

08/2018

Washington Savings Bank (Personal) Online Banking Agreement
Please Read The Following Agreement And Disclosure

I hereby apply for the authorization to access my account(s) via the Bank's 24 Hour Banking System and Internet Banking System. You agree to these terms by enrolling and accessing online internet banking.

I/we understand and acknowledge that using the systems will allow me/us to access account(s) and will include the ability to transfer funds between qualified accounts; and

this agreement will apply to any and all accounts open at the date of this agreement and any established thereafter; and I/we agree to be bound by the terms and conditions described in the Online Banking and Bill Payment Disclosure described below, in addition to the initial Terms and Conditions supplied to me at the time of the original account opening.

Your Rights and Responsibilities

Washington Savings Bank (the "bank", "WSB") is pleased to offer its customers ("you") Washington Savings Bank Online Banking. This agreement and disclosure statement contains the rules and regulations covering "Electronic Fund Transfers" or "EFTs" made to consumer accounts using Washington Savings Bank Online Banking. When you authorize the bank to accept EFTs made to your account using Washington Savings Bank Online Banking, you agree to comply with the terms and conditions of this agreement and disclosure statement. Please read this agreement and disclosure statement carefully because it tells you about your rights and responsibilities for EFT transactions processed using Washington Savings Bank Online Banking. You should keep this agreement and disclosure statement for future reference.

Online Banking and Bill payment through a third party provider (such as Quicken) is inclusive of the terms and conditions of the Electronic Funds Transfer Disclosure including but not limited to transaction limits, transaction processing, and system availability.

Security Procedures

The Online Banking system employs sophisticated encryption to ensure the secure transmission of data. The system also utilizes multi-factor authentication and layered security accomplished with Firewall restrictions and IP monitoring and device restrictions, User ID and password entry, login scoring with challenge questions, real-time transaction scoring with dynamic knowledge based authentication (KBA) challenges and blocking if necessary, alerts for payee add, password change and email change as well as anti-phishing reverse authentication. By using online banking, you agree with us that the online banking security procedures are reasonable and sufficient to insure that all transaction requests such as bill payment and transfer instructions or other communication we receive from you have in fact been made by you. You must consider the size, type and frequency of transactions or other communications that you anticipate making when determining whether you consider the Bank's online banking procedures to be sufficient. In short, by using online banking, you have determined the online banking system is secure for your purposes.

Notwithstanding any security procedure which may from time to time be in effect for detecting errors in transactions covered by this agreement, we have no duty to discover or report to you any such errors. Neither shall we be liable to you for the failure of such security procedures to detect such errors, regardless of the manner in which we apply such security procedures.

08/2018

Virus Protection

The Bank is not responsible for any electronic virus or viruses that you may encounter. We suggest that you routinely scan your personal computer using a virus protection product. An undetected virus may corrupt and destroy your programs, files and hardware including a program that may log your user ID and password. WSB is not liable and you agree to hold harmless WSB for any unauthorized activity on your account as a result of the corruption or "hack" of your personal user ID and password that falls outside of the established consumer liability as determined in Regulation E.

Electronic Banking Transactions

After you have registered for Washington Savings Bank Online Banking, you may access your statement account(s) using your User ID and your password when you visit our Web site and click on Washington Savings Bank Online Banking to:

- *pay bills from any type of checking account(s) (separate bill payment agreement required).*
- *transfer funds between your statement accounts at Washington Savings Bank*
- *inquire on your statement account balance and up to 18 months of account activity (separate statement agreement required).*
- *send or receive e-mail to or from Washington Savings Bank customer service department*
- *view and print copies of checks clearing your WSB checking account*
- *Using the Account-to-Account transfer feature, you may transfer money between your WSB deposit accounts and other bank deposit accounts. You may self enroll in the this feature, which requires verification of the other bank ownership by trial deposits into that account. You warranty and agree that you have legal access to these other accounts and indemnify WSB for all damages that may result from authorized access of such accounts by yourself or third parties as a result of the use of the A2A feature through WSB Bill Payment service (separate bill payment agreement required).*
- *Using the POP money service, transfer funds between yourself and another individual via ACH transfer. (separate bill payment agreement required).*
- *Use mobile banking through an APP, Text, or WAP connection (separate mobile banking agreement required.)*

Cookies

A cookie is a text file placed on your computer by Washington Savings Bank (WSB), which is used to provide extra security.

