

ACH Origination Agreement

This agreement is made between ConnectOne Bank ("Bank") and _____ (the "Client") as of the last date of execution set forth below ("Agreement").

Client wishes to initiate electronic credit and debit Entries through Bank by means of the Automated Clearing House Network ("ACH") pursuant to the terms of this Agreement, the National Automated Clearing House Association ("NACHA") rules now in effect and as may be amended from time to time ("NACHA Rules"), and Financial Institution's rules and procedures, as may be amended from time to time (together, the "Rules"). Bank is willing to act as an Originating Depository Financial Institution ("ODFI") pursuant to this Agreement that sets forth the terms and conditions pursuant to which Bank will provide to Client the specified ACH services ("Services").

If Client transmits Entries via the Internet, Client must execute the Business eBanking and Services Agreement ("BEB and BMB Agreement") and the Cash Management Agreement, both of which are hereby incorporated by reference. In the event of a conflict between this Agreement, the Uniform Commercial Code ("UCC"), and any agreement incorporated herein, this Agreement shall govern. Capitalized terms not defined in this Agreement shall have the meaning given in the Rules.

Therefore, in consideration of the mutual promises contained herein and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Bank and Client, intending to be legally bound, do hereby agree as follows:

AGREEMENT

1. COMPLIANCE WITH RULES AND LAWS. Client acknowledges it has a copy or has access to a copy of the Rules and agrees to be bound thereby. The Client shall ensure that it uses the Services in compliance with all applicable laws, including but not limited to any laws, rules, regulations, guidelines, or orders administered or issued by the Office of Foreign Assets Control ("OFAC"), the United States Department of the Treasury's Financial Crimes Enforcement Network ("FinCEN"), the Board of Governors of the Federal Reserve, and the Federal Financial Institutions Examination Council ("FFIEC"). Client will reimburse and/or indemnify Bank for any fines or penalties imposed by any organization which are incurred by Bank as a result of Client's non-compliance with this Section. Bank may in its sole discretion decline from the performance of Services to the extent that the performance is inconsistent with any applicable law, the Rules, or provisions herein.

2. CREDIT APPROVAL. Bank may require Client to undergo a credit review for use of the Services. Client agrees to provide Bank any and all financial, business and operating information as Bank may reasonably request in connection with the credit review.

3. SECURITY INTEREST. To secure the payment and performance of Client's obligations set forth herein, Client grants to Bank a security interest in and pledges and assigns to Bank all of Client's right, title, and interest in any savings, checking, money market, escrow or reserve and any other accounts of Client that are in Bank's custody or control.

4. DESIGNATION OF ADMINISTRATOR AND USERS. Client must designate at least one Administrator. Administrator(s) shall be responsible for designating "Users," which shall include the Administrator, who Client authorizes to issue Entries on its behalf. Bank may rely on the designations made by the Administrator(s) and shall not be responsible for matching the names of the Users to names or titles listed in Client's banking resolutions. Bank may, in its sole discretion, deem as Users and execute Entries initiated by any individuals authorized by Client to sign checks on Client's account(s) ("Authorized Account(s)") designated in **Schedule E**, and the signature cards establishing the authorized signatories are hereby incorporated by reference and made a part hereof.

5. TRANSMISSION OF ENTRIES BY CLIENT. User(s) shall initiate the credit and/or debit Entries selected by Client in **Schedule A**. User(s) shall transmit Entries to Bank in computer readable form in compliance with the requirements set forth in the Rules. Entries shall be transmitted to Bank according to the Processing Schedule

attached as **Schedule B**. "Business Day" means Monday through Friday, excluding federal holidays and the "Settlement Date" for any Entry shall be the Business Day when the Entry is debited or credited pursuant to the Rules. Entries received after the cut off time shall be deemed to have been received on the next Business Day. The total dollar amount of Entries transmitted by Client on any one Business Day shall not exceed the lesser of the amount of (i) total funds in the Authorized Account(s) or (ii) the ACH Processing Limit set forth in **Schedule D**. Client may not reinitiate Entries except as prescribed by the Rules.

6. THIRD PARTY SERVICE PROVIDERS. Client agrees not to use a Service Provider to transmit files to Bank without first entering into Bank's Third Party Service Provider Agreement.

7. SECURITY PROCEDURES.

(a) Client shall comply with the "Security Procedures" described in **Schedule C** and Client agrees that the Security Procedures, including without limitation any password, token, or method of authentication or identification used in connection with a Security Procedure ("Security Devices") are commercially reasonable security procedures under applicable law. Client authorizes Bank to follow any and all instructions and transactions initiated using the Security Procedures until Client has notified Bank that the Security Procedures or any Security Device has been stolen or compromised. Client agrees that Bank may require a reasonable opportunity to act upon such notice. Client agrees that a transaction initiated using Security Procedures is sufficient to authorize Bank to execute the transaction notwithstanding any particular signature identified on any signature card or other requirements relating to the Authorized Account(s), and that using the Security Procedures shall be the same as Client's written signature for the transaction. Client shall be bound by all Entries initiated through the Security Procedures, whether authorized or unauthorized, and by any activity otherwise initiated by User(s), to the fullest extent allowed by law. Client further agrees that the Security Procedures are not designed to detect error in the transmission or content of communications or Entries initiated by Client and that Client bears the sole responsibility for detecting and preventing such error.

