

Blissfield State Bank
MOBILE BANKING SERVICE AGREEMENT

The *goBlissnet*™ Mobile Banking Service ("Mobile Banking Service" or "Service") is provided to you by Blissfield State Bank ("Bank," "we," and "us"). This Mobile Banking Service Agreement ("Agreement") sets forth the terms and conditions for use of the Mobile Banking Service. By clicking the "I Agree" button below or by continued use or possession of the Services described herein, you agree to all the terms, conditions, and notices contained or referenced in this Agreement. You must enroll in the Online Banking Service and execute the Online Banking Agreement before you can enroll in the Mobile Banking Service. Access to and use of the Mobile Banking Service is subject to all applicable federal, state, and local laws and regulations. If you do not completely agree with the terms of this Agreement, you must immediately uninstall this application and suspend use of the Service/s described herein.

The Bank nor any third party vendor or provider grants no title, ownership rights, and intellectual property rights in and to this Service (including but not limited to any patents, copyrights, trademarks, titles, object code, source code, themes, objects, concepts, artwork, animation, sounds, audio-visual effects, methods of operation, moral rights, any related documentation). Ownership is solely that of the Bank or any third-party vendor or licensors. The information contained within is protected by the intellectual property laws of the United States, international treaties and conventions and other laws.

1. DESCRIPTION OF THE MOBILE BANKING SERVICE. Unless your cellular phone is limited to texting, Mobile Banking Service refers generally to any service allowing an existing customer to access and view accounts, including checking, certificates-of-deposit, money markets, loans, and lines-of-credit, selected by the customer ("Accounts") from a web-enabled mobile phone or device ("Mobile Device") whose network allows secure SSL traffic and supports WAP browsers. The services available to the text-enabled cellular phone are limited as further described in this Agreement. We do not guarantee the functionality of the Service on all wireless devices; however, generally, the Service should be compatible with any web-enabled mobile phone or other Mobile Device, regardless of make, model, or mobile service provider. This proprietary solution adapts to any screen size and can change dynamically to present items on any screen in a pleasing format. The Mobile Banking Service allows you to view transaction history, view Account balances, view account transaction history, transfer funds between Accounts, pay bills to current payees and view alerts. This Agreement supplements but does not replace your Deposit Account Agreement and Online Banking Agreement. In the event of an inconsistency between the terms of the Deposit Account Agreement or the Online Banking Agreement and this Agreement, the deposit agreement shall govern. Undefined terms herein shall have the meaning assigned to them in the Deposit Account Agreement or the Online Banking Agreement, as applicable.

In most cases you may use the Service to gain access to deposit accounts in which you have an unrestricted right to withdraw funds. However, Blissfield State Bank, as it may determine at any time and from time to time in its sole discretion, may deny Service account access, restrict Service account transactions, or place limits on the specific dollar amount of funds that may be withdrawn or transferred from any account.

You acknowledge and agree that these services may be provided by an independent third party service provider ("Vendor") as selected by Blissfield State Bank, and that both the Vendor and the Service are subject to change from time to time without notice to you. You further acknowledge, agree, and stipulate that the Vendor is an independent contractor providing software and data transmission services and is not the agent of you or the bank. Neither the bank nor the Vendor is responsible for the actions or omissions of the other.

2. SERVICE INCLUDED.

- Use of the Service requires a web-enabled Mobile Device or a cellular phone that is text-enabled.
- The text-enabled cellular phone service ("SMS Texting") is limited to making a balance inquiry, viewing transaction history on the account, and view alerts. Text messages are sent to you without being encrypted thus you assume all the risk associated with third party interception. With the exception of the text-enabled cellular phone, the Service is similar to internet banking on a personal computer. You can view your available account balance and review account history on the Account selected by you.
- The Service allows you to transfer money between your accounts. You must select the accounts to and from which funds will be transferred through the use of the Online Banking service, and you will receive a confirmation when the transaction is completed. Frequency and amount limitations of transfers are set forth below.
- If you have signed up for our Online Banking Bill Pay Service, the Service allows you to pay bills to payees. A confirmation message and number will be displayed after the bill payment is complete. The payees must be set up through the Online Banking Service. A new payee cannot be set up on the Online Banking Bill Pay Service through your Mobile Device.
- If you have Alerts on your account, you may review the Alerts with the Service. New Alerts cannot be set up using this service and must be set up through the use of the Online Banking Service.
- From time to time, we may develop additional mobile banking services. As such services are developed you will have the opportunity to add them to your Mobile Banking Service, provided you have compatible wireless hardware and software.

3. ELIGIBILITY/HOW TO REGISTER FOR MOBILE BANKING SERVICE. To use the Service, you must have an open account at Blissfield State Bank, register for Online Banking, and have a compatible Mobile Device. During the registration process, you will enter your mobile phone number as well as other information required to authenticate your identity. After you have accepted these Terms and Conditions and clicked "Continue", you will receive a SMS Text Message to your Mobile Device acknowledging that you have registered for this Service. After you receive the SMS Text Message, you will be provided with further instructions on how to access the Service using the browser on your Mobile Device as well as how to receive account balance information using SMS Texting. During this registration process, you will be required to provide your Online Banking identification credentials ("Online Banking ID" and "Password") that you must use each time you access the Service.

