

## E-STATEMENT AGREEMENT AND AUTHORIZATION

Please read carefully and keep a copy for your records

The following provisions constitute a supplemental amendment to the agreements governing the terms and conditions of Pioneer Bank (hereinafter referred to as we, our, us, and Bank) personal and business accounts and electronic banking services (herein referred to as you, your, and Depositor).

Acceptance of the E-Statement service is also subject to the applicable terms and conditions of the Internet Banking service through which they are accessed.

To the extent there is any conflict between any statement made in this E-Statement Agreement and Authorization and the aforementioned agreements, this Agreement shall control.

## HOW TO CONTACT US

You may communicate with us by calling us at 1-888-206-1700 or writing to us at PO Box 107, St. James, MN 56081. Internet Banking customers may also communicate with us by sending us a secure message through Internet Banking by selecting "Send Us A Secure Email".

## E-STATEMENT

This service allows you to have the paper periodic account statements that would normally be mailed to you delivered electronically through our secure Internet Banking service.

### 1. Applicability

By accepting this Agreement, you authorize us, at our discretion, to electronically deliver your account statements.

### 2. Enrollment

Once you enroll for this service, all accounts selected for E-Statement delivery will be delivered electronically. If you currently receive images of your check items in your statement, those images are made available to you through Internet Banking under "Image Statement".

### 3. Equipment Requirements

In order to receive and retain your E-Statements, you will need a current email address, a computer with Internet access, and a web browser that supports 128-bit encryption, (such as Microsoft® Internet Explorer 6 or above, or equivalent). You are responsible for the setup and maintenance of your computer and Internet access. You will also need access to a printer or the ability to download information in order to keep copies of your E-Statements.

### 4. E-Statement Access

E-Statements will begin with the first month end statement generated after enrollment, if you enroll by 3:00pm on the day of that cutoff date. Your normal statement cut-off date will change when you elect to receive E-Statements. Your E-Statements will be cut at each month end. Your E-Statement will be available through Internet Banking the day after the statement cutoff date. We will send you an email

notifying you that your E-Statement is available. E-Statements may be accessed by clicking on the “eStatements” tab.

#### 5. Availability

Each E-Statement will be available for 12 months from the date it is posted. E-Statements may be printed for your permanent retention. All E-Statements are also retained by us for at least seven (7) years. Paper copies of E-Statements are available upon request (a fee may apply as disclosed in our Deposit Agreements and Disclosures) by contacting us at the number or address listed in the “How to Contact Us” section of this agreement.

#### 6. Fees

Currently, there are no fees charged for electronic delivery of your E-Statements. We reserve the right to impose or change fees for electronic delivery and charge your deposit account for these fees at any time after notice as required by law and if required by law. If you change from electronic statements to paper statements, your account may have a \$1.00 paper statement fee or a \$5.00 paper statement with images fee.

#### 7. Procedure to Terminate Electronic Delivery

You have the right to terminate your election to receive electronic statements at any time as described in this section. Electronic delivery may be terminated for individual accounts. To discontinue receiving your account statements electronically and request that they be sent in paper form by mail, please select the “eStatement” option under “Services” in Internet Banking. Deselect the account(s) and click the “Submit” button or contact us by calling us at the number provided in the “Contact Us” section of this agreement. Electronic delivery will also be discontinued for any accounts that are linked as secondary accounts. Following termination of the E-Statement service by either party, a new enrollment agreement will be required to reinstate this service.

#### 8. Amendment and Termination

We may amend or change this Agreement at any time after notice or authorization as required by law and if required by law. If no notice or authorization is required by law, your continued acceptance of E-Statements after the effective date of such change will constitute your acceptance of and agreement with such amendment(s).

We may terminate this Agreement, immediately refuse or revoke access to E-Statements at any time, including but not limited to in the event that we or you terminate any account, without cause or notice or refund of previously charged or accrued fees, as applicable. If we terminate your use of Internet Banking, your right to receive statements electronically will also be terminated. Neither termination nor discontinuation shall affect your liability or obligation under this Agreement.

#### 9. Liability

We will use our best efforts to deliver your E-Statements in a timely manner and in accordance with any applicable time required by law. However, we shall incur no liability if we are unable to deliver your E-Statements because of the existence of any one or more of the following circumstances:

- a. Our website or Internet Banking is not working properly and you know or have been advised by us of the malfunction, or
- b. Your equipment was not working properly and this problem should have been apparent to you, or
- c. Internet service is interrupted due to traffic or other disruptions, or
- d. Circumstances beyond our control (such as, but not limited to, fire, flood, interruption in telephone service or other communication lines, interference from an outside force, legal restriction or delay in mail service) prevent proper delivery and we have taken reasonable precautions to avoid these circumstances.

To the extent permitted by applicable law or regulation, we hereby disclaim all other warranties, express or implied, including warranties for merchantability and fitness for a particular purpose, and in no event shall we be liable for any special indirect, incidental or consequential damages whatsoever resulting from the loss or use of data, whether or not advised of the possibility of such loss or damage.

You agree not to alter or use the E-Statements for any unauthorized, fraudulent, or other illegal purposes.

#### 10. Governing Law

This agreement, including the validity of any signatures or consents, any claim, or disputes arising hereunder shall be construed in accordance with and governed by the Laws of the State of Minnesota.

#### 11. Responsibility to Notify Us

You must promptly review your E-Statements and any accompanying items. Notify us immediately in writing, call us (see "Contact Us"), or email us using our "Send Us A Secure Email" link within Internet Banking of any suspected error, alterations, or other irregularity with or unauthorized access to your E-Statements. Your email address must remain accessible to you in order to access E-Statement functionality. To ensure accuracy of the email address used to deliver E-Statements, the bank will periodically request you to verify that address.

Notify us immediately if you do not receive or are unable to view or print your E-Statements.

Please inform us promptly of any changes to information needed for us to contact you.

#### 12. After Consent Disclosures

We may revise hardware and software requirements from time to time. If there is a material change that the changes may impact your ability to access the electronic records, you have the right to withdrawal consent without imposition of any condition, consequences, or fee for such withdrawal; and you must provide us a new affirmation consent. If you change from electronic statements to paper statements, your account may have a \$1.00 paper statement fee or a \$5.00 paper statement with images fee.

You have the right to request a paper copy of an electronic record and the disclosed research fees will apply.

Your consent to receive your statements electronically only applies to the accounts you selected to enroll in electronic statements.

#### AUTHORIZATION FOR ELECTRONIC DELIVERY

By accepting this Agreement, you are indicating that you have read, understand and agree to be bound by this Agreement and that you, and any authorized signers or users authorize us, at our discretion, to provide account statements electronically, until this Agreement is terminated or discontinued in accordance with this Agreement. You will also confirm that, in accordance with the "Equipment Requirements" outlined in this Agreement, you have equipment that provides the ability to receive and retain electronic statements.