(b) Client agrees to keep all Security Procedures and Security Devices protected, secure, and strictly confidential, to make them available only to User(s), and to instruct each User not to disclose or provide any Security Procedures or Security Devices to any unauthorized person. Bank shall distribute Security Devices to the Administrator and will communicate with the Administrator regarding Security Procedures. Administrator(s) shall have responsibility to distribute Security Devices to User(s) and to ensure the proper implementation of the Security Procedures by User(s). Client agrees to notify Bank immediately if Client believes that any Security Procedures or Security Device has been stolen or compromised or if any ACH activity is unauthorized. In the event of any actual or threatened breach of security, Bank may issue Client a new Security Device or establish new Security Procedures as soon as reasonably practicable, but Bank shall not be liable to Client or any third party for any delay in taking such actions.

(c) Client shall recover and return to Bank any Security Devices in the possession of any User(s) whose authority to have the Security Device has been revoked.

(d) Bank reserves the right to modify, amend, supplement, or cancel any or all Security Procedures, and/or to cancel or replace any Security Device, at any time in Bank's sole discretion. Bank may make any change in Security Procedures without advance notice to Client if Bank, in its discretion, believes such change to be necessary or desirable to protect its systems and assets. Client's initiation of Entries under this Agreement after Bank institutes any change in Security Procedures shall constitute Client's affirmation that the Security Procedures, as changed, are commercially reasonable and adequate for the purposes intended.

8. PHYSICAL AND ELECTRONIC SECURITY.

(a) Client is solely responsible for providing for and maintaining the security of data and systems in Client's possession or control. Client agrees to comply with the provisions of Section 1.6 of the NACHA Rules regarding Protected Information. Bank is not responsible for any computer viruses or any related problems associated with the use of the Services. Any material downloaded or obtained is obtained at Client's own discretion and risk, and Bank is not responsible for any damage to Client's computer or operating systems or for loss of data that results from the download of any such material, whether due to any computer virus or otherwise. Client is solely responsible for protecting, securing, and backing up any data and information stored on Client's systems. Bank is not responsible for any errors or failures resulting from defects in or malfunctions of any software installed on Client's systems or accessed through an Internet connection.

(b) Client acknowledges and agrees that it is Client's responsibility to protect itself and to be vigilant against e-mail fraud and other internet frauds and schemes. Client acknowledges that Bank will never contact Client by e-mail in order to ask for or to verify Account numbers, Security Devices, or any sensitive or confidential information. In the event Client receives an e-mail or other electronic communication that Client believes, or has reason to believe, is fraudulent, Client agrees that neither Client nor its User(s), agents, and employees shall respond to the e-mail, provide any information to the e-mail sender, click on any links in the e-mail, or otherwise comply with any instructions in the e-mail. Client agrees that Bank is not responsible for any losses, injuries, or harm incurred by Client as a result of any electronic, e-mail, or Internet fraud.

(c) In the event of a breach of the Security Procedures, Client agrees to assist Bank in investigating the breach. At a minimum, Client shall provide Bank access to systems and any equipment or device used and any analysis performed by Client or on Client's behalf. Failure of Client to assist Bank shall be an admission by Client that the breach was not caused by a source controlled by Bank.

9. CREDIT AND DEBIT ENTRIES; RECORDS RETENTION. Client shall obtain an authorization ("Authorization") as required by the Rules from the person or entity whose account will be debited or credited. Client shall retain the Authorization in original form while it is in effect and the original or a copy of each Authorization for 2 years after termination or revocation of such Authorization as stated in the Rules. A Sample Authorization is attached as **Schedule F**.

The following table shows the proper SEC Codes to use depending on how Client obtained the Authorization to debit/credit an individual or company's account:

SEC Code	Debit / Credit	Authorization Method
PPD	Debit or Credit	Document signed by individual or similarly authenticated
CCD	Debit or Credit	Document signed or similarly authenticated by Client*
WEB	Debit or Credit	Via the Internet for Debit
TEL	Debit Only	Verbal authorization via the telephone. (phone line must be recorded line or notice sent)

* All transactions from a business account must be CCD or CTX. Please see the CCD and CTX definition in Schedule A or refer to the NACHA Rules for a detailed explanation.

10. RECORDING AND USE OF COMMUNICATIONS. Client and Bank agree that all telephone conversations or data transmissions between them or their agents made in connection with this Agreement may be electronically recorded and retained by either party by use of any reasonable means. Bank shall not be obligated to make such recordings.

11. PROCESSING, TRANSMITTAL, AND SETTLEMENT BY BANK. Except as otherwise provided for in this Agreement and if Bank elects to accept Entries, Bank shall:

(a) (i) use commercially reasonable efforts to comply with the instructions of Client, (ii) process Entries received from Client to conform with the file specifications set forth in the Rules, (iii) transmit such Entries as an ODFI to the ACH Operator selected by Bank, (iv) settle for such Entries as provided in the Rules, and (v) in the case of a credit Entry received for credit to an account with Bank ("On-Us Entry"), Bank shall credit the Receiver's account in the amount of such credit Entry on the Effective Entry Date contained in such credit Entry, provided such credit Entry is received by Bank at the time and in the form prescribed by Bank in Section 5.

(b) transmit such Entries to the ACH Operator by the deposit deadline of the ACH Operator, provided: (i) such Entries are completely received by Bank's cut-off time; (ii) the Effective Entry Date satisfies the criteria provided by Bank to Client; and (iii) the ACH Operator is open for business on such Business Day. Client agrees that the ACH Operator selected by Bank shall be deemed as selected by Client. The Client will receive immediately

available funds for any electronic debit entry initiated by it on the Settlement Date applicable thereto in accordance with the Rules.