4. SECURITY PROCEDURE. The use of the PIN and your Mobile Device is a security procedure established by Blissfield State Bank to authenticate the identity of the person attempting to gain access to the Service. The security procedure is not designed for the detection of errors and we make no representation or warranty as to the security of the information. We may require you to change your PIN from time to time for security reasons. You should keep your PIN in a secure location. Any person having access to your PIN will be able to access these Services and perform all transactions, including reviewing Account information and using the Bill Pay Services. With this PIN, a third party will be able to use your Online Banking Service to add new payees to the Bill Pay Service. **YOU ARE RESPONSIBLE FOR SAFEGUARDING YOUR PIN AND YOUR MOBILE DEVICE. PROVIDING YOUR PIN TO ANOTHER PERSON EFFECTIVELY CONSTITUTES A GRANT OF AUTHORITY TO ACCESS YOUR ACCOUNTS UNDER FEDERAL RESERVE BOARD REGULATION E ("REG E").** For the complete security procedure and commercially reasonable guidelines please see your Blissnet Online Banking Agreement.

(a) We reserve the right to modify, amend, supplement, or cancel any or all Security Procedures, and/or to cancel or replace any Security Device, at any time and from time to time in our discretion.

We will endeavor to give you reasonable notice of any change in Security Procedures; provided that we may make any change in Security Procedures without advance notice to you if we, in our judgment and discretion, believe such change to be necessary or desirable to protect the security of our systems and assets. Your implementation and use of any changed Security Procedures after any change in Security Procedures shall constitute your agreement to the change and your agreement that the applicable Security Procedures, as changed, are commercially reasonable and adequate for the purposes intended.

5. AVAILABILITY OF SERVICE. We will use reasonable efforts to make the Service available for your use on a continuous basis. The Service may be unavailable for short periods of time for regular or emergency system maintenance. We will endeavor to have our scheduled maintenance occur during non-peak hours. In addition, accessibility to the Service may be interrupted because of conditions beyond our control, including outages in Internet, cellular or other communications availability. We will use diligent efforts to re-establish the Services as promptly as possible. We do not promise the Service will always be available for your use. We may elect to discontinue this Service at any time. If we choose to discontinue the Service, we will provide you with reasonable notice in advance of that fact. We reserve the right at all times to take actions to protect our systems and information, including denial of access to users of the Service.

6. PHYSICAL AND ELECTRONIC SECURITY. Because the Mobile Banking Service is similar to Online banking on a personal computer, there are security risks associated with the use of the Service. The hardware and software that you use in connection with the Service may be subject to unauthorized tracking or other manipulation by spyware or other malicious code. We are not responsible for advising you of the existence or potential effect of such malicious code, and your use of your hardware and software is at your own risk. We will use commercially reasonable efforts to secure the Service to prevent access by unauthorized persons and to prevent the introduction of any malicious code, such as a computer virus. However, no security system is failsafe, and despite our efforts the security of the Service could be compromised or malicious code could be introduced by third parties. We will provide you with notice if your information is the subject of a security breach as required by applicable law.<p/>

You acknowledge and agree that it is your responsibility to protect yourself and to be vigilant against e-mail and/or text messaging fraud and other internet frauds and schemes (including, without limitation, fraud commonly referred to as "phishing" or "pharming"). You acknowledge that, other than at the time you are registering for this Service, Blissfield State Bank will never contact you by e-mail or text message in order to ask for or to verify Account numbers, Security Devices, or any sensitive or confidential information, and will never provide links to websites in e-mails or text messages that the bank transmits to you. In the event you receive an e-mail, text message, or other electronic communication that you believe, or have reason to believe, is fraudulent, you agree that you shall not respond to the communication, provide any information to the sender of the communication, click on any links in the communication, or otherwise comply with any instructions in the communication. To the extent allowed by law, you agree that Blissfield State Bank is not responsible for any losses, injuries, or harm incurred by you as a result of any electronic, e-mail, text message or internet fraud.

7. ACCOUNT ACCESS. Transfers and Payments from your Account initiated via the Mobile Banking Service will be deducted on the day you initiate them. If the day you initiate a Transfer or Payment falls on a weekend or holiday, we will process your transaction the next Transfer Day. We may refuse to act on your Transfer instructions or Payment request if sufficient funds, including funds available under any overdraft protection plan, are not available in your Account on the date you want us to make the Transfer or Payment.

