

Grand Bank for Savings, fsb

Internet Banking Terms and Conditions Agreement

This Agreement describes your rights and obligations as a user of the On-line Banking Service or the Bill Payment Service ("Service" or "Services"). It also describes the rights and obligations of Grand Bank for Savings, fsb. Please read this Agreement carefully. As an authorized account holder you must abide by the terms and conditions of this agreement, and those provided to you at account opening, in order to use this Service.

CUSTOMER DISCLOSURE AND AGREEMENT TO RECEIVE ELECTRONIC COMMUNICATIONS

By selecting the "I Accept" button below, you are (1) acknowledging your receipt of the information listed below, (2) agreeing that any contract you enter into with Grand Bank for Savings, fsb for the provision of certain On-line Banking Services, may be in electronic form, and (3) agreeing that certain information that may be delivered in connection with the Services may also be in electronic form.

You are also acknowledging receipt of the following information and agree that:

* We may provide you with this Agreement and any revisions and amendments thereto in electronic form, and that, if you choose to accept the Agreement, you are consenting to enter into and are entering into an agreement electronically that will govern all future transactions you conduct using the Service.

* We may provide you revisions and amendments to the Agreement and such other information, including but not limited to information under Regulation E and under other applicable banking or financial services laws or regulations in connection with the Service, electronically as a part of the Agreement or otherwise as a part of the Services. While you may print and retain a copy of the Agreement or any information provided to you in relation to the Service, we only provide these documents electronically.

* You have a right at any time to withdraw, without service charges, your consent to receive information electronically. However, because the Agreement and the Information are provided only in electronic format, your withdrawal of consent will terminate all the Services.

* If you wish to withdraw consent to receive information electronically, to terminate the Services, or to update your information such as a change of address, or email address, you may call Grand Bank for Savings, fsb at 1-866-343-5976, or write a letter and send it to:

Grand Bank for Savings, fsb
Attention: Branch Operations
204 Westover Drive
Hattiesburg, MS 39402

* You are able to access information that is provided in the same manner as the information and the Services via the Internet.

DEFINITIONS

The following definitions apply in this Agreement.

"On-line Banking" is the Internet-based service providing access to your account(s) under the terms set forth in this Internet Banking Terms and Conditions Agreement.

"On-line Account" is a Grand Bank for Savings, fsb account from which you will be conducting

transactions using a Service.

"Bill Payment" is the Internet-based service providing payments to Grand Bank for Savings, fsb or to third parties from your designated Grand Bank for Savings, fsb account(s).

"Bill Pay Account" is the transaction account from which you are initiating a Bill Payment.

"Business Day" refers to Monday through Friday, excluding holidays as determined by Grand Bank for Savings, fsb. All On-line transaction requests received after 8:00 p.m. CST, or on a non-Business Day, will be processed immediately, but will not appear in the online history until the following Business Day. The posting of any on-line transaction made during offline hours will be effective the next business day after items processed during nightly processing.

"Password" is a series of numbers and/or letters that you select after the initial sign-on, that establishes your connection to the Service. Grand Bank for Savings, fsb will provide you with a code for use during the initial sign-on process.

"Payment Initiation Date" is the date you enter into On-line Banking when setting up a bill payment.

"Time of day" references are to Central Standard Time.

"We," "us" "our" or "Grand Bank for Savings, fsb" refer to Grand Bank for Savings, fsb, which offers the Services provided under this Agreement and holds the accounts accessed by the Services.

ACCESS TO SERVICES

Grand Bank for Savings, fsb will provide on-line instructions describing how to use the On-line Banking Service or Bill Payment Service. To gain access to this Service you will need your User Name and your Password.

HOURS OF OPERATION

The Services are generally available 24 hours-a-day, 7 days a week, except during special maintenance and upgrade periods, which routinely are scheduled between 11:00 p.m. Sunday evenings and 3:00 a.m. Monday mornings.

