

## ELECTRONIC STATEMENT ENROLLMENT TERMS, CONFIRMATION, AND DISCLOSURE

This Agreement contains important information about our Electronic Statement product, also referred to as eStatements. To complete your request to discontinue paper statements and check images (if applicable) by mail and obtain your periodic statements electronically, carefully read below.

### 1. Definitions

- “We,” “our,” “us,” and “the Bank” mean Queenstown Bank of Maryland.
- “You” and “your” mean a depositor of the Bank who (a) accesses their Online Banking account through our website at [www.queenstownbank.com](http://www.queenstownbank.com) pursuant to this Agreement, and/or (b) authorizes any other person to use Online Banking in connection with the depositor’s account(s) at the Bank.
- “Account” or “accounts” means any of your account(s) at the Bank.
- “Online Banking” is the remote ability to access your accounts with the Bank.
- “eStatement” or “Electronic Statement” means those electronic statements of accounts that you hold with the Bank delivered via electronic means and accessible through Online Banking.
- “Secure Access Codes” means your user account token, pin, user ID, or any other security information that authenticates your account to access Online Banking and makes it available to you.

### 2. eStatement Enrollment

You may enroll for eStatements as part of the Online Banking enrollment process, or you can “opt-in” at any time by accessing the “Profile” page within the Online Banking service.

Your election to receive statements electronically is immediate. Your next periodic statement will be available electronically on the regularly scheduled date.

### 3. Notification of eStatement Availability

If you enroll for eStatements, we may send you an email notification to the email address we have on file when your statement becomes available for viewing online.

It is important that you keep us informed of any changes to your email address. It is your sole responsibility to provide us with your correct contact information, including your email address. If we receive notification that your email address is invalid, we may mail your statement in paper form to your address of record. Your e-mail address can be updated by calling the Bank at 410-827-8881, by updating your email address through Online Banking, or by visiting any Queenstown Bank of Maryland branch location.

### 4. eStatement Availability

Your eStatement is available the day after your normal statement cycle date. Electronic Statements are securely available online for twelve (12) months. If you have the hardware and software described below, you can download or print eStatements, or check copies from your computer. You can also save copies to your hard drive or other media for viewing and printing at a later time.

### 5. Combined Account Statements

If you agree to receive your bank account statement(s) electronically, you will need to sign-up and select the electronic account statement option for each separate account, unless your account statement is combined with another account. If any account included on a combined account statement has been enrolled to receive eStatements, this will force the combined account statement to generate as an Electronic Statement without regard to whether you have elected to enroll for eStatements with respect to the other accounts.

### 6. Electronic Delivery of Statement Inserts

We may include, with your paper account statement, other account disclosures that relate to account notices, regulatory information, or product information, otherwise known as statement inserts/stuffers. When you agree to accept Electronic Statements, you also agree to receive this information via electronic delivery (email).

7. Cancellation of Service

You have the right to withdraw your consent to receive eStatements for your account(s) at any time at no cost to you. Your withdrawal of consent must be in writing and will be effective only after we have had a reasonable period of time to process your request. Statements previously provided to you online will not be mailed to you upon termination.

You may terminate your eStatement enrollment by emailing [digitalservices@queenstownbank.com](mailto:digitalservices@queenstownbank.com), or by mailing to Queenstown Bank Operations Department, PO Box 120, Queenstown, MD 21658.

We reserve the right, in our sole discretion, to change or terminate electronic provisions of documents. We will provide you with notice of any such change or termination as required by law.

8. Requesting Hard Copy Statements

To request paper copies of your statements, you may do so by visiting any one of our branch locations or by mailing your request, and including your name, address, account number(s), and signature, to Queenstown Bank Operations Department, PO Box 120, Queenstown, MD 21658.

If you request a paper copy from the Bank, the cost will be determined based on the most recently published Fee Schedule.

9. In Case of Errors or Inquiries on Your Statement

If you think your statement of account contains electronic transactions that are incorrect, or if you need more information about an electronic transaction, please refer to your eStatement for the error resolution process. Other timeframes for reporting unauthorized payments or errors on your statement are covered by and in your Account Agreement, which you were given when you opened your account.

10. Hardware and Software Requirements

In order for you to access, view, or print eStatements or any other electronic communication in connection with the service, you must be enrolled in Queenstown Bank of Maryland's Online Banking service and your computer system must meet the following minimum requirements:

- A personal computer with an Internet browser (best viewed with Microsoft Internet Explorer 11 or higher) that supports 128-bit data encryption and Transport Layer Security (TLS) 1.2.
- Internet access through the Internet service provider (ISP) of your choice.
- Access to a printer and/or other storage medium, such as a hard drive, for downloading information or printing disclosures.
- A valid email address.
- Adobe Flash Player.
- Adobe Acrobat Reader.

You are responsible for the installation, maintenance, and operation of your computer and browser software. The risk of error, failure, or non-performance is your risk and includes the risk that you do not operate your computer or software properly. The Bank is not responsible for any errors or failures from any malfunction of your computer or software. The Bank is not responsible for any electronic viruses that you may encounter. The Bank is not responsible for any computer virus-related issues or problems that may be associated with the use of Online Banking and eStatement retrieval. The Bank has no liability to you for any damage or other loss, direct or consequential, which you may suffer or incur by reason of your use of your computer or software.

If a change to the hardware and/or software required to receive eStatements creates a material risk where you would be unable to receive, access, or retain your account information, you will be advised of both the change and your right to withdraw from the service (e.g. change to paper format vs. electronic format) at no cost to you, and be required to renew your consent to receive your statement information in electronic format.

#### 11. Security and Contact Information

Never reveal your secure access code information to unauthorized account users or other outside entities. The Bank will never call you to request your password. Do not email your account information to any outside entity or provide account information to other websites, even if you are solicited to do so. If you are unclear of any requests for account information through other electronic entities, you should contact the Bank during normal business hours by telephone at 410-827-8881. Other inquiries can be made to any Bank branch location during regular business hours. Information on branch hours and locations are available through our website at [www.queenstownbank.com](http://www.queenstownbank.com).

If you feel any of your account information has been compromised, you must immediately notify the Bank at 410-827-8881. You can also email us at [digitalservices@queenstownbank.com](mailto:digitalservices@queenstownbank.com)

The Bank reserves the right to amend this Agreement in any manner and at any time. If the Bank does so, the Bank will provide thirty (30) days advance notice via electronic delivery. In addition to your monthly statement, notices may also appear in an eStatement.

#### 12. Agreement Acceptance

With your acceptance during the enrollment process, you agree to accept periodic statements in an electronic format. You may rescind your consent and receive paper statements again at any time by withdrawing consent as indicated above. Further, you acknowledge that, at minimum, you have the hardware and software listed above to receive and retain eStatements. If you decide not to enroll, select the “cancel” button displayed in the enrollment window. You can still enroll at a later time through our Online Banking service.