You will need cookies enabled to use Internet Banking

To use our Internet Banking service you will need to allow WSB to place a temporary cookie on your computer. This change has been made to further enhance the security of the Internet Banking service. A more permanent "persistent" authentication cookie may be placed to identify you more accurately.

Cookies are small text files placed on your computer by a website. Some WSB websites or website pages, like many other commercial websites, use a technology called "cookies" to provide you with tailored information from the website. A cookie is a small text file that a website can send to your browser, which may then be stored on your computer. A cookie does not retrieve any data from your hard drive, carry computer viruses or capture your email address. There are two types of cookies: persistent cookies and temporary or session cookies.

08/2018

WSB websites use session cookies to assist us in securing your activities and to enhance the performance of our website. Session cookies are used for authentication purposes. Once you login to a website, your browser receives a session cookie which has a time stamp on it. As you move around a website, your browser submits the session cookie whenever the browser requires a private Web page. This is how the site knows that the person who logged in is the same person requesting the private pages. Once you leave the site, the session cookie we place on your computer expires and is deleted from your computer.

We also use cookies for some administrative purposes, such as examining overall traffic flow to ensure the site is easy to use. When we do this, we examine group activity and do not watch any individual's browsing pattern. When the time value of the session cookie expires, you'll be prompted to log in again. When you close your browser, the session cookie is deleted even if the time stamp is still valid.

Persistent cookies help a site remember you as a previous visitor and can enhance your use of a website by saving your Passwords and preferences while you are on the site. For example, if you've requested to receive customized stock information from us, a persistent cookie is stored by your browser to remember your preference.

Minimum Account Balance We do not require you to maintain a minimum balance in any account in order to use Washington Savings Bank Online Banking to accomplish an electronic funds transfer.

Illegal Use You agree not to use Washington Savings Bank Online Banking for illegal purposes. For example, display of a payment card logo by an online merchant does not necessarily mean that transactions are lawful.

Canceling Payments You can use Washington Savings Bank Online Banking to cancel a payment provided you cancel no later than midnight (Eastern Standard Time) of the day before the payment is scheduled to be made.

Contacting Washington Savings Bank To report an unauthorized EFT, make an inquiry, notify us of a complaint, or to seek resolution of a problem, you can call us at 1-978-458-7999 and ask to speak with a Customer Service Representative, email us at info@washingtonsavingsbank.com, or you can write us at 30 Middlesex Street, Lowell, MA 01852.

Business Days For purposes of these disclosures, our business days are Monday through Friday, excluding holidays. Our business hours are 9:00am to 4:00pm Monday through Wednesday, 9:00am to 6:00pm Thursday and Friday.

Inactivity If you do not use Washington Savings Bank Online Banking for an extended period, we reserve the right to terminate your access to this service and request that you re-register online to reactivate your account.

Fees and Charges

1. *Washington Savings Bank Online Banking Account Access - No Charge*
2. *Washington Savings Bank Bill Payment general delivery- No Charge*
3. *Washington Savings Bank Bill Payment express delivery can incur a charge and will be displayed on the screen. Also please see our schedule of fees.*
4. *External transfers out of the bank or A2A transfers out can incur a charge, please see our schedule of fees.*
5. *Popmoney – no charge, but express delivery, if available, may incur a charge and will be displayed on the screen.*

08/2018

The bank may change this agreement at anytime and will keep a current agreement on the bank website of washingtonsavings.com on the online banking webpage and the Terms and Conditions link of the online banking service. USING THE SERVICE IMPLIES AGREEMENT WITH THE CURRENT TERMS AND CONDITIONS POSTED.

Although the service is no charge, additional requests made through Online Banking may have a charge. For instance, a stop check payment will incur the normal stop payment fee as defined in our fee schedule. In addition, there may be A2A transfer charge, please refer to the current Fee Schedule.