12. PAYMENT FOR CREDIT ENTRIES AND RETURNED DEBIT ENTRIES. Client agrees to pay for all credit Entries issued by Client, Administrator(s), User(s), or made effective against Client. Client shall make payment to Bank on the date as determined by Bank in its sole discretion ("Payment Date"). Client shall pay Bank for the amount of each debit Entry returned by a Receiving Depository Bank ("RDFI") or debit Entry dishonored by Bank. Payment shall be made in any manner specified by Bank. Bank is authorized to charge the Authorized Account(s), as payment for all payments due Bank under this Agreement. Client shall maintain sufficient funds in the Authorized Account(s) to pay for all payments due Bank under this Agreement on the Payment Date. In the event the Authorized Account(s) or any other Client bank account do not have collected funds sufficient on the Payment Date to cover the total amount of all Entries to be paid on such Payment Date, Bank, in its sole discretion, may take any of the following actions:

(a) refuse to process all Entries, in which event Bank shall return the data relating to such credit Entries to Client, whereupon Bank shall have no liability to Client or to any third party as a result thereof; or

(b) process that portion of the credit Entries as Client has sufficient available funds in the Authorized Account to cover, in whatever order Bank shall elect to process, in which event Bank shall return the data relating to such credit Entries as are not processed to Client, whereupon Bank shall have no liability to Client or any third party as a result thereof; or

(c) process all credit Entries. In the event Bank elects to process credit Entries initiated by Client and Client has not maintained sufficient available funds in the Authorized Account, the total amount of the insufficiency advanced by Bank on behalf of Client shall be immediately due and payable by Client to Bank without any further demand from Bank. If Bank elects to pay Client's account in the overdraft, it shall not be considered a waiver of Bank's rights to refuse to do so at any other time nor shall it be an agreement by Bank to pay other items in the overdraft.

13. PRE-FUNDING. Bank may require Client to pre-fund an Account maintained at Bank prior to the Settlement Date of an Entry. If pre-funding is required, Client will provide immediately available and collected funds sufficient to pay all Entries initiated by Client (a) not later than 8:00 a.m. local time **2 Business Days** before each Settlement Date, and (b) prior to initiating any Entries for which pre-funding is required.

14. ON-US ENTRIES. Except as provided in Section 17, Rejection of Entries, or in the case of an Entry received for credit to an account maintained with Bank (an "On-Us Entry"), the Bank shall credit the Receiver's account in the amount of such Entry on the Effective Entry Date of such Entry, provided the requirements set forth in Section 11 (b) (i), (ii), and (iii) are met. If any of those requirements are not met, the Bank shall use reasonable efforts to credit the Receiver's account in the amount of such Entry no later than the next Business Day following such Effective Entry Date.

15. SAME DAY ENTRIES. The Bank will accept Same Day Entries at its sole discretion. A Credit or Debit Entry with an Effective Entry Date of the date of, or a date prior to, the date of the transmission of the Entry or File, and received by Bank prior to the applicable cut-off time set forth in Schedule B, shall be considered to be a Same Day Entry. In addition to any other fees that Client is obligated to pay Bank, Client agrees to pay Bank the Same Day Entry fee established by Bank.

16. RESERVES. Upon an evaluation of Client's transaction activity, Bank in its sole discretion may require Client to establish reserves with Bank to cover Client's obligations arising from Client's ACH activities. Client shall establish required reserves within 5 Business Days upon Bank's request to establish such a reserve. Bank may suspend ACH processing activity for Client if Client fails to timely establish the required amount of reserves.

17. REJECTION OF ENTRIES. Client agrees that Bank has no obligation to accept Entries and therefore may reject any Entry issued by Client. Bank has no obligation to notify Client of the rejection of an Entry. Bank shall have no liability to Client for rejection of an Entry and shall not be liable to pay interest to Client even if the amount of Client's payment order is fully covered by a withdrawable credit balance in an Authorized Account of Client or the Bank has otherwise received full payment from Client.

18. CANCELLATION OR AMENDMENT BY CLIENT. Client shall have no right to cancel or amend any Entry after its receipt by Bank. Bank may, at its sole option, accept a cancellation or amendment by Client. If such a request is received by the Bank before the affected Entry has been transmitted to the ACH Operator (or, in the case of an

On-Us Entry, before the Receiver's account has been credited or debited), the Bank may use reasonable efforts to cancel or amend the Entry as requested, but the Bank shall have no liability if the cancellation or amendment is not effected. If Bank accepts a cancellation or amendment of an Entry, Client hereby agrees to indemnify, defend all claims and hold Bank harmless from any loss, damages, or expenses, including but not limited to attorney's fees, incurred by Bank as the result of its acceptance of the cancellation or amendment.

19. REVERSALS OF ENTRIES.

(a) **General Procedure.** Upon proper and timely request by Client, Bank will use reasonable efforts to effect a reversal of an Entry or File. To be "proper and timely," the request must (i) be made within 5 Business Days of the Effective Entry Date for the Entry or File to be reversed; (ii) be made immediately, not to exceed 10 hours, upon discovery of the error; (iii) be accompanied by a Reversal/Cancellation Request form; and (iv) comply with all of the Rules. In addition, if the Client requests reversal of a Debit Entry or Debit File, it shall concurrently deposit into Client's account an amount equal to that Entry or File. The Client shall notify the Receiver of any reversing Entry initiated. The notification to the Receiver must include the reason for the reversal and be made no later than the Settlement Date of the reversing Entry.