USE OF YOUR SECURITY PASSWORD

The safety of our customers' accounts and account information is of paramount importance to Grand Bank for Savings, fsb. We go to great lengths to protect confidentiality and the security of your account, and urge you to do the same. You agree not to allow anyone to gain access to the Services or to let anyone know your Password used with the Services. You agree to assume responsibility for all transactions initiated through the Services with your Grand Bank for Savings, fsb User-Name, up to the limits allowed by applicable law. While Grand Bank for Savings, fsb continues to provide our customers with the level of on-line security we believe necessary and appropriate, customers who share their User-IDs and Passwords are giving up the full benefit of our security measures and legal protections to which they may be entitled. No Grand Bank for Savings, fsb representative will ever call and ask for your User Name or User Password.

IF YOUR PASSWORD HAS BEEN LOST OR STOLEN

If your Password has been lost or stolen, call Grand Bank for Savings, fsb immediately at 1-866-343-5976, between 8:00 a.m. and 4:30p.m. Monday through Friday. Telephoning Grand Bank for Savings, fsb is the best way of minimizing your losses. You may also restore the security of your Service by immediately changing your Password.

BANKING TRANSACTIONS WITH ON-LINE BANKING

In addition to viewing account information, you may use On-line Banking to conduct the following transactions:

* Transfer funds among your linked checking, savings, money market, loan and line of credit

accounts.

NOTE: Because regulations require Grand Bank for Savings, fsb to limit pre-authorized transfers (including On-line Banking transfers), the following limitations apply:

* Statement Savings Account-- You can make no more than six (6) transfers per statement period by pre-authorized or automatic transfer, or by telephone or On-line Banking. Service charges may apply.

* Money Market Savings Account-- You can make no more than six (6) transfers per statement period by pre-authorized or automatic transfer or by telephone or On-line Banking, and no more than three (3) of these may be by check or draft.

* Initiate bill payments.

New services may be introduced for On-line Banking from time to time. Grand Bank for Savings, fsb will notify you of the existence of these new services. By using these services when they become available, you agree to be bound by the rules that will be made available to you concerning these services.

GRAND BANK ALERTS TERMS AND CONDITIONS

Alerts. Your enrollment in **Grand Bank** Online Banking and/or Mobile Banking (the "Service") includes enrollment to receive transaction alerts and notifications ("Alerts"). Alerts are electronic notices from us that contain transactional information about your **Grand Bank** account(s). Alerts are provided within the following categories:

- **Mandatory Alerts** provide you with important account notifications, such as information about changes to your Online Banking password, PIN, or login information. You do not have the option to suppress these Mandatory Alerts.
- **Account Alerts** provide you with notification of important account activities or when certain changes are made to your Service accounts, such as [scheduled payments made](#), [scheduled payments cancelled](#) and [mobile deposits](#). These Alerts are automatically activated for you. Although you may suppress these Account Alerts, we strongly recommend that you do not do so because they provide important information related to your Service accounts.
- **Additional Alerts** must be activated by you to be enabled. These Additional Alerts can be accessed from the **Manage Alerts** menu within **Grand Bank** Online Banking and **Manage Alerts** menu within **Grand Bank** Mobile Banking.

Account Alerts and Additional Alerts must be managed and/or added online through the Service. You cannot maintain all Alerts through your mobile device. We may add new Alerts from time to time, or cancel old Alerts. We usually notify you when we cancel Alerts, but are not obligated to do so. **Grand Bank** reserves the right to terminate its Alerts service at any time without prior notice to you.

Methods of Delivery. We may provide Alerts through one or more channels ("EndPoints"): (a) a mobile device, by text message, (b) a mobile device, by push notification; (c) an email account, by an e-mail message; or (d) your **Grand Bank Online Banking message** in-box, by an e-mail message. You agree to receive Alerts through these EndPoints, and it is your responsibility to determine that each of the service providers for the EndPoints described in (a) through (c) above supports the email, push notification, and text message Alerts provided through the Alerts service. Please be advised that text or data charges or rates may be imposed by your EndPoint service provider. Alert frequency varies by account and preferences. You agree to provide us a valid mobile phone number or email address so that we may send you Alerts. If your email address or your mobile device's number changes, you are responsible for informing us of that change. Your Alerts will be updated to reflect the changes that you communicate to us with regard to your primary and secondary email addresses or mobile device number.

