



Personal Electronic External Transfers Agreement

Effective Date: January 2016

GENERAL

The terms “you” and “your” refer to the individual customer accepting this Personal Electronic Transfer Agreement (this “Agreement”). The terms “our”, “we”, and “us” refer to ZB, N.A. dba Vectra Bank Colorado. Other capitalized terms are defined in this Agreement or your Online Banking Services Agreement. This Agreement supplements and includes your Online Banking Services Agreement and Vectra Bank Deposit Agreement.

By entering into this Agreement, you can electronically transfer funds from your personal checking or savings account at Vectra Bank (an “Eligible Account”) to an enrolled personal checking or savings account that you own at another financial institution (an “External Account”). You can also electronically transfer funds from an External Account to your Eligible Account at Vectra. Each transfer you make to or from an External Account at another institution is called an “External Transfer”.

AUTHORIZATION AND TERMINATION

By enrolling an External Account, or by making an External Transfer, you accept the terms of the Agreement and: (a) represent and warrant that you are an owner of that External Account (and that you are authorized by any other owners of the External Account to enroll that account and make External Transfers); and (b) authorize Vectra Bank to initiate debit and credit transactions on the External Account based on instructions entered through Vectra Bank’s Website, or to correct any errors that Vectra Bank identifies.

Your authorizations to Vectra Bank regarding any External Account will remain in full force until you terminate Services for that or all your External Accounts as provided herein in the section entitled “Termination of the Services.”

ENROLLMENT OF AN EXTERNAL ACCOUNT

You will need to enroll an External Account before you can transfer funds to or from that External Account. To “enroll” an External Account, you must provide the following information regarding that External Account, account number, the ABA Routing and Transit number for the external financial institution, the name of the external financial institution, and whether the External Account is a checking or savings account. By enrolling an External Account, you authorize Vectra Bank to make a group of small transactions that a user of that External Account must verify, within 60 days, before Vectra Bank will approve that account for External Transfer activity.



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Vectra Bank reserves the right to reject an enrollment request for any reason, including without limitation potential fraud or misuse, limitations as outlined by the United States Department of the Treasury's Office of Foreign Assets Control, or an incomplete enrollment. You agree to enroll only personal accounts (business, corporate, or organization accounts are **NOT** allowed).

Not all types of accounts are eligible for ACH transfers. You may be subject to penalties by the other financial institution, or may suffer negative tax consequences, for certain transactions involving retirement (401k, IRA, etc.), savings, money market accounts, certificates of deposit, trusts, loans, custodial, business, corporate and other types of accounts. It is your responsibility to verify with the external financial institution any restrictions regarding transfers to or from any External Account that you enroll. Vectra Bank is not responsible for direct, indirect, special or consequential costs, fees, losses, penalties, or other damages resulting from External Transfers that are not permitted under restrictions of other financial institutions or those imposed by applicable laws and regulations.

EXTERNAL ACCOUNT NUMBER POLICY

Vectra Bank may, but has no obligation to, validate any External Account number that you provide in the enrollment process. It is your responsibility to ensure you enter a valid and correct External Account number. External Transfers sent to invalid or incorrect account numbers may not be recoverable. If you provide an invalid or incorrect External Account number, Vectra Bank will **NOT** be responsible for returning funds due to an unrecoverable External Transfer.

TRANSFERRING TO AN EXTERNAL ACCOUNT

All External Transfers to enrolled External Accounts are subject to the rules and regulations of the other financial institution. You agree not to transfer any funds to an External Account where that transaction would not be allowed under the rules or regulations applicable to such accounts. You agree to obtain any and all permissions required by the other financial institution prior to transferring funds to an External Account.

When you place an order for an External Transfer to an External Account, Vectra Bank will hold the funds on the business day before the scheduled delivery date of the transaction. The hold will remain in effect until the funds are sent and the transaction is posted.

We may honor but are not required to honor External Transfers to an External Account in excess of the collected funds in your Eligible Account. If your Eligible Account has insufficient funds to cover an External Transfer to an External Account, Vectra Bank may, at its sole discretion:

- Honor the funds transfer under the terms of any Vectra Bank overdraft protection plan you have established.



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- Honor the funds transfer and create an overdraft in your Eligible Account. Vectra Bank may hold balances in your other Vectra Bank accounts until the overdraft is paid. In addition, Vectra Bank may advance funds under your Vectra Bank issued credit card. Charges to your Vectra Bank issued credit card to cover these transfers will be considered a cash advance (see your credit card disclosures for applicable fees).
- Refuse to honor the funds transfer.
- Cancel any and all External Transfers to any and all External Accounts.