(b) **Error and Duplicate Entries.** Bank has no obligation to discover and shall not be liable to Client for errors made by Client. Bank shall have no duty to discover and shall not be liable for duplicate Entries issued by Client. Notwithstanding the foregoing, if the Client discovers that any Entry it has initiated was in error, it shall notify the Bank of such error. If such notice is received no later than 4 hours prior to the ACH receiving deadline, the Bank will use reasonable efforts to initiate an adjusting Entry or stop payment of any credit On-Us Entry within the time limits provided by the Rules.

(c) **No Liability: Reimbursement and Indemnity.** Under no circumstances shall Bank be liable for interest or related losses if the requested reversal of an Entry is not effected. Client shall reimburse the Bank for any expenses, losses or damages it incurs in effecting or attempting to effect Client's request for reversal of an Entry. Client shall indemnify, defend all claims, and hold Bank harmless from any loss, damages, or expenses, including but not limited to attorney's fees, incurred by Bank as result of the error or issuance of duplicate Entries.

20. PROHIBITED TRANSACTIONS. Client agrees not to use or attempt to use the Services (a) to engage in any illegal purpose or activity or to violate any applicable law, rule or regulation, (b) to breach any contract or agreement by which Client is bound, (c) to engage in any internet or online gambling transaction, whether or not gambling is legal in any applicable jurisdiction, (d) to engage in any activity or business that would result in Client being or becoming a "money service business" as defined in the Bank Secrecy Act and its implementing regulations, or (e) to engage in any transaction or activity that is not specifically authorized and permitted by this Agreement. Client agrees that Bank has no obligation to monitor Client's use of the Services for impermissible transactions and activity; provided, however, that Bank reserves the right to decline to execute any transaction or activity for any reason, including that Bank believes violates the terms of this Agreement.

21. PRENOTIFICATION. Client, at its option, may send prenotification that it intends to initiate an Entry or Entries within the time limits prescribed in the Rules. Client shall provide notice as set forth in the Rules. If Client receives notice that a RDFI has rejected prenotification within the prescribed period, or that a RDFI will not receive Entries without first receiving a copy of the applicable Authorization, Client shall not initiate any corresponding Entries to such accounts until the cause for rejection has been corrected or until Client has provided the RDFI with the applicable Authorization.

22. NOTICE OF RETURNED ENTRIES AND NOTIFICATIONS OF CHANGE. Bank shall notify Client through Business eBanking Services ("BeB") or other means of communication regarding a returned Entry from the ACH Operator. Except for an Entry retransmitted by Client pursuant to the requirements of Section 5, Bank shall have no obligation to retransmit a returned Entry to the ACH Operator if Bank complied with this Agreement regarding the original Entry. Client shall notify the Receiver by phone or electronic transmission of receipt of each returned Entry no later than 1 Business Day after the Business Day of receiving such notification from Bank. Bank shall provide Client all information required by the Rules regarding each Notification of Change ("NOC") Entry or Corrected Notification of Change ("Corrected NOC") Entry received by Bank. Bank must provide such information to Client within 2 Business Days of the Settlement Date of each NOC or Corrected NOC Entry. Client shall ensure that changes requested by the NOC or Corrected NOC are made within, the later of, 6 Business Days of Client's receipt of the NOC information from Bank or prior to initiating another Entry to the Receiver's account.

23. ACCOUNT RECONCILIATION. Client agrees to notify Bank promptly of any discrepancy between the Client's records and the information shown on any periodic statement. If Client fails to notify Bank within 10 calendar days of receipt of a periodic statement containing such information; Client agrees that the Bank shall not be liable for any other losses resulting from the Client's failure to give such notice or any loss of interest or any interest equivalent with respect to any Entry shown on such periodic statement. Further, if Client fails to timely notify the Bank regarding any discrepancy on any periodic statement, Client shall be precluded from asserting any claim against the Bank for any loss incurred by Client.

24. CLIENT REPRESENTATIONS AND WARRANTIES; INDEMNITY. With respect to each Entry transmitted by Client, Client represents and warrants that (a) each person or entity shown as the Receiver on an Entry received by Bank from Client has authorized the initiation of such Entry and the crediting or debiting of its account in the amount and on the Effective Entry Date shown on such Entry, (b) such authorization is operative at the time of transmittal or crediting or debiting by Bank as provided herein, (c) Entries transmitted to Bank by Client are limited to those types of credit and debit Entries set forth in **Schedule A**, (d) Client shall perform its obligations under this Agreement in accordance with all applicable laws, regulations, and orders, and Rules, (e) Client shall be bound by and comply with the provision of the Rules making payment of an Entry by the RDFI to the Receiver provisional until receipt by the RDFI of final settlement for such Entry, and (f) Client shall ensure that any and all non-public personal information provided by Client, including but not limited to Nonpublic Personal Information as defined by the Gramm–Leach–Bliley Act of 1999 at 15 U.S.C. § 6809(4), shall be secure and will not be disclosed to any unauthorized person. Client specifically acknowledges that it is aware of the NACHA Rule regarding provisional payment and of the fact that, if such settlement is not received, the RDFI shall be entitled to a refund from the Receiver of the amount credited and Client shall not be deemed to have paid the Receiver the amount of the Entry. The Client shall defend, indemnify, and hold harmless the Bank, and its officers, directors, agents, and employees, from and against any and all actions, costs, claims, losses, damages, or expenses, including attorney's fees and expenses, resulting from or arising out of (i) any breach of any of the agreements, representations or warranties of the Client contained in this Agreement; or (ii) any act or omission of the Client or any other person acting on the Client's behalf.

