

Northern Michigan Bank & Trust
Online Banking Agreement and Disclosure
Last amended 2/17/2017

Each time you use Northern Michigan Bank & Trust Online Banking constitutes confirmation by you of your agreement to and the understanding of the terms of this agreement. Please read this agreement carefully and keep it for future reference.

This agreement is in addition to all other agreements we may have with you including your signature cards or account agreements for your deposit account(s) and /or loan agreement(s).

PASSWORD; CONFIDENTIALITY OF PASSWORD

All Northern Michigan Bank & Trust Online Banking transactions or inquiries must be initiated by use of your Northern Michigan Bank & Trust Online password. You may change your password from time to time, as provided in the software programs. It is recommended that you do not use your social security number, birthdays, or other codes that may be easy for others to determine as your password. No bank employee will ever ask for your password, nor should you provide it to anyone unless you intend to allow that person access to your accounts. If you authorize another person to use your password, that person can use Northern Michigan Bank & Trust Online Banking to view any information or initiate any transaction on any of the accounts to the same extent as you, including viewing information or initiating transactions on accounts to which that person would not otherwise have access. As such, sharing your password is strongly discouraged by Northern Michigan Bank & Trust, and is done at your sole risk and peril. If a third party should gain access to your password, you alone are responsible for changing the password so as to deny the party's access to your banking information.

Northern Michigan Bank & Trust disclaims any liability for the display or accuracy of your account data by any account aggregation service provided by a third party.

YOU AGREE TO KEEP YOUR PASSWORD CONFIDENTIAL. USE OF THE PASSWORD BY YOU OR BY ANY OTHER PERSON WITH YOUR AUTHORIZATION WILL BE CONSIDERED THE SAME AS YOUR WRITTEN SIGNATURE AUTHORIZING US TO COMPLETE ANY TRANSACTION COMMUNICATED THROUGH NORTHERN MICHIGAN BANK & TRUST ONLINE BANKING.

You should always exit Northern Michigan Bank & Trust Online Banking after viewing your accounts. Never leave your computer or phone unattended while accessing Northern Michigan Bank & Trust Online Banking. If you should, a third party may be able to access your accounts without ever needing to use your password.

FEES

At this time, access to Online Banking is free. This includes making transfers between your Northern Michigan Bank & Trust accounts, retrieving and reviewing Northern Michigan Bank & Trust account information and making Northern Michigan Bank & Trust loan payments using funds from your Northern Michigan Bank & Trust checking or savings accounts.

New program capabilities in the future may have fees associated with them. By using these new features you agree to pay, and authorize us to debit any such fees from the designated account. You will be notified of such fees before you begin using the feature and in this agreement. Any changes in these fees will be designated through updates to this agreement.

AUTHORIZATION

You expressly authorize us to debit the appropriate deposit account in the amount of any bank transfer initiated through Northern Michigan Bank & Trust Online Banking, by you or by any other person who is authorized to use your password. You agree that we may treat any such bank transfer from a deposit account the same as a duly executed written withdrawal, transfer, or check and that we may treat any such bank transfer to a deposit account the same as a deposit, all in accordance with the terms of this agreement and your deposit agreements with us.

HARDWARE AND SOFTWARE REQUIREMENTS

To be able to use the Northern Michigan Bank & Trust Online Banking, you must obtain your own personal computer (a "PC") with a modem and related equipment (the "Hardware"). You also must provide the type of telephone service and Internet access service required by the hardware and/or software. Once the hardware has been properly connected to the telephone service, and any required internet access has been established, you will be able to

access Northern Michigan Bank & Trust Online Banking site. You are and will remain solely responsible for the purchase, hookup, installation, loading, operation and maintenance of the hardware, software, telephone service, and the Internet access service to your PC, and for all related costs. You are solely responsible for scanning the hardware and software for computer viruses and other related problems before you use them.

Browser Security:

The encryption system used by Northern Michigan Bank & Trust Online Banking is Transport Layer Security (TLS). In order to use Northern Michigan Bank & Trust Online Banking you must have the hardware and/or software to support Transport Layer Security 1.0 and above.

INTENDED USAGE

Use of this system is restricted to authorized users. You agree to use Northern Michigan Bank & Trust Online Banking solely for the purpose intended. If any possible suspicious or criminal activity is detected, system records may be provided to the necessary law enforcement officials. You may use this system to:

1. Transfer funds between any deposit accounts, such as checking, savings, or money market deposit accounts;
2. To receive and download balance and transaction information;
3. To make loan payments for all loans except, those loans not serviced by Northern Michigan Bank & Trust.

FREQUENCY OF TRANSFERS

You may use your password to make an unlimited number of transfers each day from your checking account. Federal Regulations limit the number of transfers you may make from a savings account or money market account to a maximum of six (6) transfers, including Northern Michigan Bank & Trust Online Banking transfers, per statement cycle (month).

FAILURE TO MAKE TRANSFERS

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 losses or damages. However, there are some exceptions: We will NOT be liable if (for instance):

1. Through no fault of ours, you do not have enough money in your account to make the transfer; or
2. The terminal/system was not working properly and you knew about the breakdown when you started the transfer; or
3. Circumstances beyond our control prevented the transfer, despite reasonable precautions that we have taken.

