. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum funds available to pay overdrafts). If you tell us within 2 Business Days after you learn of the loss or theft of your Access Device, you can lose no more than \$50 if someone used your Access Device without your permission. If you do NOT tell us within 2 Business Days after you learn of the loss or theft of your Access Device, and we can prove we could have stopped someone from using your Access Device without your permission if you had told us, you could lose as much as \$500. Also, if your statement shows transfers that you did not make, including those made by card, PIN or other means, 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 a hospital stay) kept you from telling us, we will extend the time periods. *NOTE:* These liability rules are established by Regulation E, which implements the federal Electronic Funds Transfer Act. Our liability policy regarding unauthorized ATM/Debit Card transactions and unauthorized Online or Mobile Banking transactions on personal deposit accounts may give you more protection. For more information, please see the agreements you received in connection with other EFT services, such as the Personal ATM/Debit Card Agreement, the Personal Online Banking Service Agreement, and/or the Personal Mobile Banking & Mobile Deposit Services Addendum.
- 8. REPORTING UNAUTHORIZED EFTS.** If you believe your Access Device has been lost or stolen, call or write to us at the phone number and/or address provided in Section 1 of this Disclosure. You should also call or write to us at the phone number and/or address provided in Section 1

if you believe a transfer has been made using the information from your check without your permission.

- 9. OUR LIABILITY IF WE FAIL TO MAKE CERTAIN EFTS.** If we do not complete an EFT to or from your account(s) on time or in the correct amount according to our agreement with you, we will be liable only 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 you have an overdraft line of credit and the transfer would go over the credit limit.
 - If the ATM where you are making the transfer or withdrawal does not have enough cash.
 - If the authorized terminal or system was not working properly and you knew about the breakdown when you started the transaction.
 - If circumstances beyond our control prevent us from making a transfer or payment, despite reasonable precautions that we have taken (such circumstances include, but are not limited to fire, flood, power outages, internet or wireless telecommunication outages or interruptions, postal strikes, or delays caused by payees).
 - There may be other exceptions in our agreements with you for EFT services, including in the Personal Online Banking Service Agreement and/or Personal Mobile Banking & Mobile Deposit Services Addendum, and/or the Personal ATM/Debit Card Agreement.
- 10. DISCLOSURE OF ACCOUNT INFORMATION.** We will disclose information to third parties about your account or EFTs you make:
- Where it is necessary for completing EFTs; or
 - For verification of the existence and condition of your account for a third party, such as a credit bureau or merchant; or
 - In order to comply with a government agency or court order or lawful subpoena; or
 - If you give us your written permission; or
 - In accordance with our separate Privacy Policy.
- 11. DOCUMENTATION.**
- a. Terminal Transfers.** You can get a receipt at the time you make a transfer to or from your account using an ATM or point-of-sale terminal. However, you may not get a receipt if the amount of the transfer is \$15 or less.
 - b. Preauthorized Credits.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at the phone number provided in Section 1 of this Disclosure to find out whether or not the deposit has been made.
 - c. Periodic Statements.** You will get a monthly account statement from us for your checking account. Money market and savings accounts receive statements at least quarterly. You will get an account statement from us for your money market and savings account for each monthly cycle in which an EFT has occurred if an EFT occurs in that month.
- 12. FEES FOR EFTS AND OTHER SERVICES.** Please refer to our current Service Pricing Schedule for information regarding fees.