25. ADDITIONAL CLIENT WARRANTIES FOR SELECTED STANDARD ENTRY CLASSES. NACHA has determined that certain single-use or limited-use consumer authorizations have the potential to increase risk in the ACH system and compromise system effectiveness by increasing the incidence of returned Entries. Therefore, to qualify as an Originator of such Entries, Client hereby warrants to Bank that for each such Entry submitted for processing, Client has obtained all authorizations from the Receiver as required by the Rules, by Regulation E or other applicable law, and this Agreement. Client also makes the additional warranties to Bank that Bank makes to each RDFI and ACH Operator under the Rules for the respective SEC codes for Entries originated by Client. Client hereby indemnifies and holds Bank harmless from any liability arising out of Client's breach of these warranties.

26. FINANCIAL INFORMATION AND AUDIT. Bank may request information from Client in order to evaluate the Services provided by Bank hereunder and/or adjustment of any limits set by this Agreement. Client agrees to provide the requested financial information immediately and in the form required by Bank. Client authorizes Bank to investigate or reinvestigate at any time any information provided by Client. Upon request by Bank, Client hereby authorizes Bank to enter Client's business premises for the purpose of ensuring that Client is compliant with this Agreement and Client specifically authorizes Bank to perform an audit of Client's operational controls, risk management practices, staffing and the need for training and ongoing support, and information technology infrastructure. Client agrees that Bank shall have the right to mandate specific internal controls at Client's location(s) and Client shall comply with any such mandate. In addition, Client agrees to allow Bank to review available reports of independent audits performed at the Client location related to information technology, the Service and any associated operational processes. Bank's audit may require Client to complete a self-assessment of Client's operations, management, staff, systems, internal controls, training and risk management practices. If Client refuses to provide the requested information, if Bank concludes, in its sole discretion, that the risk of Client is unacceptable, if Client violates this Agreement or the Rules, or if Client refuses to give Bank access to Client's premises, Bank may terminate the Services and this Agreement.

27. LIMITATION OF LIABILITY.

(a) IN THE PERFORMANCE OF THE SERVICES REQUIRED BY THIS AGREEMENT, BANK SHALL BE ENTITLED TO RELY SOLELY ON THE INFORMATION, REPRESENTATIONS, AND WARRANTIES PROVIDED BY CLIENT PURSUANT TO THIS AGREEMENT, AND SHALL NOT BE RESPONSIBLE FOR THE ACCURACY OR COMPLETENESS THEREOF. BANK SHALL BE RESPONSIBLE ONLY FOR PERFORMING THE SERVICES EXPRESSLY PROVIDED FOR IN THIS AGREEMENT, AND SHALL

BE LIABLE ONLY FOR ITS GROSS NEGLIGENCE OR WILLFUL MISCONDUCT IN PERFORMING THOSE SERVICES. BANK SHALL NOT BE RESPONSIBLE FOR CLIENT'S ACTS OR OMISSIONS (INCLUDING, WITHOUT LIMITATION, THE AMOUNT, ACCURACY, TIMELINESS OF TRANSMITTAL OR AUTHORIZATION OF ANY ENTRY RECEIVED FROM CLIENT) OR THOSE OF ANY OTHER PERSON, INCLUDING, WITHOUT LIMITATION, ANY FEDERAL RESERVE BANK, ACH OPERATOR OR TRANSMISSION OR COMMUNICATIONS FACILITY, ANY RECEIVER OR RDFI (INCLUDING, WITHOUT LIMITATION, THE RETURN OF ANY ENTRY BY SUCH RECEIVER OR RDFI), AND NO SUCH PERSON SHALL BE DEEMED BANK'S AGENT. CLIENT AGREES TO INDEMNIFY BANK AGAINST ANY LOSS, LIABILITY OR EXPENSE (INCLUDING ATTORNEYS' FEES AND COSTS) RESULTING FROM OR ARISING OUT OF CLIENT OR ANY THIRD PARTY'S ACTS OR OMISSIONS.

(b) IN NO EVENT SHALL BANK BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, PUNITIVE OR INDIRECT LOSS OR DAMAGE WHICH CLIENT MAY INCUR OR SUFFER IN CONNECTION WITH THIS AGREEMENT, WHETHER OR NOT THE LIKELIHOOD OF SUCH DAMAGES WAS KNOWN OR CONTEMPLATED BY THE BANK AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY OF LIABILITY WHICH CLIENT MAY ASSERT.