Electronic Funds Transfers

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Electronic Funds Transfers Initiated By Third Parties

You may authorize a third party to initiate electronic funds transfers between your account and the third party's account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearinghouse (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. In some cases, your authorization can occur when the merchant posts a sign informing you of their policy. In all cases, the transaction will require you to provide the third party with your account number and bank information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your bank and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic funds transfers. Examples of these transfers include, but are not limited to:

Preauthorized credits. You may make arrangements for certain direct deposits to be accepted into your checking or savings account(s)

Preauthorized payments. You may make arrangements to pay certain recurring bills from your checking or savings account(s)

Electronic check conversion. You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to:

1. *Pay for purchase.*
2. *Pay bills.*

Electronic returned check charge. Some merchants or service providers will initiate an electronic funds transfer to collect a charge in the event a check is returned for insufficient funds.

Please also see the **Limitations on Frequency of Transfers** section regarding limitations that apply to savings accounts.

Your Option to Limit Cash Withdrawals ' In addition to dollar amount limitations for withdrawals using your ATM Card or MasterMoneytm Debit Card and/or code that we may establish, you have the option to limit the amount of cash that

08/2018

can be withdrawn by your ATM Card or MasterMoney™ Debit Card and/or code to \$50.00 per day or some other amount acceptable to us.

ATM Transfers ' types of transfers, dollar limitations, and charges - You may access your account(s) by ATM using your ATM card and personal identification number or MasterMoney™ Debit Card and personal identification number to:

Make deposits to checking account(s) or statement savings, account(s) with an ATM Card or MasterMoney™ Debit Card at any Washington Savings Bank ATM.

Make cash withdrawals from checking account(s) or statement savings, see your EFT account disclosure for daily limits related to your account type

Make inquiries regarding the balance on your checking account(s) or statement savings, with an ATM or MasterMoney™ Debit Card

There is a Card Activity Charge per transaction for withdrawals and inquiries made at an ATM other than Washington Savings Bank using an ATM Card or MasterMoney™ Debit Card for some account types. This fee may be waived or refunded depending on the account type you have with WSB. Please see your Truth in Savings disclosure from opening your checking account and any accompanying fees on the related fee schedule.

Some of these services may not be available at all terminals

Please also see the **Limitations on Frequency of Transfers** section regarding limitations that apply to savings accounts.

Types of ATM Card Point-of-Sale Transactions ' You may access your checking or statement savings, Presidential Savings or Maxi-rate account(s) to purchase goods (in person) or pay for services (in person) from participating merchants who have agreed to accept our access device.

Point of Sale Dollar Limitations and charges - Using your card:

- *See your account type disclosure for daily card limits*
- *If your available funds are less than your daily withdrawals or purchase limits, you can only withdraw or make purchases up to the lesser amount*
- *Some of these services may not be available at all terminals*

Types of MasterMoney™ Debit Card Point-of-Sale Transactions ' You may access your checking account(s) to purchase goods (in person, by phone or via the Internet), pay for services (in person, by phone or via the Internet) get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that can be done with a credit card (that a participating merchant will accept with a credit card).

Point of Sale Dollar Limitations ' Using your card:

- *See your account type disclosure for daily card limits*
- *If your available funds are less than your daily withdrawal or purchase limits, you can only withdraw or make purchases up to the lesser amount*

08/2018

- *Please also see the **Limitations on Frequency of Transfers** section regarding limitations that apply to savings accounts.*

Advisory Against Illegal Use - You agree not to use your card(s) for illegal gambling or other illegal purpose. Display of a payment card logo by, for example, an online merchant does not necessarily mean that transactions are lawful in all jurisdictions in which the cardholder may be located.

Limitations on Frequency of Transfers. ' In addition to those limitations on transfers elsewhere described, if any, the following limitations apply:

Transfers from a Statement Savings Account to another account or to third parties by preauthorized automatic, transfer or via the Internet are limited to six per month.

Termination ' You may terminate the electronic fund transfer agreement by written notice to us. We may terminate the electronic fund transfer agreement by written notice to you.