8. PROCESSING INTERNAL FUND TRANSFERS. We can process a Transfer until 7:00 p.m. ET on a Transfer Day. If you initiate a Transfer after the cutoff time, the Transfer will be reflected in your account and available for your use at the time the Transfer is initiated, but it will be processed the following Business Day. You are fully obligated to us to provide sufficient funds for any payments or transfers you make or authorize to be made. If we complete a payment or transfer that you make or authorize and we subsequently learn that you have insufficient funds for the transaction, you agree that we may reverse the transaction or offset the shortage with funds from any other deposit account(s) you have with us to the extent permissible by the applicable law and the terms of any other relevant agreements.

If there are insufficient funds in your Account to make a Transfer or Payment, we may refuse to make the Transfer or Payment or we may make the Transfer or Payment and overdraw your Account. In either event, you are responsible for any non-sufficient funds ("NSF") charges that may apply.

9. CANCELLING TRANSFERS OR PAYMENTS. You may cancel a pending Transfer or Payment transaction. However, to do so, you must use the Online Banking Service and we must receive your instruction to cancel prior to the cutoff time on the Transfer Day or Business Day the transaction is scheduled to be processed. If we don't receive your instruction to cancel a transaction before that time, we may process the transaction and shall not be liable to you or any third party for any harm suffered as a result.

10. TRANSFERS FROM SAVINGS/MONEY MARKET DEPOSIT ACCOUNTS. Federal regulations require us to limit, either by contract or in practice, the number of certain types of transfers from savings and money market deposit accounts. You are limited to six (6) preauthorized electronic fund transfers per calendar month. Each fund transfer through the Service from your savings or money market deposit account is counted as one of the six (6) transfers permitted each calendar month. However, payments to your loan accounts with us are not counted toward this transfer limit for savings/money market deposit accounts.

11. BILL PAYMENT SERVICE AND TRANSFERS. If you have signed up for our Online Bill Payment Service, you can use this Service to initiate one-time immediate bill payments, which will be processed during the next bill pay processing time. You cannot use this Mobile Banking Service to set up new payees. You must use the Online Bill Payment Service to set up new payees. Blissfield State Bank reserves the right to decline to make Payments to certain persons and entities. You agree that any payments outside of the United States are prohibited and you agree that you will not attempt to use the Service to make this type of Payment. You may not schedule Payments or create a new Payee through this Mobile Banking Service. If your Account does not have sufficient funds to make a Transfer at the time a Transfer is attempted to be made, the Transfer will not be made and you will receive a message that states "ERROR Funds unavailable to complete transfer." Please refer to your Blissnet Bill Pay Online Banking Agreement for the procedures that must be followed to perform these functions along with time frames and payment related questions.

Payments are posted against your available balance, plus the available credit on your overdraft protection, if any, or other line of credit.

12. CONFIRMATION NUMBERS. Upon completion of a Transfer or Payment, a confirmation message will be displayed on your Mobile Device confirming that the transaction has been completed. If Alerts have been enabled, an SMS Text message will be sent to confirm the Transfer or Payment. You should record the Payee information (if applicable), the date of the Transfer or Payment, and the amount of the Transfer or Payment, in your checkbook/transaction register or other permanent record. This procedure will help in resolving any problems that may occur. No printed receipts are issued through

the Service.

13. LIMITATIONS. Your use of the Service is subject to the following limitations:

(a) DOLLAR AMOUNT. There may be a limit on the dollar amount of the transactions you can make using the Service. Security reasons limit the dollar amount of transactions and these limits are subject to change from time to time. Payment can only be made with U.S. currency.

(b) FREQUENCY. In addition to the Federal banking regulations that restrict the number of transfers and withdrawals, there may be limits on the number of transactions you can make using the Service. These limits are for security reasons and are subject to change.

(c) FOREIGN TRANSACTIONS. No Payments may be made to Payees outside the United States. Additional limitations may be contained in this Agreement. Your ability to initiate transactions may also be limited by the terms of other agreements you have with the Bank or by applicable law.

14. SMS TEXTING SERVICE. The Mobile Banking Services enables you to access your Account(s) through an SMS text enabled Mobile Device. By activating/registering your Mobile Devices for this service, you agree to receive and send electronic text messages about your Accounts. Bank will send text messages to you based upon the instructions you provide at the time of the SMS request that you send. You hereby acknowledge and accept that each message is sent to you without being encrypted and will include certain information requested on your Account(s).

You may request and receive text messages concerning your accounts on any text enabled Mobile Device. It is your responsibility to determine if your wireless carrier provider supports text messages and your Mobile Device is capable of receiving text messages. Bank's SMS messages are subject to the terms and conditions of your agreement(s) with your wireless carrier provider and you acknowledge that your use of the SMS service may result in additional or changed fees by your mobile device carrier. Once you activate your Mobile Device for this Service, YOU are solely responsible for keeping any personal information in your Mobile Device secure. For your protection, you agree to:

- Log in to Online Banking and cancel SMS Texting if you or your wireless carrier provider cancel your service.
- Log in to Online Banking and cancel SMS Texting if your Mobile Device is lost or stolen
- Contact Bank if your Mobile Device is lost or stolen.
- Log in to Online Banking and cancel or edit SMS Texting if there are changes to your wireless carrier provider or Mobile Device number (cell phone number).
- Erase your "Sent Message" and "Inbox" that may contain your SMS PIN number or other personal information.