There may be other exceptions stated in our agreement with you.

ACCOUNT ACCESS

If your log in fails three (3) consecutive times the system will lock you out. You will need to notify Northern Michigan Bank & Trust in order to reestablish your privilege. For added security, we encourage you to change your password frequently, although it is not required. In the event there is no activity for 90 days, Northern Michigan Bank & Trust will void the most recently used password. This will result in your inability to access Northern Michigan Bank & Trust Online Banking. Should you wish to use Northern Michigan Bank & Trust Online Banking after this amount of time has elapsed you will need to contact customer support to reestablish a password. For security reasons, Northern Michigan Bank & Trust reserves the right to remove inactive Online Banking account services without notice.

It is your responsibility to log off of Northern Michigan Bank & Trust Online Banking when you have completed your transactions. After 20 minutes of inactivity the Northern Michigan Bank & Trust Online Banking function will automatically disconnect. However, you are encouraged to log off as soon as you are done with your Northern Michigan Bank & Trust Online Banking and prior to additional web site or Internet browsing.

The Northern Michigan Bank & Trust Online Banking is available to you for your convenience 24 hours a day, 7 days a week. However, due to system maintenance, some or all of Northern Michigan Bank & Trust Online Banking may be down.

BUSINESS DAYS

Everyday is a business day, except Saturdays, Sundays and federal holidays.

FUNDS AVAILABILITY

Our policy is to make funds from your deposits available to you on the same business day that we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once the funds are available you can withdrawal them in cash and we will use them to pay checks you have written.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before 5:00 p.m. on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after 5:00 p.m., or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

Notify Us IMMEDIATELY For Unauthorized Transactions

Tell us AT ONCE if you believe your access codes have been lost, stolen, or otherwise compromised or used without your authorization. Quickly telephoning us is the best way of reducing your possible losses. You could lose all the money in your account (plus your maximum overdraft line of credit).

You may call us at (906)786-0221 or write Northern Michigan Bank & Trust, 1921 3rd Avenue North, PO Box 716, Escanaba, MI 49829. You may also call Marquette area, (906)228-7300 or Kingsford area, (906)774-6200 and they will contact our main office. Our toll-free phone number is 1-888-269-8325.

LIABILITY DISCLOSURE

Tell us at once if you believe your password has been 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 possible losses down. You could lose all the money in your account. If you tell us within two (2) business days, you can lose no more than \$50.00 if someone used your password without your permission.

If you do NOT tell us within two (2) business days after you learn of the loss or theft of your password, and we can prove we could have stopped someone from using your password without your permission if you had told us, you could lose as much as \$500.00. 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 with 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 had you told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time period. If you believe that your card or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call (906) 786-0221, or write us at Northern Michigan Bank & Trust, P.O. Box 716, Escanaba, MI 49829. You should also call the number or write this address if you believe a transfer has been made using the information from your check without your permission.

In Case of Errors

In case of errors or questions about your electronic transfers or if you believe that your password has been lost or stolen, or that someone has transferred or may transfer money from your account without your permission, call (906) 786-0221, in the Marquette area call, (906)228-7300, or in the Kingsford area call (906)774-6200 and they will contact the main office, or write Northern Michigan Bank & Trust, P.O. Box 716, 1921 3rd Ave N., Escanaba, MI 49829. Toll-free phone number is 1-888-269-8325.

Please inform us as soon as possible. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

In all correspondence please:

1. Include your name and account number;
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 verbally, we may require that you send your complaint or question in writing within 10 business days.

Within 10 business days after we hear from you we will determine whether an error occurred and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question.

If we decide to do this, we will credit your account within 10 business days 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 complete our 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.

We will notify you 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.

ACCOUNT INFORMATION DISCLOSURE

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

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

PERIODIC STATEMENT

If you use our Northern Michigan Bank & Trust Online Banking, your monthly account statement will show each Northern Michigan Bank & Trust Online Banking transaction.

AMENDMENTS

We may amend this agreement from time to time. The "Last Amended" date will be indicated with the Northern Michigan Bank & Trust Online Banking Agreement and Disclosure Statement. It is your sole responsibility to review this agreement and any subsequent amendments to this agreement prior to logging in. By clicking "**I Agree**" you acknowledge that you have read and agree to the above terms and conditions.

Attention: First Time Users

With your initial sign on, you will be able to assign yourself an identification number to access your account online. Your identification number (user-id) is case sensitive, so be cautious when entering characters. It must be a minimum of 8 characters, and a maximum of 12 characters. Your user-id must contain at least two numbers, and at least two letters.

You will also be required to enter a password, your password is case sensitive, so be cautious when entering characters. It must be a minimum of 8 characters, and a maximum of 12 characters. Your password must contain at least one number, and at least one letter.

By using the Northern Michigan Bank & Trust Online Banking service, I agree to the terms of the Agreement. I acknowledge having received a copy of the Northern Michigan Bank & Trust Privacy Notice.