(c) BANK SHALL BE EXCUSED FROM FAILING TO ACT OR DELAY IN ACTING IF SUCH FAILURE OR DELAY IS CAUSED BY LEGAL CONSTRAINT, INTERRUPTION OF TRANSMISSION OR COMMUNICATION FACILITIES, EQUIPMENT FAILURE, WAR, PANDEMIC, EMERGENCY CONDITIONS OR OTHER CIRCUMSTANCES BEYOND BANK'S CONTROL. IN ADDITION, BANK SHALL BE EXCUSED FROM FAILING TO TRANSMIT OR DELAY IN TRANSMITTING AN ENTRY IF SUCH TRANSMITTAL WOULD RESULT IN BANK'S HAVING EXCEEDED ANY LIMITATION UPON ITS INTRA-DAY NET FUNDS POSITION ESTABLISHED PURSUANT TO PRESENT OR FUTURE FEDERAL RESERVE GUIDELINES OR IN BANK'S REASONABLE JUDGMENT OTHERWISE WOULD VIOLATE ANY PROVISION OF ANY PRESENT OR FUTURE RISK CONTROL PROGRAM OF THE FEDERAL RESERVE OR ANY RULE OR REGULATION OF ANY OTHER U.S. GOVERNMENTAL REGULATORY AUTHORITY. SUBJECT TO THE FOREGOING LIMITATIONS, BANK'S LIABILITY FOR LOSS OF INTEREST RESULTING FROM ITS ERROR OR DELAY SHALL BE CALCULATED BY USING A RATE EQUAL TO THE AVERAGE FEDERAL FUNDS RATE AT THE FEDERAL RESERVE BANK OF NEW YORK FOR THE PERIOD INVOLVED. AT BANK'S OPTION, PAYMENT OF SUCH INTEREST MAY BE MADE BY CREDITING THE AUTHORIZED ACCOUNT(S).

28. INCONSISTENCY OF NAME AND ACCOUNT NUMBER. The Client acknowledges and agrees that, if an Entry describes the Receiver inconsistently by name and account number, payment of the Entry transmitted by the Bank to the RDFI may be made by the RDFI (or by the Bank in the case of an On-Us Entry) on the basis of the account number supplied by the Client, even if it identifies a person different from the named Receiver, and that the Client's obligation to pay the amount of the Entry to the Bank is not excused in such circumstances.

29. PAYMENT FOR SERVICES. The Client shall pay the Bank the charges for the Services, as set forth in the Bank's Schedule of Fees. All fees are subject to change upon 30 days' prior written notice from the Bank. Such charges do not include, and the Client shall be responsible for payment of, any sales, use, excise, value added, utility or other similar taxes relating to such Services, and any fees or charges provided for in the Depository Agreement between the Bank and the Client with respect to the Authorized Account(s).

30. NOTICES, INSTRUCTIONS, ETC.

(a) The Bank shall be entitled to rely on any written notice or other written communication believed by it in good faith to be genuine and to have been signed or sent by an authorized representative of Client, and any such communication shall be deemed to have been signed by such person. Such notice shall be effective on the second Business Day following the day received by the Bank.

(b) Except as stated herein, any written notice or other written communication under this Agreement shall be delivered or sent by certified or registered mail, return receipt requested or nationally recognized courier with tracking, if to Client, at the address of Client on the books of Bank or by notification message to Client through BeB, and if to Bank, at the following address:

ConnectOne Bank
Attn: ACH Department
2455 Morris Ave
Union, NJ 07083

31. DATA RETENTION. The Client shall retain data on file adequate to permit the remaking of Entries for 5 Business Days following the date of their transmittal by the Bank as provided herein, and shall provide such data to the Bank upon its request.

- 32. DATA MEDIA AND RECORDS.** All data media, Entries, Security Procedures and related records used by the Bank for transactions contemplated by this Agreement shall be and remain the Bank's property. Any expenses incurred by the Bank in making such information available to the Client shall be paid by the Client.
- 33. COOPERATION IN LOSS RECOVERY EFFORTS.** In the event of any damages for which Bank or Client may be liable to each other or to a third party under this Agreement, Bank and Client will undertake reasonable efforts to cooperate with each other, as permitted by applicable law, in performing loss recovery efforts and in connection with any actions that the relevant party may be obligated to defend or elects to pursue against a third party.
- 34. TERMINATION.** Bank may terminate or suspend this Agreement immediately if Client is in violation of this Agreement, the Rules or applicable laws or if Client initiates any bankruptcy proceeding or is otherwise declared insolvent. Any termination of this Agreement shall not affect Bank's rights or Client's obligations with respect to any Entries initiated by Client prior to such termination, or the payment obligations of Client with respect to Services performed by Bank prior to termination, or any other obligations that survive termination of this Agreement.
- 35. ENTIRE AGREEMENT.** This Agreement (including the Schedules attached and any amendments thereto) together with the applicable BEB and BMB Agreement, Cash Management Agreement, and Depository Agreement, is the complete and exclusive statement of the agreement between the Bank and the Client with respect to the subject matter hereof and supersedes any prior agreement(s) between the parties with respect to such subject matter.
- 36. NON-ASSIGNMENT.** The Client may not assign this Agreement or any of the rights or duties hereunder to any person without the Bank's prior written consent.
- 37. AMENDMENT; SEVERABILITY; WAIVER.** Bank may amend this agreement upon written notice to the Client. Any practices or course of dealings between the Bank and the Client, or any procedures or operational alterations used by them, shall not constitute a modification of this Agreement or the Rules. In the event that any provision of this Agreement shall be determined to be invalid, illegal, or unenforceable to any extent, the remainder of this Agreement shall not be impaired or otherwise affected and shall continue to be valid and enforceable to the fullest extent permitted by law. The Bank may waive enforcement of any provision of this Agreement. Any such waiver shall not affect the Bank's rights with respect to any other transaction or modify the terms of this Agreement.
- 38. BINDING AGREEMENT; BENEFIT.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective legal representatives, successors, and assigns. This Agreement is not for the benefit of any other person, and no other person shall have any right against the Bank or the Client.
- 39. HEADINGS.** Headings are used for reference purposes only and shall not be deemed part of this Agreement.
- 40. GOVERNING LAW.** This Agreement shall be construed in accordance with and governed by the laws of the State of New Jersey, without reference to its conflict of laws provisions, and applicable federal law.

IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed by their duly authorized officers.

ConnectOne Bank

Client

By: _____

By: _____

Name:

Name:

Title:

Title:

Date:

Date:

Schedule A

CLIENT SELECTED

STANDARD ENTRY CLASS CODE

As used in the Agreement, the following* are ACH Standard Entry Class Codes (SEC) approved for use by Client (check all that apply), subject to any specific restrictions on the types of ACH transactions that may be originated, which are identified by Bank below:

- ☐ **CCD – Corporate Credit or Debit** – Either a credit or debit where funds are either distributed or consolidated between corporate entities. May have one addenda record attached (CCD+).
- ☐ **PPD – Prearranged Payment and Deposit**
 - ☐ **Direct Deposit** - The transfer of funds into a consumer's account. Funds being deposited can represent a variety of products, such as payroll, interest, pension, dividends, etc.
 - ☐ **Direct Payment** - Preauthorized payment is a debit application. This includes recurring bills that do not vary in amount -- insurance premiums, mortgage payments, charitable contributions, and installment loan payments or standing authorizations where the amount does vary, such as utility payments.
- ☐ **TEL – Telephone-Initiated Entry** – This is used for the origination of a debit transaction to a consumer's account pursuant to an oral authorization obtained from the consumer via the telephone (Single or Recurring Entry).
- ☐ **WEB – Internet-Initiated Entry** - Consumer debits authorized via the Internet or mobile device; or a person-to-person (P2P) credit regardless of initiation method (Single or Recurring Entry).
- ☐ **Other**

*The above SEC Codes are the most commonly used and not an all-inclusive list.

Bank has identified the following ACH transaction restrictions:

- ☐ **IAT – International ACH Transaction** – A debit or credit Entry that is part of a payment transaction involving a financial agency's office that is not located in the territorial jurisdiction of the United States. (Refer to NACHA Rules for further definitional details).
- ☐ **XCK – Destroyed Check**

Schedule B

Processing Schedule

Delivery of ACH Files:

- Internet transmissions
The Client may electronically transmit files to the Bank through BeB or through a designated File Transfer Protocol ("FTP") site.
- Format and content of Entries
All files must be submitted in NACHA format. The Client should refer to Appendix Two in the NACHA Rulebook for specific formatting details.
- Timing of delivery
Processing Deadline for:

Credit Entries

Transmission of a File – until **4:30** p.m. **EST** Time (Standard or Daylight) 2 Business Days prior to Effective Entry Date¹

Debit Entries

Transmission of a File – until **4:30** p.m. **EST** Time (Standard or Daylight) 1 Business Day prior to Effective Entry Date¹

- Same Day ACH Credit Entries Only

Transmission of a File - until **9:30** a.m. **EST** on Effective Entry Date.

Transmission of a File- until **12:** p.m. **EST** on Effective Entry Date.

- Same Day ACH Debit Entries

Transmission of a File - until **9:30** a.m. **EST** on Effective Entry Date.

Transmission of a File- until **12:** p.m. **EST** on Effective Entry Date

¹"Effective Entry Date" must be a Business Day or the file will be processed on the first Business Day following the effective date.

Schedule C Security Procedures

In order to initiate ACH transactions, Client must adhere to all the security protocols in this Agreement and in the BEB and BMB Agreement.

It is Client's responsibility to establish and maintain procedures to safeguard against unauthorized transactions, which includes the responsibility of maintaining the confidentiality of all credentials and security devices.

ACH files may be transmitted by way of a FTP site or through BeB.

Files transmitted through BeB require the use of a token device.

ACH files transmitted by FTP site requires User ID and password. FTP connectivity is configured between the Bank's bank core provider, Fidelity National Information Services (FIS), and the Service Provider. A host name, numeric IP address, and connection port is required to enable secure transmission using Secure Shell (SSL). A Transmission Questionnaire and Move It Credential Request forms are required.

Access to BeB requires a Company ID, User ID, and password. Each User will create and have their own password. Bank will neither ask for nor have access to passwords. Client shall monitor regularly and manage carefully the entitlement given to Users to transmit ACH transactions. Where Client has the ability to change or modify a Security Device from time to time (e.g., a password or soft token), Client agrees to change Security Devices frequently in order to ensure the security of the Security Device.

Tokens are additional security devices Bank uses to protect Client information and to mitigate against fraud. Tokens generate a one-time use numeric code to provide authentication to effect certain transactions. The generated code can only be used once to provide authentication. A different code will be generated by the Token each time it is used. Bank requires the use of tokens in connection with all ACH transactions and wire transfers.

There are hard and soft tokens which are available to the Client. The charge for a hard token is \$75.00 per token. Upon Client's request, Bank will issue hard tokens to Authorized Account(s) or to individuals identified in Client's banking resolution as having authority to transmit ACH transactions. Please contact the Client Connections Center at 1-844-266-2548 for more information.

Client is responsible for tracking and maintaining the hard tokens that Bank has issued to authorized signers on Authorized Account(s). Specifically, the hard tokens must be safeguarded and secured. Hard tokens shall not be copied, reverse engineered or otherwise tampered with. Hard tokens shall be used only for identification purposes. Client is responsible for all transactions performed with any hard token linked to the Authorized Account(s), whether such transaction is authorized or unauthorized.

If Client suspects any impropriety in connection with the use of a hard token or if there are changes to the authorized signers on any Authorized Account, Client must take immediate steps to revoke access to all associated accounts, including the return of the hard token.