Fees may apply to any of the above remedies. Please refer to your Vectra Bank Deposit Agreement for additional details.

If any External Transfers to an External Account are returned to Vectra Bank for any reason, Vectra Bank will return the funds, within a reasonable time, to your Eligible Account.

TRANSFERRING FROM AN EXTERNAL ACCOUNT

All External Transfers from External Account(s) are subject to the rules and regulations of the other financial institution. You agree not to transfer any funds from an External Account where that transaction would not be allowed under the rules or regulations applicable to such account. You agree to obtain any and all permissions required by the other financial institution prior to transferring funds from an External Account.

If any External Transfer from an External Account is rejected or returned, you authorize Vectra Bank to collect from any of your Vectra Bank accounts (including credit card or any overdraft protection) sufficient funds to cover the transaction. Any applicable fees will be charged at the same rate as an internal account overdraft. Charges to your Vectra Bank issued credit card to cover rejected or returned items will be considered a cash advance (see your credit card disclosures for applicable fees). If funds are not available from any of your Vectra Bank accounts, you agree to promptly reimburse Vectra Bank for the amount of the return along with applicable service fees, accrued interest, collection fees, and/or legal fees.

TRANSFER TIMING AND SETTLEMENT

Transfers to or from External Accounts generally take between one and three business days to settle. This means immediate transfers may take up to three days before funds have actually transferred. This also means that scheduled transfers, both one-time and recurring, will also settle one to three days after the scheduled date.

CANCELING SPECIFIC FUNDS TRANSFERS

You may cancel any scheduled one-time or recurring transfer initiated through the Vectra Bank Online Banking website if you do so within one business day prior to the scheduled transaction processing date (i.e., two business days before the scheduled delivery date). This can be done by submitting a timely request through the Vectra Bank Online Banking website, by calling **1-800-884-6725** or writing to us at:



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Vectra Bank – Online Banking
Attn: External Transfers
P.O. Box 3748
Salt Lake City, UT 84110

A cancellation request for a one-time transfer will apply to that specific transaction.

Vectra Bank may refuse to honor any External Transfer, at any time for any or no reason, including but not limited to: written or verbal notice from other apparent owners of the External Account; overdrafts, unrecoverable rejects, or returns from the external financial institution; fraud; and/or illegal use.

TERMINATION OF THE SERVICE

If, at any time, you wish to terminate your use of the Service for any or all enrolled External Accounts, you will need to discontinue use of the Service and immediately cancel any scheduled transactions, whether one-time or recurring transactions. (See Section entitled “Canceling Specific Funds Transfers.”) You may cancel transactions that are not in-progress through the Vectra Bank Online Banking website, by calling our Online Banking Customer Service Center at **1-800-884-6725**, or by writing to us at:

Vectra Bank – Online Banking
Attn: External Transfers
P.O. Box 3748
Salt Lake City, UT 84110

Termination of Service with an External Account may be requested by you, or by any other owner or person presenting ownership of that External Account. Notwithstanding your termination of the Service, this Agreement will continue to govern any transactions that cannot be canceled at the time of your termination.

Vectra Bank reserves the right to terminate your access, or any access, to this Service, to cancel any and all transactions, and remove any or all enrolled External Account for any or no reason, including without limitation fraud, misuse, kiting, ACH transaction rejects and returns, or any unauthorized access or use of the Service.

TRANSFER LIMITS

For security purposes, Vectra Bank establishes limits on the amount of funds transfers that can be made during any one day. External Transfers are currently limited to a daily aggregate of \$10,000 for External Transfers to your Eligible Accounts, and a daily aggregate of \$10,000 for External Transfers from your Eligible Accounts. Limitations on aggregate or individual transfer amounts may be changed at any time without notice in Vectra Bank’s discretion. In addition, if you transfer from a savings or Money Market account, the account is limited to a total of six transfers per statement cycle. See your Vectra Bank Deposit Agreement for details.



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IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR EXTERNAL TRANSFERS

Please contact our Online Banking Customer Service Center at **1-800-884-6725** in regards to errors or questions about your External Transfers, or write to us at:

Vectra Bank – Online Banking
Attn: External Transfers
P.O. Box 3748
Salt Lake City, UT 84110

Refer to the section in your Vectra Bank Deposit Agreement that outlines how errors and questions on electronic funds transfers are processed.

FEES

There is no fee charged by Vectra Bank for enrolling in this Service, or for making an External Transfer. However, there may be fees charged by the external financial institution for ACH transactions involving an External Account. You should check with your other financial institution for any such fees.

CHANGES TO FEES OR OTHER TERMS

We reserve the right to change the fees or other terms described in this Agreement, as set forth in the Online Banking Services Agreement.