

Internet Banking Terms and Conditions

Internet Banking Agreement and Electronic Fund Transfers Disclosure

By registering for and my usage of Internet Banking, I agree to accept the terms and conditions of this agreement.

I authorize you to process transactions created through the use of Internet Banking, including the amount of any recurring payment or transfer that I make. I acknowledge receipt of and agree to comply with the Internet Banking Agreement, the Electronic Fund Transfers Disclosure, and the Internet Banking User Manuals, as revised from time to time. I agree that sufficient funds must be available in my account on the date that I schedule payments or transfers to be made using the Internet Banking Service.

INTERNET BANKING AGREEMENT

ACCEPTANCE OF TERMS

Your use of Internet Banking Services constitutes your acceptance of the Internet Banking Terms and Conditions. The Internet Banking Terms and Conditions are subject to change from time to time. Your continued use of these services will indicate your acceptance of the revised Internet Banking Terms and Conditions. Further, Northwest Bank reserves the right, in its sole discretion, to change, modify, add, or remove portions from Internet Banking. Your continued use of Internet Banking will indicate your acceptance of any such change.

USERNAME AND PASSWORD

During the first time enrollment process for internet banking, you will establish your Username and password. Usernames are case sensitive and require a minimum of 6 characters in length (maximum of 19). Internet Banking passwords are case sensitive, require a minimum of 8 characters in length (maximum of 17), and must contain 1 capital letter, 2 numbers and 1 lower case letter. As part of the first time enrollment process, you will be required to correctly answer a series of questions to help verify your identity.

YOUR RESPONSIBILITY TO PROTECT YOUR COMPUTER AND DEVICES

You are responsible for protecting the computers and mobile devices you use. Thieves and hackers may try to access them. You agree to take reasonable steps to prevent this. Except as required by applicable law, we do not accept responsibility for losses you suffer from unauthorized access to your computers and devices. You agree to use reputable third party products to protect your computers and devices

against viruses, malware and other unauthorized access and activity. We will also make available technology, information, recommendations and other resources that can help you protect yourself. Visit our Security Center located at www.bank-northwest.com/about/security-center. Please consider using all the resources that are available to you. The resources we make available are only offered on an AS IS basis. We don't guarantee those resources. We are not responsible for any resource that is not effective in any particular situation.

TERMINATION OF ONLINE ACCESS

To terminate your access to Internet Banking, contact us at 888-969-1265. For security purposes, if your internet banking account has not been accessed for at least 180 days, your internet banking account will become inactive. To re-activate your internet banking account, you will need to complete the first-time enrollment process by visiting our homepage at www.bank-northwest.com.

ELECTRONIC FUND TRANSFERS DISCLOSURE

YOUR RIGHTS AND RESPONSIBILITIES

This Electronic Fund Transfers Disclosure does not apply to any accounts other than consumer accounts, as defined by Regulation E. Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transaction listed. You should keep this notice for future reference

PREAUTHORIZED CREDITS

Internet Banking Transfers

You may access your account on the internet at bank-northwest.com using a personal computer, your Username and Password, to:

- Transfer funds from Checking to Checking, transfer funds from Checking to Savings/Money Market, transfer funds from Savings/Money Market to Checking, transfer funds from Savings/Money Market to Savings/Money Market, make payments from Checking to Loan accounts with us, make payments from Savings/Money Market to Loan accounts with us, advance from a loan (Line of Credit) to a checking or savings account with us.
- Transfers from your Savings/Money Market accounts are considered pre-authorized transfers, and pre-authorized transfers are limited to six (6) per monthly statement cycle by Federal

Regulations. If you exceed the transfer limitation, your account shall be subject to an Excess Transaction Fee. Fee Schedule available upon request.

- Get information about the account balance of Checking accounts, the last statement of deposits or withdrawals to Checking accounts, the account balance of Savings/Money Market accounts, the last statement of deposits or withdrawals to Savings/Money Market accounts, the account balance of certification of deposits, the account balance of Loan accounts, the last statement of activity on Loan accounts.

CheckFree® RXP® BillPay

You may make payments to third parties from your Checking accounts(s) as permitted by your agreement with us. No payments to third parties may be made from Money Market or Savings accounts. Refer to CheckFree® RXP® BillPay Terms and Conditions for the following: Fee schedule, transfer and payment options and timing of payments.

FEES

Except as indicated elsewhere, we do not charge for these electronic fund transfers.

PERIODIC STATEMENTS

You will get a monthly account statement from us for your Money Market and Checking accounts. You will get a monthly statement from us for your Savings accounts if you have electronic initiated debits. All payments, transfers and/or fees will appear on your monthly account statement. The payee name, payment amount and date of the payment will be shown for each payment made through internet banking each month.

PREAUTHORIZED PAYMENTS

- Right to stop payment and procedure for doing so. If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here is how: Call us at the telephone number listed within these terms and conditions or write us at the address listed within these terms and conditions (E-mail not accepted.). If you call, we may also require you to put your request in writing and get it to us within 14 days after you call. We will charge you for each stop payment order you give. Fee schedule available upon request.

- Liability for failure to stop payment of preauthorized transfer. If you order us to stop one of these payments 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.
- In the event of internet banking termination of services, recurring transfers will not necessarily be discontinued. In the event that you have discontinued use of our internet banking services and want recurring transfers stopped, please contact us at 888-969-1265 to ensure the transfers are stopped.

NORTHWEST BANK'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 the following instances:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If the transfer would go over the credit limit on your overdraft line.
- If the automated teller machine where you are making the transfer does not have enough cash.
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as flood or fire) prevent the transfer, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreements with you.

CONFIDENTIALITY

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

- Where it is necessary for completing transfers; or
- In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- In order to comply with government agency or court orders; or
- If you give us written permission.

UNAUTHORIZED TRANSFERS

1. Consumer liability generally. Tell us AT ONCE if you believe your card and/or codes has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.
2. If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code 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, code 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 hospital stay) kept you from telling us, we will extend the time periods.
3. Contact in event of unauthorized transfer. If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed on this disclosure.

ERROR RESOLUTION NOTICE

In Case of Errors or Questions about Your Electronic Transfers, Call or Write us at the telephone number or address listed on this disclosure, as soon as you can, 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 days after we sent the FIRST statement on which the problem or error appeared.

1. Tell us your name and account number (if any).
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 questions in writing within 10 business days. We will determine whether an error occurred within 10 business days (5 business days if involving a Visa point-of-sale transaction processed by Visa or 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 (5 business days if involving a Visa point-of-sale transaction processed by Visa or 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 completed the 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. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened. We will tell you the results within three 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.

Contact Information

By mail: Northwest Bank, 101 W. 5th St., Spencer, Iowa 51301.

By phone: Call us toll-free at 888-969-1265.

In person: Please see a personal banker at the nearest Northwest Bank office.

A list of locations is provided on our website at www.bank-northwest.com.

Pursuant to Regulation E, a Business Day is Monday through Friday, excluding Federal Holidays.