Soft tokens are automatically available to BeB clients enrolled in Bank's ACH Service and/or Wires Treasury Direct Service. Soft tokens are issued through the BeB portal. Primary Administrators and all other Administrators on a BeB profile have the ability to issue and revoke soft tokens to any User. Please review carefully the "Primary Administrator and Administrator Responsibility" section of the BeB and BMB Agreement.

Client shall issue soft tokens only to authorized signers on Authorized Account(s) or to individuals identified in Client's banking resolution as having the authority to transmit ACH transactions. Client is expressly prohibited from issuing soft tokens to individuals who are not authorized signers on Authorized Account(s) or identified in Client's banking resolution as having the authority to transmit ACH transactions. Bank will have no knowledge or control over the soft tokens that are assigned to each User and shall have no responsibility for ensuring compliance with the procedures Client develops for protecting and maintaining the security of the soft tokens. Thus, it is imperative that

at the BeB account level, Client entitles only authorized signers or those identified in Client's banking resolution as having the authority to transmit ACH transactions. Client agrees to be solely liable and responsible for any transaction, including those that Client did not intend or want performed, initiated by Client or by any User(s) using a soft token.

When revoking entitlements to transmit ACH or wire transfers or deleting a User with a soft token, the BeB Primary Administrator or any other BeB Administrator must first deactivate the soft token by removing the soft token entitlement from that User. This process disables the soft token and allows it to be recycled or issued to another User.

Client agrees that Bank is authorized to act on any instruction received under any User credentials (Company ID, User ID, password, PIN, token, etc.), whether used alone or with any other credential or authorization processes. This includes Client's authorization that Bank honors any ACH transaction and provide account information to anyone who provides the proper credential(s).

BANK WILL NOT BE LIABLE TO CLIENT OR TO THIRD PARTIES FOR ANY LOSS WHATSOEVER ARISING FROM CLIENT'S USE OF EITHER A HARD OR SOFT TOKEN.

If Client believes or suspects credentials and/or tokens have been stolen, compromised or discovers an ACH transaction is unauthorized or in error, Client shall notify immediately Bank by calling 1-844-266-2548.

Dual control processing of files can protect from misappropriation of funds, duplicated files and other erroneous entries. This requires two different Users to transmit a file—one to enter and one to transmit. Bank recommends Client to implement procedures to effect a dual control environment. Bank reserves the right to force dual control of ACH file transmissions within BeB.

Schedule D

ACH Processing Limits

Transaction Limit

Maximum Amount of Any ACH Transaction \$

Per File Limits

Per File Limit for ACH Debit Transactions \$_____

Per File Limit for ACH Credit Transactions \$_____

Transactional dollar Limits \$_____

Transactions per Batch \$_____

Total Aggregate Exposure Limits

Total Entry Settlement Limit for ACH Debit Entries \$_____

Total Entry Settlement Limit for ACH Credit Entries \$_____

"Entry Settlement Limit" means the maximum aggregate amount of In-Process Entries permitted to be outstanding at any time.

"In-Process Entries" means, for credit Entries, the aggregate dollar amount of all credit Entries initiated by Client and in process on any date for which settlement has not occurred, or, for debit Entries, the applicable period for which the return of items has not expired.

"Overlimit Entry" means an Entry which would cause the aggregate amount of In-Process Entries to exceed the Entry Settlement Limit. If Client wishes to initiate an Entry that would cause the amount of In-Process Entries to exceed the Entry Settlement Limit, Client should submit a request to Bank to allow for the Overlimit Entry at least 2 Business days prior to the date on which Client wishes to initiate such Entry. Bank may grant or deny Client's request at its sole discretion. Client agrees that Bank will not be required to process an Overlimit Entry. Bank may suspend any Overlimit Entry submitted by Client and may, following its receipt of an Overlimit Entry, suspend all In-Process Entries. Client acknowledges that any Overlimit Entry or other In-Process Entries suspended by Bank will not settle on their scheduled Settlement Date.

Schedule E

**ACH
Originating Client Information**

Client:	_____
Street Address:	_____
City, State Zip:	_____
Tax ID #	_____
Client Phone Number:	_____
Client Fax Number:	_____
Primary Contact:	_____
Phone Number:	_____
Secondary Contact:	_____
Phone Number:	_____
Authorized Account:	_____
Authorized Account:	_____
Authorized Account:	_____
Authorized Account:	_____

Schedule F

Sample ACH Authorization Agreements

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS)

Company Name _____ Company ID Number _____

I (we) hereby authorize _____, hereinafter called COMPANY, to initiate debit entries to my (our) ☐ Checking Account/ ☐ Savings Account (select one) indicated below at the depository Bank named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository

Name _____

Branch _____

City _____

State _____ Zip _____

Routing
Number _____

Account
Number _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s) _____

ID Number _____

Date _____

Signature _____

NOTE: ALL WRITTEN DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.

Schedule F
(continued)

AUTHORIZATION AGREEMENT FOR DIRECT DEPOSITS (ACH CREDITS)

Company Name _____

Company ID Number _____

I (we) hereby authorize _____, hereinafter called COMPANY, to initiate credit entries to my (our) ☐ Checking Account/ ☐ Savings Account (select one) indicated below at the depository Bank named below, hereinafter called DEPOSITORY, and to credit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository

Name _____

Branch _____

City _____

State _____ Zip _____

Routing

Number _____

Account

Number _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s) _____

ID Number _____

Date _____

Signature _____

NOTE: ALL WRITTEN CREDIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.