You acknowledge, agree and understand that your receipt of any SMS messages may be delayed or prevented by factor(s) affecting your wireless carrier provider and/or other factors outside our control. We neither guarantee the delivery nor the accuracy of the contents of any message(s). You agree to the terms of the indemnification clause as specified on the Online Banking Agreement. You also agree not to hold the Bank liable for any losses, damages or costs that may arise in whole or in part, from:

- Non-delivery, delayed delivery, or the misdirected delivery of any message; or
- Inaccurate or incomplete content in any message; or
- Your reliance on or use of the information provided in any SMS service message for any purpose.

The bank provides this service as a convenience to its customers. The Bank does not use text messages for any purpose not included in this Agreement and will not respond to text messages sent to us that do not comply with appropriate action codes. A SMS message does not constitute an official record for the Account to which it pertains. Bank reserves the right to terminate this service or begin charging a fee for this service at any time without prior notice to you, except where required by law.

All provisions of any agreements or disclosures previously made pertaining to your Account(s) remain in effect and are not superseded or amended by this Agreement.

15. NO FEES TO ACCESS MOBILE BANKING SERVICE. There is no fee or charge assessed by us for you to register for or access the Mobile Banking Service. (We may assess fees or charges in the future; you will receive notice of such fees or charges, as required by law.) You may, however, incur charges to receive Internet service on your Mobile Device. You may also incur charges from your wireless carrier when sending and receiving text messages. You will be responsible to your wireless carrier for any such Internet or text messaging charges.

16. PRIVACY AND SOLICITATION. Blissfield State Bank is committed to protecting your privacy. All information gathered from you in connection with using the Mobile Banking Service will be governed by the provisions of the Blissfield State Bank Privacy Policy (the "Privacy Policy"), which is incorporated herein by reference, and the receipt of which you acknowledge as part of your acceptance of this Agreement. Upon enrollment, you are also providing your express prior consent permitting us to contact you for fraud prevention, servicing, telemarketing purposes, or other purposes as provided in the Privacy Policy.

You acknowledge that in connection with your use of the Service, the Bank and its affiliates and service providers, including Jack Henry and Associates, Inc. and its affiliates, may receive and may share with one another names, domain names, addresses, passwords, telephone and device numbers, the content of messages, data files, and other data and information provided by your or from other sources in connection with the Service or software. We acknowledge together with our affiliates and service providers to maintain reasonable safeguards to protect the information from unauthorized disclosure or use, but reserve the right to use and disclose this information as reasonably necessary to deliver the Service and otherwise permitted by law, including compliance with court orders or lawful instruction from a government agency, to protect the personal safety of subscribers or the public, to defend claims, and as otherwise authorized by you.

You agree that the Bank may, without limitation and for no compensation, use in any manner all comments, suggestions, complaints, content, and other feedback ("Feedback") you provide relating to this Licensed Application. You hereby assign and agree to assign to the Bank all right, title, and interest in and to your Feedback. The Bank shall not be subject to any obligations of confidentiality regarding your Feedback except as provided for by law or if you are a customer of Blissfield State Bank and the Bank has agreed to keep such Feedback confidential.

17. EXPORT CONTROL & INTERNATIONAL USE. The United States controls the export of products and information containing encryption ("Controlled Technology"). You agree to comply with such restrictions and not to export or re-export any Controlled Technology within the Service to countries or persons prohibited under the Export Administration Regulations ("EAR"). By downloading any products or information from this Service, you are agreeing that you are not in a country where such export is prohibited and that you are not a person or entity to which such export is prohibited. You are responsible for compliance with the laws of your local jurisdiction regarding the import, export, or re-export of any products or information subject to the EAR. We do not make any representation that any content or use of the Service is appropriate or available for use in locations outside of the United States. Accessing the Service from locations where its contents or use is illegal is prohibited by the bank. Those choosing to access the Service from locations outside the United States do so at their own risk and are responsible for compliance with local laws.

18. PROPRIETARY RIGHTS. Other than your materials and account information, all content received on the Mobile Banking Service is the exclusive property of Blissfield State Bank and/or its licensors and is protected by copyrights or other intellectual property rights.

19. YOUR RESPONSIBILITIES.

(a) **PROVIDING HONEST AND ACCURATE INFORMATION UPON REGISTRATION.** You agree to provide true, accurate, current, and complete information about yourself as requested in registering for the Service, and you agree to not misrepresent your identity.

(b) **NO ILLEGAL USE OF THE MOBILE BANKING SERVICE.** You agree not to use the Service to conduct any business or activity or solicit the performance of any activity that is prohibited by law or any contractual provision by which you are bound with any person. You agree to comply with all applicable laws, rules, and regulations in connection with the Service. You certify that you are 18 years of age or older or otherwise able lawfully to enter into contracts under applicable law.