Fees

We do not charge for direct deposits to any type of account. Please refer to a separate **Schedules of Fees** for additional information

ATM Operator/Network Fees - When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

Please refer to the Bank's separate **Schedule of Fees** for other fees that may apply to your accounts

Documentation

Terminal transfers ' You can get a receipt at the time you make any transfer to or from your account using one of our automated teller machines or point-of-sale terminals.

Preauthorized credits ' If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at (800) 663-8316 to find out whether or not the deposit has been made.

Periodic statements ' You will get a monthly account statement from us for your checking or statement savings account. Passbook accounts do not have monthly statements. You may bring your passbook to us and we will record any electronic deposits that were made since the last time you brought in your passbook. However, once you have accessed your account by another type of electronic fund transfer, you will receive a monthly statement from us.

Preauthorized Payments

Right to stop payment and procedure for doing so ' If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here is how:

08/2018

- *Call or write us at the telephone number or address listed in this brochure in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call*

Please refer to the Bank's separate **Schedule of Fees** for the amount we will charge you for each stop payment order you give.

Notice of varying amounts ' If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set).

Liability for failure to stop payment of preauthorized transfer ' If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

Additional Information Required by Massachusetts Law

- (1) Any documentation provided to you, which indicates that an electronic funds transfer was made to another person, shall be admissible as evidence of the transfer and shall constitute prima-facie proof that the transfer was made.*
- (2) The initiation by you of certain electronic fund transfers from your account will effectively eliminate your ability to stop payment of the transfer*

Unless otherwise provided in this agreement, you (the consumer) may not stop payment of electronic fund transfers, therefore you should not employ electronic access for purchases or services unless you are satisfied that you will not need to stop payment.

Financial Institution's liability ' 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 your losses or damages. However, there are some exceptions. We will not be liable for instance:

1. *if, through no fault of ours, you do not have enough money in your account to make the transfer*
2. *if you have an overdraft line and the transfer would go over the credit limit*
3. *if the automated teller machine where you are making the transfer does not have enough cash*
4. *if the terminal or system was not working properly and you knew about the breakdown when you started the transfer*
5. *if circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken*
6. *if the funds are subject to legal process or other encumbrance restricting such transfer*
7. *there may be other exceptions stated in our agreement with you*

Confidentiality ' In order that your privacy may be protected, we will not disclose any information about you or your account to any person, organization, or agency except:

1. *for certain routine disclosures necessary for the completion of a transfer; or*
2. *for verification of the existence and condition of your account for a credit bureau or merchant; or*
3. *to persons authorized by law in the course of their official duties; or*

08/2018

4. to our employees, auditors, service providers, attorneys or collection agents in the course of their duties; or
5. pursuant to a court order or lawful subpoena; or
6. to a consumer reporting agency as defined in Chapter 93 of Massachusetts General Laws; or
7. as explained in the Bank's separate **Customer Privacy Statement**

If an unauthorized disclosure has been made, we must inform you of the particulars of the disclosure within 3 days after we have discovered that an unauthorized disclosure occurred.

Unauthorized Transfers

(a) Consumer liability

Generally. Tell us AT ONCE if you think your card and/or code has been lost, stolen or if you believe that an electronic fund transfer has been made without your permission using information from your check. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission. If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you have told us, you could lose as much as \$500 or have unlimited liability. Also if your activity shows transfers that you did not make, including those made by card, code or other means, tell us at once. We must hear from you no later than 60 days after we sent you the FIRST statement on which the problem or error appeared or, if the only transfer possible is a direct deposit to your passbook account, no later than 60 days after the problem or error was FIRST reflected in your passbook or statement.

Additional Limits of Liability for MasterMoney™ Debit Card, when used for point-of-sale transactions. You will not be liable for any unauthorized transactions using your MasterMoney™ Debit Card, when used for point-of-sale transactions if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, (ii) you have not reported to us two or more incidents of unauthorized use with the prior twelve-month period, and (iii) your account is in good standing. If any of these conditions are not met, your liability is the lesser of \$50 or the amount of money, property, labor or services obtained by the unauthorized use before notification to us. "Unauthorized use" means the use of your MasterMoney™ debit card by a person, other than you, who does not have actual, implied, or apparent authority for such use, and from which you receive no benefit. This additional limitation on liability does not apply to PIN-based transactions or transactions not processed by MasterCard.

