

ONLINE BANKING & BILL PAYMENT TERMS OF USE

By accessing the [BANK] Online Account Access, you agree to be bound by the following terms and conditions of use, together with the terms and provisions of the Financial Services Agreement between you and [Bank], which became effective upon the date you became an account customer of [Bank] and remains in effect. You were instructed to retain a copy of the Financial Services Agreement at the time you opened your account, however, if you require an additional copy, contact your branch.

User ID and Password

1. Upon activation of your [Bank] Online Access to your Account(s) with us, we will issue you a user ID and password. When you first log in, you will be notified that your password has expired and you will be given the ability to change your password, but NOT your user ID. YOU ARE SOLELY AND COMPLETELY RESPONSIBLE FOR KEEPING THIS INFORMATION STRICTLY CONFIDENTIAL.
2. Your user ID and password are reserved strictly for your own use. If any other party uses your user ID and password without authorization, you will be required to give proof to [Bank] that all reasonable precautions were taken to prevent any unauthorized use of these items. It is your responsibility to notify [Bank] immediately if you suspect that someone is using your user ID and password without your authorization. You are responsible for the full amount of all transactions resulting from such unauthorized use which occur prior to [Bank] receiving notification from you of such unauthorized use.
3. Upon receiving notification from you that your user ID and password are being used without authorization, [Bank] will immediately disable your Online Account Access, as well as any other electronic access to your account(s). [Bank] shall have the right to require you to cooperate with police or other law enforcement officials in any investigation commenced to locate the person or persons involved in such unauthorized use. If [Bank] is able to successfully fix liability for such unauthorized use with a person or persons located in such investigation, you will be relieved of liability to such extent.
4. If another person uses your user ID and password with your authorization, you will be responsible for the full amount of all transactions resulting from such use.

Transactions

5. [Bank]'s transaction records will be conclusive proof of all transactions made through your account(s) whether via your Online Account Access or otherwise. Verification by [Bank] of all deposits will be considered as correct, except where it can be shown conclusively that our records are in error.
6. If your account is debited or credited due to an error on our part or due to a system malfunction, you will be liable to the extent of any credit improperly issued and [Bank] will be responsible for restoring the amount of any improper debit made to your account.
7. Transactions involving foreign currency will be converted at the exchange rate in effect on the date of the transaction.
8. [Bank] may from time to time set a maximum limit for transactions made through your account(s), and to change such limit as we deem necessary at any time, upon ___ [days] notice to you.

Inactive and Abandoned Accounts

9. You acknowledge and agree that your account(s) will be designated as inactive if no transaction other than payment of service charges and accrual of interest has occurred through or in connection with such account(s) ("Inactive Account"), and you have not contacted [Bank] with respect to the Inactive Account for a period of ___ year(s). Upon your account being designated as an Inactive Account, your Online Access will be terminated with respect to the Inactive Account.
10. By federal law, if an Inactive Account remains inactive for a period of 10 years, the Inactive Account will be considered abandoned ("Abandoned Account"). [Bank] will attempt to contact you within 2 years and 5 years of the date of the last account activity. It is your responsibility to ensure that [Bank] has correct and complete address and other information necessary in order for [Bank] to contact you.

11. Inactive Accounts and Abandoned Accounts may be subject to reasonable service charges, notwithstanding that there has been no account activity for ____ or more years. If there are insufficient funds in your account to cover such service charges, you authorize us to close the account. Inactive Accounts and Abandoned Accounts become the property of the federal government in accordance with federal law, and are subsequently transferred to the Bank of Canada. If you wish to reclaim funds which have been transferred to the federal government, please contact the Bank of Canada for information.

Electronic Bill Presentment & Payment

12. [Bank] is not responsible for the failure of any creditor to provide [Bank] with any bill electronically. It is your responsibility to arrange for electronic bill presentment from your creditors to [Bank], and to ensure that our file information with respect to each creditor is accurate and up to date. If a creditor at any time makes changes to your account number or other relevant information, you are responsible for providing [Bank] with such information prior to presentment of the next bill from such creditor.

THIS IS A 5-PAGE DOCUMENT.