(c) **PROMPT NOTIFICATION OF THEFT OR DESTRUCTION OF EQUIPMENT.** You agree to notify us in a timely manner in the event you lose, change, or destroy the device whose phone number is registered with the Mobile Banking Service.

(d) **NAMING OF ACCOUNTS.** You agree not to use any personally-identifiable information when providing shortcuts or creating nicknames to your Accounts.

(e) **DUTY TO INSPECT.** You shall inspect all transaction history, reports, journals, and other material evidencing the output of the service(s) performed by Blissfield State Bank. You must report all errors to the bank for services performed and indicated in the transaction history, reports, journals, and other material evidencing the output of the service(s) or otherwise reported to you daily by the close of business on the banking day following the day on which the Service(s) is rendered. You must report all other errors within a reasonable time not to exceed sixty (60) days from the date that the error is made. Failure of you to promptly report errors within such specified time shall preclude you from asserting against Blissfield State Bank any claims arising from the error or any loss caused by the error.

20. THE BANK'S RESPONSIBILITIES. Blissfield State Bank agrees to use ordinary care in rendering Services under this Agreement. You recognize and agree that ordinary care does not mean error free. You agree to pay all attorneys' fees, costs and expenses we may incur in collecting any sums you owe to Blissfield State Bank for overdrafts, service charges or otherwise in enforcing any rights we may have under the terms of this Agreement or applicable law, rule or regulation applicable to your account(s) or the Services rendered by Blissfield State Bank under this Agreement. You also agree to pay all attorneys' fees, costs and expenses that we may incur as the result of defending any claim or action made against Blissfield State Bank by you, or on your behalf where the bank is found not to be liable for such claim. In no event shall Blissfield State Bank be liable to you for attorneys' fees incurred by you in any action brought by you against us.

Our sole responsibility for an error in a transfer will be to correct the error. Without limiting the generality of the forgoing, we will not be responsible for the following matters, or for errors or failures of our Services as result of:

(a) **ACCESS.** We will not be liable under this Agreement for failure to provide access or for interruptions in access to our Services due to a system failure or due to other unforeseen acts or circumstances.

(b) **YOUR MOBILE DEVICE & YOUR SOFTWARE.** We will not be responsible for any errors or failures from any malfunction of your Mobile Device or any malicious software or other problems related to the Mobile Device used with our Services. We are not responsible for any error, damages or other loss you may suffer due to malfunction or misapplication of any system you use, including your mobile browser (Internet Explorer Mobile®, Safari®, Opera Mini™/Opera Mobile™ or otherwise), your mobile service provider, your personal financial management or other software (such as Quicken® or Microsoft Money®), or any equipment you may use to access or communicate with the Service.

(c) **OTHER.** Any Transaction or instruction that: (i) exceeds your collected and available funds on deposit with the Blissfield State Bank; (ii) is not in accordance with any condition indicated by you and

agreed to by Blissfield State Bank; (iii) Blissfield State Bank has reason to believe may not have been authorized by you; (iv) involves funds subject to hold, dispute, or legal process preventing their withdrawal; (v) would violate any provision of any present or future risk control program of the Federal Reserve or any current or future rule or regulation of any other federal or state regulatory authority; (vi) is not in accordance with any other requirement stated in this Agreement or any Blissfield State Bank policy, procedure or practice; or, (vii) for the protection of us or you, Blissfield State Bank has reasonable cause not to honor.

21. CONTACT INFORMATION/HOURS OF OPERATION. In case of questions about the Service or your electronic transactions contact customer service at:

Blissfield State Bank
Attn: Electronic Banking
P.O. Box 40
Blissfield, MI 49228
Phone: 517-486-2151 Toll Free: 800-649-1767
Email: goblissnet@blissfieldstate.com

Our representatives are available to assist you from the hours of 8:00 a.m. until 5:30 p.m. ET Monday-Thursday, Friday 8:00 a.m. until 6:00 p.m. ET, Saturday 8:30 a.m. until 12:00 p.m. ET (excluding holidays).

22. AUTHORITY AND JOINT ACCOUNTS. You hereby represent and warrant that you have full right, authority and power to execute, deliver and perform this Agreement. If this account is a joint account, you are jointly and severally liable under this Agreement. Each of you acting alone may perform transactions, obtain information, terminate this Agreement or otherwise transact business, take actions or perform under this Agreement. We are not required to obtain the consent of, or notify either of you. However, each of you will only be permitted to access accounts for which you are an owner or authorized user. Each of you individually releases us from any liability and agrees not to make a claim or bring any action against us for honoring or allowing any actions or transactions where the person performing the action or transaction is one of you or is otherwise authorized to use your Mobile Banking account. Each of you agrees to indemnify us and hold us harmless from any and all liability (including, but not limited to, reasonable attorney's fees) arising from any such claims or actions.

