

Main Street Bank

People Pay Terms and Conditions

You understand that by selecting the People Pay service through **Main Street Bank** Online Banking and accepting these terms and conditions, you authorize **Main Street Bank** to post transactions generated by People Pay through your Main Street Bank account ("Designated Account") to another account at a U.S. financial institution for payment to another individual. You understand and agree that **Main Street Bank** uses a variety of banking channels and facilities to make payments, but will ordinarily use an Automated Clearing House (ACH) Network for People Pay transactions. All payments to another person made through People Pay are subject to all terms and conditions within this Agreement and all other agreements connected with your accounts.

In addition, you understand that you may receive funds through the People Pay service from a payment generated by another individual. You hereby acknowledge that the receipt of money from another person is subject to the terms and conditions of other account agreements between you and **Main Street Bank**.

You understand and agree that when you initiate a payment from your **Main Street Bank** checking account or money market account using People Pay, the processing of the payment will begin and the debit from your account may occur immediately. Receipt of the funds by the recipient will be dependent on the acceptance of the payment by the recipient and whether information requested from the recipient has been provided.

You understand and agree that **Main Street Bank** is relying upon the information you provide when originating a payment on your behalf. Any errors, including incorrect or inconsistent recipient names, email addresses, mobile phone numbers or account numbers are your responsibility. You understand and agree that **Main Street Bank** has no responsibility to investigate discrepancies between names, email addresses, mobile phone numbers or account numbers. You further understand that financial institutions holding recipient accounts are not responsible for investigating discrepancies between names and numbers.

CUT-OFF TIMES

Depending on the type of payment method selected, payments conducted through People Pay may be completed in real time (i.e. instantaneously) or there may be a slight delay in the debiting and/or crediting of a particular account. You understand and acknowledge that there may be a delay in the debiting or receipt of funds through People Pay.

PEOPLE PAY TRANSACTION LIMITATIONS

There are transaction limits for payments to another person through the People Pay service. The limits are determined by your selected payment method, as described in the following table:

Method of Payment	Transaction Limit	Aggregate Limit Per Day
Send to Email or Mobile Number <i>hereinafter referred to as "Recipient Chooses"</i>	\$1500.00 per transaction	\$1,500.00 per day
Send eGift Card to Email or Mobile Number	\$500.00 per transaction	\$1,000.00 per day

E-GIFT CARDS

An eGift Card purchase is not final until the recipient claims the eGift Card or the eGift Card expires, whichever occurs first, and neither Main Street Bank nor its providers have any responsibility or liability for any eGift Card. If not claimed by the recipient, an eGift Card will expire after the time period set by Main Street Bank, which is not more than 10 days. You may cancel the eGift Card either before the eGift Card is claimed or before the eGift Card expires by selecting "Cancel eGift Card" on the Outgoing Payment Details page. Once the eGift Card is claimed, no refunds by **Main Street Bank** or returns to **Main Street Bank** by you or the recipient are permitted. eGift Cards are subject to the Issuer's Gift Card Terms & Conditions. Any issues, claims or complaints regarding eGift Cards must be resolved with the Issuer, and you waive and release **Main Street Bank** and its providers from and against any and all claims, loss, or damage arising from any use of or inability to use any eGift Card.

If you submit this eGift Card purchase, an email/text message will be sent to your designated recipient at the email address/mobile number you specified. This notification will inform the recipient that you have purchased an eGift Card for him/her from the Issuer you selected. The recipient will be directed to a link to redeem the eGift Card and receive a code that he/she may use to make purchases. Some eGift Card codes may be used to make purchases at physical retail locations of the Issuer, while others may be used for online purchases only. This is subject to the Issuer's terms and conditions. The eGift Card may be claimed by the recipient until it expires or is cancelled, whichever occurs first.

SCHEDULING PAYMENTS

Payments sent to an email address or mobile phone number require that the recipient claim the funds within 10 calendar days. The recipient is directed to the People Pay site in order to claim their funds and may choose how to receive the funds. They can have the payment sent to their bank account.

Payments sent to a bank account require knowledge of the recipient's bank routing number and account number.

CANCELLATION OF PAYMENT

A payment sent via Recipient Chooses may not be cancelled unless the recipient has not yet claimed the payment. A payment request that has been initiated using Send to Bank Account may not be cancelled. Inquiries on cancellations must be directed to Online Banking Support at 508-460-4188.

EXPIRED PAYMENTS

Payments conducted through Recipient Chooses will expire in 10 calendar days.

REJECTIONS OF PAYMENTS

Payments to another person may not be completed for various reasons. For example, if information provided for the recipient is inaccurate or if identity verification is not completed, the payment may be placed on hold or the amount of the payment may be returned to your account. Similarly, if you have insufficient funds in your accounts or the payment is otherwise prohibited by the terms of this Agreement, the payment may not be completed. An email alert will be sent notifying you of the error.

INSUFFICIENT FUNDS

You will reimburse **Main Street Bank** immediately upon demand for any transaction amount delivered for which your account does not contain sufficient funds. In addition, you will reimburse us for any fees or costs we incur in attempting to collect any amounts from you. We are authorized to report the return of a transaction to any credit reporting agency.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS OR PAYMENTS

Notify us as soon as you can via one of the following:

1. Call us at 508-460-4188 Monday thru Friday, between 8:00 a.m. and 5:00 p.m. Eastern Standard Time
2. Send us an email using the Online Banking application's secured bank mail feature
3. Write us at: Main Street Bank EFT Department 166 Main Street Marlborough Ma 01752

If you think that your statement is wrong or you need more information about a transaction listed on the statement. We must hear from you no later than 60 days after you received the FIRST statement on which the problem or error appeared.

1. Provide us with your name and account number;
2. Describe the error or the transaction in question and explain as clearly as you can 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 10 business days.

FEES

By using People Pay, you authorize us to deduct the fees associated with a transaction from your Designated Account even if they create an overdraft. Fees vary based on the type of payment that will be sent and are presented for your approval when you submit the payment.

THIRD-PARTY FEES

You understand and acknowledge that the use of third-party services may result in a payment fee being applied by the third-party vendor to any transferred funds. Such fees are governed by any agreements and disclosures provided by the applicable third-party vendor. Main Street Bank is not liable or responsible for any such transaction fee.

PROPRIETARY RIGHTS

You acknowledge and agree that Main Street Bank and parties within whom it has contracted own all rights in and to the People Pay service. As such, you understand that you are only allowed to use People Pay in the manner designated by this Agreement.

TERMINATION

Access to the People Pay service may be suspended or terminated at the discretion of Main Street Bank at any time. Cancellation of the People Pay service is not required as it is a service provided through Main Street Bank Online Banking connection. However, should you cancel your Online Banking through Main Street Bank; you will also disconnect any ability to continue making payments through the People Pay service.

RULES AND REGULATIONS

This product is governed in addition to this Agreement by all rules and regulations associated with your checking account, the Online Banking and Bill Payment Agreement and Disclosure, and the Electronic Funds Transfer Act.

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