Alerts via Text Message. To stop Alerts via text message, text "**STOP**" to **48179** at anytime. Alerts sent to your primary email address will be unaffected by this action. To restore Alerts on your mobile phone, just visit the Alerts tab in **Grand Bank** Online Banking and click the box next to your mobile number for the Alerts you'd like to receive again. For help with SMS text alerts, text "HELP" to **48179**. In case of questions please contact customer service at **601-264-1467**. Our participating carriers include (but are not limited to) AT&T, SprintPCS, T-Mobile®, U.S.

Cellular[®], Verizon Wireless, MetroPCS.

Limitations. Grand Bank provides Alerts as a convenience to you for information purposes only. An Alert does not constitute a bank record for the deposit or credit account to which it pertains. We strive to provide Alerts in a timely manner with accurate information. However, you acknowledge and agree that your receipt of any Alerts may be delayed or prevented by factor(s) affecting your mobile phone service provider, internet service provider(s) and other factors outside **Grand Bank's** control. We neither guarantee the delivery nor the accuracy of the contents of each Alert. You agree to not hold **Grand Bank**, its directors, officers, employees, agents, and service providers liable for losses or damages, including attorneys' fees, that may arise, directly or indirectly, in whole or in part, from (a) a non-delivery, delayed delivery, or the misdirected delivery of an Alert; (b) inaccurate or incomplete content in an Alert; or (c) your reliance on or use of the information provided in an Alert for any purpose.

Alert Information. As Alerts delivered via SMS, email and push notifications are not encrypted, we will never include your passcode or full account number. You acknowledge and agree that Alerts may not be encrypted and may include your name and some information about your accounts, and anyone with access to your Alerts will be able to view the contents of these messages.

STATEMENTS

You will continue to receive your regular account statement either monthly or quarterly, depending on the type of account.

IF YOUR STATEMENT SHOWS TRANSFERS THAT YOU DID NOT MAKE

If your statement shows transfers that you did not make, notify Grand Bank for Savings, fsb immediately at 1-866-343-5976, or write a letter and send it to

Grand Bank for Savings, fsb
Attention Branch Operations
204 Westover Drive
Hattiesburg, MS 39402

If you do not notify Grand Bank for Savings, fsb within sixty (60) days after the statement was mailed to you, you may not recover any money lost after the sixty (60) days which would not have been lost if Grand Bank for Savings, fsb had been notified in time.

ERRORS AND QUESTIONS

In case of errors or questions regarding an On-line Banking or Bill Payment transaction, you may call Grand Bank for Savings, fsb at 1-866-343-5976, or write a letter and send it to:

Grand Bank for Savings, fsb
Attention Branch Operations
204 Westover Drive
Hattiesburg, MS 39402

We must hear from you at the specified telephone number or address no later than sixty (60) calendar days after we sent you the first statement on which the problem or error appeared. We will need:

- * Your name and account number.
- * A description of the error or the transfer in question, and an explanation concerning why you believe it is an error or need more information.
- * The dollar amount of the suspected error.
- * The date on which it occurred.

If the report is made orally, we may require that you send the complaint or question in writing within ten (10) Business Days from your initial contact. We will notify you with the results of the investigation within ten (10) Business Days after you contact us and will correct any error promptly. If more time is needed, however, we may, at our sole discretion, take up to forty-five (45) calendar days to investigate a complaint or question. If this occurs, we will credit your account within ten (10) Business Days for the amount you think is in error. This will allow you to use the money during the time it takes us to complete our investigation. If your complaint or question is not received in writing within ten (10) Business Days from your original contact, we may not credit your account until the investigation is completed.

If your notice of error concerns a transaction that occurred during the first 30 days after the first deposit to the account was made, the applicable time periods are 20 Business Days in place of 10 Business Days and 90 calendar days in place of 45 calendar days.

If we determined that no error occurred, we will send you a written notice within three (3) Business Days. You may request copies of the documents that were used in the investigation.

You agree that Grand Bank for Savings, fsb may respond to you by e-mail with regard to any claim of unauthorized electronic fund transfer related to the Service. Any such electronic mail sent to you by Grand Bank for Savings, fsb shall be considered received within three (3) Business Days of the date sent by Grand Bank for Savings, fsb, regardless of whether or not you sign on to the Service within that time frame.