23. INTERNET DISCLAIMER. For any service(s) described in the Agreement utilizing the Internet, we do not and cannot control the flow of data to or from Blissfield State Bank's network and other portions of the Internet. Such flow depends in large part on the performance of Internet Services provided or controlled by third parties. Actions or inactions of such third parties can impair or disrupt your connections to the Internet (or portions thereof). Blissfield State Bank cannot guarantee that such events will not occur. Accordingly, Blissfield State Bank disclaims any and all liability resulting from or related to such events and in no event shall we be liable for any damages (whether in contract or in tort) that are attributable to the public Internet infrastructure, your ability to connect to the Internet, or the bank's ability to connect to the Internet on your behalf.

24. LIMITED LIABILITY. YOU UNDERSTAND THAT THERE ARE RISKS ASSOCIATED WITH THE USE OF A MOBILE DEVICE, AND THAT IN THE EVENT OF THEFT OR LOSS, YOUR CONFIDENTIAL INFORMATION COULD BE COMPROMISED. IN NO EVENT WILL WE OR ANY OF OUR OFFICERS, DIRECTORS, SHAREHOLDERS, PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, LICENSORS, OR THIRD PARTY SERVICE PROVIDERS BE LIABLE FOR ANY CONSEQUENTIAL (INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, FILES, PROFIT, OR

GOODWILL OR THE COSTS OF PROCUREMENT OF SUBSTITUTE OF GOODS OR THE MOBILE BANKING SERVICE), INDIRECT, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR IN CONNECTION WITH YOUR USE OF THE MOBILE BANKING SERVICE EVEN IF YOU, BANK, OR BANK'S SERVICE PROVIDER HAVE BEEN SPECIFICALLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE EXTENT ALLOWED BY LAW, THE AGGREGATE LIABILITY OF BANK AND OUR THIRD PARTY SERVICE PROVIDERS UNDER THIS AGREEMENT SHALL NOT EXCEED ONE THOUSAND DOLLARS. YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THE SERVICE SHALL BE AT YOUR SOLE RISK AND THAT THE SERVICE IS PROVIDED BY BANK ON AN "AS IS" BASIS. EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT, BANK MAKES NO, AND HEREBY DISCLAIMS ANY AND ALL, REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, IN LAW OR IN FACT, WHATSOEVER TO YOU OR TO ANY OTHER PERSON AS TO THE SERVICES OR ANY ASPECT THEREOF, INCLUDING (WITHOUT LIMITATION) ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, ACCURACY, OR SUITABILITY. YOU AGREE THAT NO ORAL OR WRITTEN ADVICE OR REPRESENTATION OBTAINED FROM ANY BANK EMPLOYEE OR REPRESENTATIVE SHALL CREATE A WARRANTY OR REPRESENTATION FOR PURPOSES OF THIS AGREEMENT OR ANY SERVICES TO BE PERFORMED PURSUANT HERETO.

BANK MAKES NO REPRESENTATION OR WARRANTY, EITHER EXPRESS OR IMPLIED, TO YOU AS TO ANY MOBILE DEVICE HARDWARE, SOFTWARE, OR EQUIPMENT USED IN CONNECTION WITH THE SERVICE (INCLUDING, WITHOUT LIMITATION, YOUR MOBILE DEVICE OR RELATED EQUIPMENT, YOUR SOFTWARE, OR YOUR MOBILE SERVICE PROVIDER OR ITS EQUIPMENT), OR AS TO THE SUITABILITY OR COMPATIBILITY OF BANK'S SOFTWARE, INTERNET DELIVERED SERVICE, EQUIPMENT OR COMMUNICATION INTERFACES WITH THOSE THAT YOU USE, OR AS TO WHETHER ANY SOFTWARE OR INTERNET DELIVERED SERVICE WILL PERFORM IN AN UNINTERRUPTED MANNER, INCLUDING (BUT NOT LIMITED TO) ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BANK SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY ERRORS OR FAILURES RESULTING FROM DEFECTS IN OR MALFUNCTIONS OF YOUR MOBILE DEVICE HARDWARE OR SOFTWARE, FOR THE QUALITY OF PERFORMANCE OR LACK OF PERFORMANCE OF ANY SOFTWARE OR HARDWARE OR INTERNET DELIVERED SERVICES SUPPLIED BY BANK TO YOU IN CONNECTION WITH THIS AGREEMENT, OR FOR THE TRANSMISSION OR FAILURE OF TRANSMISSION OF ANY INFORMATION FROM YOU TO BANK OR FROM BANK TO YOU. BANK SHALL NOT BE RESPONSIBLE FOR NOTIFYING YOU OF ANY UPGRADES OR ENHANCEMENTS TO ANY OF YOUR MOBILE DEVICE HARDWARE OR SOFTWARE.

25. RELATIONSHIP OF PARTIES. You and Blissfield State Bank acknowledge and agree that the relationship between you and the bank is that of an independent contractor and that this Agreement does not establish or create a general agency, joint venture, partnership, or employment relationship between them.