(b) contact in event of unauthorized transfer. If you think your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed in this brochure. You should also call the number or write to the address listed in this brochure if you believe a transfer has been made using the information from your check without permission.

Protected Consumer Use Chapter 167B of the Massachusetts General Laws was enacted to provide a means for financial institutions, businesses, and consumers to conduct their business relations more conveniently. Transferring funds electronically will supplement the use of checks, credit, and cash and will not replace these present methods of doing business. As a consumer, you should be aware of your rights if you choose to utilize this system.

(1) Prohibition of compulsory use. No person may:

08/2018

- *require you to use a preauthorized electronic fund transfer as a condition of the extension of credit unless the credit is being extended in connection with an overdraft checking plan, or is being extended to maintain a specified balance in your account, or*
- *require you either to accept a transfer service or to establish an account which is accessed electronically as conditions of employment or receipt of governmental benefit or*
- *require you to pay electronically for the purchase of goods or services*

If your account is to be credited by a preauthorized transfer you may choose the financial institution to which the transfer may be made, if the institution is technically capable of receiving such preauthorized transfer.

(2)Waiver of rights &'; No writing or agreement signed by you can waive the rights conferred to you by Chapter 167B of the Massachusetts General Laws unless you decide to waive these rights in settlement of a dispute or action.

(3)Refunds ' If it is the policy of a store or retail business to give cash refunds in return for an item purchased by cash, then this policy must also cover refunds for items purchased by electronic fund transfer unless it is clearly disclosed at the time the transaction is consummated that no cash or credit refunds are given for payments made by electronic fund transfers.

(4)Suspension of obligations ' If a person agrees to accept payment by means of an electronic fund transfer and the system malfunctions preventing such a transfer then the consumer's obligation is suspended until the transfer, can be completed, unless that person, in writing, demands payment by other means.

(5)Prohibited means of identification ' Your Social Security number cannot be used as the primary identification number although it can be used as secondary aid to identify you.

(6)Criminal liability - Procuring or using a card, code or other means of electronic access to an account with the intent to defraud is a basis for criminal liability.

Error Resolution Notice

In Case Of Errors or Questions About Your Electronic Transfers, Telephone or Write us at the telephone number or address listed in this brochure as soon as your can, if you think your statement, passbook or receipt is wrong or if you need more information about a transfer listed on the statement, passbook or receipt. We must hear from you no later than 60 after days after we sent you the FIRST statement on which the problem or error appeared or, if the only transfer possible is a direct deposit to your passbook account, no later than 60 days after the problem or error was FIRST reflected in your passbook or statement.

- (1) Tell us your name and account number (if any)
- (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 orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days after we hear from you 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

08/2018

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.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within 3 business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

Small Business Use

The Bank, may at our discretion, allow a small business to access business accounts through this service. Business Accounts and non-individuals do not have the same consumer protections as consumers and will not apply in those cases. Conversely, non-individuals and business accounts may have more responsibilities in use of this service for which you are agreeing to abide that includes, but not limited to, NACHA operating rules for ACH transactions and related Federal and State privacy laws for consumer information.

Governing Law

This Agreement shall be construed and governed exclusively by the laws of the Commonwealth of Massachusetts, without regard to any conflict of laws provisions. In the event of any conflict between the provisions of this Agreement and applicable law or regulation, this Agreement shall be deemed modified to the extent necessary to comply with such law or regulation.

ACCEPTANCE

By completing your online banking enrollment and clicking "Accept" you agree to comply with the terms and conditions of this Online Agreement in addition to any other related Agreements and Disclosures. This agreement may be changed or modified by WSB at any time – a current online agreement will be maintained on the "Terms and Conditions" link on the WSB website online banking page and in online banking.