LIMIT OF BANK'S RESPONSIBILITY

Grand Bank for Savings, fsb agrees to make reasonable efforts to ensure full performance of On-line Banking. Grand Bank for Savings, fsb will be responsible for acting only on those instructions sent through On-line Banking which are actually received, and cannot assume responsibility for circumstances over which the bank has no direct control. This includes but is not limited to, the failure or malfunctions in communication facilities, which may affect the accuracy or timeliness of messages you send. Grand Bank for Savings, fsb is not responsible for any losses should you give incorrect instructions, or if your payment instructions are not given sufficiently in advance to allow for timely payment or delays in mail service.

Any information you receive from Grand Bank for Savings, fsb is believed to be reliable. However, it can only be provided on a best-efforts basis for your convenience and is not guaranteed. Grand Bank for Savings, fsb is not liable for any deficiencies in the accuracy, completeness, availability,

or timeliness of such information, or for any investment or other decision made using this information.

Grand Bank for Savings, fsb is not responsible for any fees incurred for Internet access, or for any computer virus or related problems that may be attributable to services provided by any Internet access service provider.

You are responsible for obtaining, installing, maintaining, and operating all computer hardware and software necessary for performing On-line Banking. Grand Bank for Savings, fsb will not be responsible for any errors or failures from the malfunction or failure of your hardware or software.

The limit of Grand Bank for Savings, fsb's liability shall be as expressly set forth herein. Under no circumstances will Grand Bank for Savings, fsb be liable in contract, tort, or otherwise for any special, incidental, or consequential damages, whether or not foreseeable. By consenting to use the Services, you agree to waive any and all right to any of the aforesaid, and you acknowledge that the limit of your remedy is as otherwise expressly set forth herein.

BANK'S RESPONSIBILITY

Grand Bank for Savings, fsb will be responsible for your actual losses if they were directly caused by our failure to:

- * Complete an Electronic Funds Transfer as properly requested.
- * Cancel an Electronic Funds Transfer as properly requested.

However, we will not be responsible for your losses if:

- * Through no fault of Grand Bank for Savings, fsb, you do not have enough money in your account to make the transfer.
- * Through no fault of Grand Bank for Savings, fsb, the transaction would have caused you to exceed your available credit.
- * Circumstances beyond our control (e.g., fire, flood, power outage, mail delivery delays, equipment or technical failure or breakdown) prevent the transfer, despite reasonable precautions that we have taken.
- * There is a hold on your account, or if access to your account is blocked in accordance with banking policy.
- * Your funds are subject to legal process or other encumbrance restricting the transfer.
- * Your transfer authorization terminates by operation of law.
- * You believe someone has accessed your accounts without your permission and you fail to notify Grand Bank for Savings, fsb immediately.
- * You have not properly followed the scheduling instructions, included in this Agreement, to make a transfer or the Payee refuses the Service.
- * For the failure of any payee to correctly account for or credit the payment in a timely manner
- * We have received incomplete or inaccurate information from you or a third party involving the account or transfer.
- * For changes to the payee's address or account number (unless you have advised us of the change within three (3) Business Days in advance)
- * We have a reasonable basis for believing that unauthorized use of your Password or account has occurred or may be occurring, or if you default under this Agreement, the Deposit Account Agreement, a credit agreement, or any other agreement with us, or if we or you terminate this Agreement.

There may be other exceptions stated in this agreement and in other agreements with you. In no event shall we be liable for damages in excess of your actual loss due to our failure to complete a transfer, and we will not be liable for any incidental or consequential damages.

If any of the circumstances listed above shall occur, we shall assist you with reasonable efforts in taking appropriate corrective action to reprocess the transactions that may not have been completed or to correct incorrect transactions that have been processed.

ELECTRONIC MAIL (EMAIL)

If you send Grand Bank for Savings, fsb an electronic mail message through the Service, Grand Bank for Savings, fsb will be deemed to have received it on the following Business Day. Emails will be answered within a reasonable timeframe.

You should not rely on electronic mail if you need to communicate with Grand Bank for Savings, fsb immediately (e.g., if you need to report an unauthorized transaction from one of your accounts, or if you need to stop a payment that is scheduled to occur).