26. FORCE MAJEURE. Blissfield State Bank shall not be responsible for any liability, loss, or damage resulting from the bank's failure to perform any Service or to perform any other obligations under this Agreement which is caused by an act of God, fire, floods, adverse weather or atmospheric conditions or other catastrophes; war, sabotage, riots, acts of public enemy, or acts of governmental authority or the Board of Governors of the Federal Reserve; labor difficulties; equipment or computer failure or destruction or the unavailability, interruption, or malfunction of communications facilities or utilities; delays or failure to act by you or third parties and their personnel; criminal acts; or generally any cause reasonably beyond the bank's control.

27. INDEMNIFICATION. In addition to the indemnification and liability provisions contained elsewhere in this Agreement, the following provisions apply: You agree to indemnify, defend, and hold Blissfield State Bank and our affiliates, officers, directors, employees, consultants, agents, Mobile Banking Service providers, and licensors harmless from any and all third party claims, liability,

damages and/or costs (including, but not limited to, reasonable attorneys' fees) arising from damages that result from misuse or loss of your phone or misuse of the Service. You will be liable for, hold harmless, and will indemnify Blissfield State Bank, and their employees and agents from and against all claims of any sort by third parties or others arising out of this Agreement, including all losses and expenses incurred by the bank arising out of your failure to report required changes, transmission of incorrect data to us, or failure to maintain compliance with all laws, regulations and rules. Except for those losses caused directly by Blissfield State Bank's failure to exercise ordinary care or to act in good faith, you agree to indemnify and hold Blissfield State Bank, its officers, directors, shareholders, agents, employees, and affiliates, and their respective officers, directors, agents and employees, harmless from and against any and all losses, costs, suits, damages, claims, liabilities and expenses (including reasonable attorneys' fees) arising from or related in any way to (i) any services performed in connection with this Agreement, (ii) Blissfield State Bank's action or inaction in accordance with or reliance upon any instructions or information received from any person reasonably believed by us to be an authorized representative of you or Authorized User, (iii) your breach of any of your covenants, agreements, responsibilities, representations or warranties under this Agreement, and/or (iv) your breach of applicable laws, rules or regulations.

28. AREA OF SERVICE. The Services described in this Agreement are solely offered to citizens and residents of the United States of America and may not be accessed while outside of the United States of America.

29. PROGRAM REVISIONS. We may, from time to time, revise or update, or perform maintenance upon, our program, the Services, and/or related material, resulting in interrupted service or errors in the Services or rendering prior versions obsolete. We also may need to change the scope of our Services from time to time. We will attempt to provide prior notice of such interruptions and changes but cannot guarantee that such notice will be provided. We reserve the right to terminate this Agreement as to all prior versions of our programs, the Services, and/or related material and limit access to our more recent versions and updates. Use of the Service after the effective date of any such revisions, updates, and/or changes will constitute your consent to the same.

30. NOTICES. All notices required under this Agreement shall be sent in writing or electronically by a telecommunications device capable of creating a written record and delivered, mailed, or made available to you at the most recent address on file with us. All notices shall be effective upon mailing or electronic transmission.

31. TERMINATION. This Agreement will be in effect from the date your registration is submitted by you and accepted by bank and at all times while you are using the Mobile Banking Service. Either you or Blissfield State Bank may terminate this Agreement and your use of the Service or any product within the Service at any time with or without notice. All applicable provisions of this Agreement shall survive termination by either you or Blissfield State Bank.

32. LIABILITY FOR TRANSACTIONS COVERED BY REGULATION E (CONSUMER ACCOUNTS). To the extent a transaction is an "electronic fund transfer" under Federal Reserve Board Regulation E, tell us AT ONCE if you believe your Password has been lost or stolen, or if you believe that a Mobile Banking transaction has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. Call us toll-free at 800-649-1767 during our normal business hours (Monday-Thursday, from 8:00 a.m. until 5:30 p.m. ET, Friday 8:00 a.m. until 6:00 p.m. ET, Saturday 8:30 a.m. until 12:00 p.m. ET (excluding holidays)) or write us at P.O. Box 40, Blissfield, MI 49228.

(a) You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within two (2) Business Days after you learn of the loss, theft, or unauthorized transaction, you can lose no more than \$50.00 if someone used your PIN or made a transaction without your authorization.

If you do NOT tell us within two (2) Business Days after you learn of the loss, theft, or unauthorized transaction, and we can prove we could have stopped someone from using your PIN or the Service without your authorization if you had told us, you could lose as much as \$500.00. You could also lose up to an additional \$50.00 if the Funding Account has an overdraft protection line of credit feature. Also, if your statement shows a transaction that you did not make or authorize, tell us at once. If you do not tell us within sixty (60) days after the statement was mailed, electronically transmitted, or otherwise made available to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time periods as may be reasonable under the circumstances.

