



iPay Terms & Conditions

You may use Grand Savings Bank bill paying service, iPay, to direct Grand Savings Bank to make payments from your designated checking account to the “Payees” you choose in accordance with this agreement. The terms and conditions of this agreement are in addition to the account agreements, disclosures, and other documents in effect from time to time governing your account.

Definitions:

- *Business Day – generally Monday through Friday, except Federal Holidays*
- *Deliver by Date – the date on which the payment is due*
- *Process Date – the day your payment will be debited, unless the scheduled date falls on a non-business day, in which case it will be the previous business day*
- *Payment Account – the checking account from which bill payments will be debited*
- *Biller – the person or entity to which you wish a bill payment to be directed or the person or entity from which you receive electronic bills*
- *Rush Payment – Rush Delivery guarantees payment is delivered within one or two business days*

Service Fees:

- *For a current fee schedule, go to grandsavingsbank.com.*

The Bill Paying Process

Single Payments – A single payment will be processed on the business day (generally Monday through Friday, except certain holidays) that you designate as the payment’s processing date, provided the payment is submitted prior to the daily cut-off time on that date. The daily cut-off time is currently 2:00pm CST.

A single payment submitted after the cut-off time on the designated process date will be processed on the next business day. If you designate a non-business date (generally weekends and certain holidays) as the payment’s processing date, the payment will be processed on the first business day following the designated processing date.

Recurring Payments – When a recurring payment is processed, it is automatically rescheduled by the system. Based upon your selected frequency settings for the payment, a processing date is calculated for the next occurrence of the payment. If the calculated processing date is a non-business date (generally weekends and certain holidays), it is adjusted based upon the following rules:

- If the recurring payment's "Pay Before" option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date prior to the calculated processing date.
- **If the recurring payment's "Pay After" option is selected, the processing date for the new occurrence of the payment is adjusted to the first business date after the calculated processing date.**

Note: If your frequency settings for the recurring payment specify the 29th, 30th, or 31st as a particular day of the month for processing, and that day does not exist in the month of the calculated processing date, then the last calendar day of that month is used as the calculated processing date.

Single and Recurring Payments

The system will calculate the Estimated Arrival Date of your payment. This is only an estimate, so please allow ample time for your payments to reach your "Payees".

Cancelling a Payment

A bill payment can be changed or cancelled any time prior to the cutoff time on the scheduled processing date.

Available Funds

Payment authorizations will be processed and approved based on the available balance at the time payment is processed.

Your Liability for Unauthorized Transfers

If you tell us within two (2) business days after you discover your password or other means to access your account has been lost or stolen, your liability is no more than \$50.00 should someone access your account without your permission. If you do not tell us within two (2) business days after you learn of such loss or theft, and we can prove that we could have prevented the unauthorized use of your password or other means to access your account if you had told us, you could be liable for as much as \$500.00. If your monthly financial institution statement contains transfers that you did not authorize, you must tell us at once. If you do not tell us within sixty (60) days after the statement was sent to you, you may lose any amount transferred without your authorization after the sixty (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) prevented you from telling us, we may extend the period.

Errors and Questions

In case of errors or questions about your transactions, you should notify us via one of the following as soon as possible:

1. Telephone us at 800-460-2070 during customer service hours;
2. Contact us by using the application's e-messaging feature; and/or,
3. Write us at:

Grand Savings Bank
1022 S Main
Grove, OK 74344

If you think your statement is incorrect or you need more information about a Service transaction listed on the statement, we must hear from you no later than sixty (60) days after the FIRST statement on which the problem or error appears was sent to you. You must:

1. *Tell us your name and Service account number;*
2. *Describe the error or the transaction in question, and explain as clearly as possible why you believe it is an error or why you need more information; and,*
3. *Tell us the dollar amount of the suspected error.*

If you tell us verbally, we may require that you send your complaint in writing within ten (10) business days after your verbal notification. We will tell you the results of our investigation within ten (10) business days after we hear from you and will correct any error promptly. However, if we require more time to confirm the nature of your complaint or question, we reserve the right to take up to forty-five (45) days to complete our investigation. If we decide to do this, we will provisionally credit your Payment Account within ten (10) business days for the amount you think is in error. If we ask you to submit your complaint or question in writing, and we do not receive it within ten (10) business days, we may not provisionally credit your Payment Account. If it is determined there was no error, we will mail you a written explanation within three (3) business days after completion of our investigation. You may ask for copies of documents used in our investigation. The Service may revoke any provisional credit provided to you if we find an error did not occur.