You agree that Grand Bank for Savings, fsb may respond to you by electronic mail with regard to any matter related to the Service, including responding to any claim of unauthorized electronic funds transfer that you make. Any such electronic mail sent to you by Grand Bank for Savings, fsb shall be considered received within three (3) days of the date sent by Grand Bank for Savings, fsb, regardless of whether or not you sign on to the Service within that time frame.

OTHER AGREEMENTS

In addition to this Agreement, you and Grand Bank for Savings, fsb agree to be bound by and comply with the requirements of the agreements applicable to each of your On-line Accounts. Your use of the On-line Banking service or the Bill Payment 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 open your accounts at Grand Bank for Savings, fsb, including the charges that may be imposed for electronic funds transfers or the right to make transfers listed in the fee schedules accompanying those disclosures and the fee schedule at the end of this Agreement. We will automatically deduct any fees related to this Service from your Bill Pay Account each month. All terms and conditions of the disclosures provided to you at account opening, including but not limited to, the Truth in Savings, Regulation E Disclosure, Depositor's Agreement and Terms and Conditions apply to this Service.

MODIFICATIONS TO THIS AGREEMENT

Grand Bank for Savings, fsb may modify the terms and conditions applicable to either Service from time to time upon mailing or delivering a notice of the modifications to you at the address shown on our account records, and the revised terms and conditions shall be effective at the earliest date allowed by applicable law. We may send any notice to you via electronic mail and you will have been deemed to have received it three (3) days after it is sent. We reserve the right to terminate this Agreement and your use of the Services in whole or in part at any time without prior notice.

DISCLOSURE OF INFORMATION TO THIRD PARTIES/ PRIVACY POLICY

A copy of Grand Bank for Savings, fsb's Consumer Privacy Statement is available upon request at any of our branches, or can be mailed to you upon request by calling Grand Bank for Savings, fsb at 1-866-343-5976, or writing a letter and sending it to:

Grand Bank for Savings, fsb
Attention: Branch Operations
204 Westover Drive
Hattiesburg, MS 39402

You can also access our Policy online by clicking on the Privacy Policy icon on the Grand Bank for Savings, fsb Website.

INACTIVITY / TERMINATION

You are responsible for complying with all the terms of this Agreement and with the terms of the agreement governing the deposit accounts which you access using electronic banking services. We can terminate your On-line Banking privileges (including the Bill Payment Service) under this Agreement without notice to you for any reason; or if you do not pay any fee required by this Agreement when due, if you do not comply with the Agreement governing your deposit or loan accounts, or your accounts are not maintained in good standing. We will promptly notify you if we terminate this Agreement or your use of the services for any other reason.

If you are not paying a monthly service charge for the Service, we may convert your account to

inactive status if you do not sign on to the Service or have any transaction scheduled through the Service during any consecutive 180 day period. If your account is considered inactive, you must contact us to have the Service activated before you will be able to schedule any transaction through the Service.

To cancel the On-line Banking and/or Bill Payment Service, you must notify Grand Bank for Savings, fsb. Your notification should include your name, address and the effective date to stop the service(s). When Bill Payment is terminated, any pre-scheduled bill payments made through On-line Banking will also be terminated. You may notify Grand Bank for Savings, fsb by one of the following methods:

- * By initiating a customer inquiry through our Website
- * By calling 1-866-343-5976
- * By writing a letter and sending it to:

Grand Bank for Savings, fsb
Attention: Branch Operations
204 Westover Drive
Hattiesburg, MS 39402

GOVERNING LAW

This Agreement is governed by the laws of the State of Mississippi and applicable federal law(s).

FEE SCHEDULE

Grand Bank for Savings, fsb offers the benefits and convenience of the On-line Banking service to you at no monthly charge. Account research and stop payment charges and will be assessed at the rates published in Grand Bank for Savings, fsb's Checking and Savings Accounts Brochure and deducted from your Bill Pay Account or another account you hold at Grand Bank for Savings, fsb.

These fees are subject to change. Grand Bank for Savings, fsb will notify you in writing regarding any fee changes at least thirty (30) days in advance of the effective date of these changes.

Last Revised: 4/15/19