



# **Pioneer Bank & Trust**

*Local.*

## **Pioneer Online Banking Agreement**

Please read this agreement carefully before completing a Pioneer Online Banking Application. By sending an Application to Pioneer Bank & Trust, you agree to be bound by the terms and conditions of this agreement.

This agreement states the terms and conditions that apply when you use Pioneer Online Banking service. These terms and conditions are in addition to those that apply to any accounts you have with us or any other services you obtain from us. You must also follow all of our instructions and procedures applicable to the services covered by this agreement.

"You" and "your" mean each person who establishes a Pioneer Online Banking Customer Account with us or who uses or is authorized to use a Pioneer Online Banking identification number and password or other means of access we establish or approve. The term "Pioneer Online Banking" means our service that allows you to make payments, transfer funds, access accounts, obtain information and perform other transactions over the Internet by use of a personal computer or mobile device and/or other means we authorize or allow.

### **Identification number and password**

To access our Pioneer Online Banking service, you must use the identification number and/or other means of access we establish or provide for your Pioneer Online Banking Customer Account, together with a password. Anyone to whom you give your Pioneer Online Banking identification number and password or other means of access will have full access to your accounts even if you attempt to limit that person's authority.

### **Pioneer Direct Pay funding account**

You may not designate any account that requires more than one signature for withdrawals. Money Market Accounts and Savings Accounts are NOT allowed to be the PIONEER DIRECT PAY FUNDING ACCOUNT.

### **Pioneer Online Banking transactions**

You, or someone you have authorized by giving them your Pioneer Online Banking identification number and password or other means of access (even if that person exceeds your authority), can instruct us to perform the following transactions:

- Make transfers between your qualifying accounts to the extent authorized
- Obtain information that we make available about your qualifying accounts
- Obtain other services
- Perform other transactions that we authorize

### **Limits on Pioneer Online Banking transactions**

You must have enough available money or credit in any account from which you instruct us to make a payment or transfer. If any of your qualifying accounts are money market or savings accounts, certain types of withdrawals from those accounts, including payments and transfers, are limited to a total of no more than 6 in any specified period. The specified period for money market accounts is the monthly statement period. The kinds of withdrawals covered by this limitation are those made by means of preauthorized transfers, automatic transfers, online banking transfers and telephone transfers to other accounts you may have, and payments made by check, draft, debit card, preauthorized payment (ACH) or similar order to third parties. You also agree to the "Terms & Conditions of Your Deposit Account" that you received when you opened your deposit account. You can request another one of these at the time you fill out your Pioneer Online Banking application.

### **Our liability for failure to complete payments or transfers**

If we do not complete a payment or transfer 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 exceptions. We will NOT be liable, for instance:

1. If, through no fault of ours, you do not have enough available money in the account from which a payment or transfer is to be made, or if the account has been closed or is not in good standing, or if we reverse a payment or transfer because of insufficient funds.
2. If any payment or transfer would go over the credit limit of any account.
3. If your equipment or ours was not working properly and the breakdown should have been apparent to you when you attempted to conduct the transaction.
4. If you have not given us complete, correct or current account numbers or other identifying information so that we can properly credit your account or otherwise complete the transaction.
5. If you do not properly follow our instructions or if you provide us with wrong or inaccurate information or fail to correct or tell us about any inaccuracy of which you are aware.
6. If you do not instruct us soon enough for your payment or transfer to be received and credited by the time it is due.
7. If the money in the account from which a payment or transfer is to be made is subject to legal process or if any other claim restricts the transaction.
8. If circumstances or persons beyond our control prevent, delay, intercept or alter the transaction, despite reasonable precautions that we have taken.

## **Business days**

Our online banking service is generally available 24 hours a day, 7 days a week. However, we only process transactions and update information on business days. Our business days are Monday through Friday excluding Federal Holidays. Transfers made after 6:00 PM Mountain time will be processed on the next business day.

## **Statements**

Your payments and transfers will be indicated on the monthly or quarterly statements we provide or make accessible to you. You agree to notify us promptly if you change your address or if you believe there are any errors or unauthorized transactions on any statement, or statement information.

## **Your liability**

Each of you agrees, for yourself to the terms of this account and the schedule of charges that may be imposed. You authorize us to deduct these charges as accrued directly from the account balance. You are liable for all transactions that you make or are made by any person you have authorized, even if the person you authorized exceeds your authority. If you have given someone your Pioneer Online Banking number and password or other means of access and want to terminate that person's authority, you must change your identification number and password or other means of access or take additional steps to prevent further access by such person.

## **Your responsibility for security**

You agree to take every precaution to ensure the safety, security and integrity of your account, transactions and information when using our services. You agree to protect your user login and passwords as you are responsible to keep your password and account information confidential, not leave your computer or device unattended while using our service, not to allow your computer or device to store your password, and to logout of the service when exiting our service. In addition, you agree to maintain virus and malware protection on any computer or device you use to access our service.

## **Schedule of charges**

There are no fees for Pioneer Online Banking or Pioneer Mobile Banking. Fees may be assessed and billed separately by your internet or device service provider. All fees assessed for the use of online or mobile banking by your service provider are your responsibility. Other fees which have been separately disclosed to you in connection with your account(s) or other services will continue to apply.

## **Unauthorized transactions or loss or theft of your online banking identification number or password**

If you believe your Pioneer Online Banking identification number or password or other means of access have been lost or stolen or that someone has used them without your authorization, call us immediately at (605) 717-2265 during normal business hours, you may e-mail us at [deposits@pioneerbankandtrust.com](mailto:deposits@pioneerbankandtrust.com) after hours, or write to us at PO Box 1360, Spearfish, SD 57783. Quickly telephoning us is the best way of reducing your possible losses. Not all e-mail may arrive at their destinations. We will send e-mail back to you as confirmation that we did receive it. Because the internet is not secure from being read by just anyone, do not include any of your account or social security numbers with your e-mail. Your name, address, and a brief message as to what the problem might be is all we will need.