Liability

- You are solely responsible for controlling the safekeeping of and access to your Personal Identification Number (PIN).
- If you want to terminate another person's authority to use the Bill Pay service, you must notify Grand Savings Bank and arrange to change your PIN.
- You will be responsible for any bill payment request you make that contains an error or is a duplicate of another bill payment.
- Grand Savings Bank is not responsible for a bill payment that is not made if you did not properly follow the instructions for making a bill payment.
- Grand Savings Bank is not liable for any failure to make a bill payment if you fail to promptly notify Grand Savings Bank after you learn that you have not received credit from a "Payee" for a bill payment.
- Grand Savings Bank is not responsible for your acts or omissions or those of any other person, including, without limitation, any transmission or communications facility, and no such party shall be deemed to be Grand Savings Bank's agent.

Amendment

Grand Savings Bank has the right to change this agreement at any time by notice mailed to you at the last address shown for the account on Grand Savings Bank's records, by posting notice in branches of Grand Savings Bank, or as otherwise permitted by law.

Termination

- Grand Savings Bank has the right to terminate this agreement at any time.
- You may terminate this agreement by written notice to Grand Savings Bank, PO Box 451809, Grove, OK 74345-1809.
- Grand Savings Bank is not responsible for any fixed payment made before Grand Savings Bank has a reasonable opportunity to act on your termination notice.
- You remain obligated for any payments made by Grand Savings Bank on your behalf.

Payment Cancellation Requests

You may cancel or edit any Scheduled Payment (including recurring payments) by following the directions within the application. There is no charge for canceling or editing a Scheduled Payment. Once the Service has begun processing a payment, it cannot be cancelled or edited; therefore, a stop payment request must be submitted.

Stop Payment Requests

The Service's ability to process a stop payment request will depend on the payment method and whether or not a check has cleared. The Service may also not have a reasonable opportunity to act on any stop payment request after a payment has been processed. If you desire to stop any payment that has already been processed, you must contact Customer Service. Although the Service will make every effort to accommodate your request, the Service will have no liability for failing to do so. The Service may also require you to present your request in writing within fourteen (14) days. The charge for each stop payment request will be the current charge for such service as set out in the applicable fee schedule.

Prohibited Payments

Payments to Billers outside of the United States or its territories are prohibited through the Service.

Returned Payments

In using the Service, you understand that Billers and/or the United States Postal Service may return payments to the Service for various reasons such as, but not limited to, Biller's forwarding address expired; Biller account number is not valid; Biller is unable to locate account; or Biller account is paid in full. The Service will use its best efforts to research and correct the returned payment and return it to your Biller or void the payment and credit your Payment Account. You may receive notification from the Service.

Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Missouri, without regard to its conflicts of law's provisions. To the extent that the terms of this Agreement conflict with applicable state or federal law, such state or federal law shall replace such conflicting terms only to the extent required by law. Unless expressly stated otherwise, all other terms of this Agreement shall remain in full force and effect.

THE FOREGOING SHALL CONSTITUTE THE SERVICE'S ENTIRE LIABILITY AND YOUR EXCLUSIVE REMEDY. IN NO EVENT SHALL THE SERVICE BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, INCLUDING LOST PROFITS (EVEN IF ADVISED OF THE POSSIBILITY THEREOF) ARISING IN ANY WAY OUT OF THE INSTALLATION, USE, OR MAINTENANCE OF THE EQUIPMENT, SOFTWARE, AND/OR THE SERVICE.