33. BLISSFIELD STATE BANK'S FAILURE TO COMPLETE TRANSACTIONS (CONSUMER ACCOUNTS). To the extent that a Mobile Banking Service transaction is an "electronic fund transfer" under Federal Reserve Board Regulation E that relates to an Account established primarily for personal, family, or household purposes, if we do not properly complete a transfer to or from your Account on time or in the correct amount according to the terms of this Agreement, we will be liable for your losses or damages. However, we will not be liable (and any payment guarantee provided elsewhere in this Agreement will not be applicable) if any of the following occurs:

- Through no fault of ours, you do not have sufficient collected funds in the Account to complete the transaction;
- The transaction would exceed the credit limit on any overdraft line of credit linked to the Account;
- Your Mobile Device, Internet service provider, Cellular service provider, telephone line, modem, router, or other equipment is not operating properly;
- The Service is not working properly and you were aware of the malfunction when you initiated the transaction;
- You do not properly follow the instructional materials provided in connection with Mobile Banking;
- You do not authorize a Payment within a sufficient period of time for your Payment to be received by the payee by the due date;
- You have not provided us with the correct Payee name, address, account information, Payment amount, or other instructions necessary to complete the Payment, or the foregoing instructions that may be stored on your Mobile Device or the host system have been lost;
- A Payee mishandles or delays the handling of Payments sent by us;
- Your funds are held or frozen, or a court order or other legal process prevents us from making a transaction;
- Your PIN has been reported lost or stolen;
- We have reason to believe that a transaction has not been properly authorized or authenticated, or is fraudulent, erroneous, or illegal;
- You have exceeded the limitations on frequency of transactions or dollar amount of transactions applicable to the Service or the Account;
- Your Mobile Device service has been disconnected or there are deficiencies in the quality of your mobile data transmissions;
- Circumstances beyond our control (such as telecommunication or electrical outages and malfunctions, postal strikes or delays, computer system failures, or natural disasters) prevent the transaction;
- Making a transfer would cause us to violate any law, rule, or regulation to which we are subject; or
- Any failure on our part was not intentional and resulted from a bona fide error notwithstanding

procedures to avoid such error, except for actual damages (which do not include indirect, incidental, special, or consequential damages).

There may be other exceptions to liability stated in this Agreement, or in other agreements we have with you, or otherwise provided by applicable law.

34. ERROR RESOLUTION (CONSUMER ACCOUNTS). In case of errors or questions about your electronic transfers, telephone us, write us at or E-mail us at the number or location provided in Paragraph 21 as soon as you can if you think that your statement is wrong or you need more information about a transaction listed on your statement or appearing on the account activity screen of your PC and/or Mobile Device, we must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared or you received notification of the problem or error on your PC and/or Mobile Device. Please refer to your deposit service agreement regarding error resolution.

35. GOVERNING LAW. These terms and conditions of this Agreement shall be governed by and construed in accordance with the laws of the State of Michigan, without regard to its conflict of law provisions and without regard to your state of residence.

36. ENFORCEMENT. In the event a dispute arises either directly or indirectly, under this Agreement, the venue for any and all litigation resulting therefrom shall be in a court of appropriate jurisdiction in Michigan. The prevailing party in any such action shall be entitled, subject to applicable law, to payment by the other party of its reasonable attorney's fees (which may be or include the allocable cost of in-house counsel) and costs, including fees for any litigation, arbitration, mediation, appeal, or bankruptcy proceedings, and any post-judgment collection actions, if applicable.

37. INJUNCTIVE RELIEF. Because the Bank would be irreparably damaged if the terms of this Agreement were not specifically enforced, you agree that the Bank will be entitled, without bond, other security or proof of damages, to appropriate equitable remedies with respect to breaches of this Agreement, in addition to any and all other remedies which the Bank may have under applicable laws.

38. MISCELLANEOUS PROVISIONS.

(a) **HEADINGS.** The headings and captions contained in this Agreement are included only for convenience of reference and do not define, limit, explain, or modify this Agreement or its interpretation, construction, or meaning.

(b) **SEVERABILITY.** The holding of any provision of this Agreement as invalid, illegal, or unenforceable, in whole or in part, shall not affect the other provisions of this Agreement, which shall remain in full force and effect.

(c) **WAIVER.** No waiver by Blissfield State Bank (whether or not in writing) of any term, condition, or obligation of you shall bind us to waive the same term, condition, or obligation again, nor shall any other provision, condition, term, or obligation hereof be affected by such a waiver.

(d) **BINDING EFFECT.** This Agreement shall inure to the benefit of and be binding upon the successors, heirs, trustees, and permitted assigns of the parties hereto.

(e) **ENTIRE AGREEMENT.** This Agreement constitutes the entire agreement between the parties hereto concerning the subject matter hereof. All contemporaneous agreements or understandings concerning the subject matter hereof, whether oral or written, are merged into this Agreement.

(f) **TRANSFERS AND ASSIGNMENTS.** You cannot transfer or assign any rights or obligations under this Agreement without the bank's written consent. Blissfield State Bank may assign its rights and delegate its duties under this Agreement to a company affiliated with us or to any other party.

(g) **LOCATION.** You represent and warrant that (i) you are not located in a country that is subject to a U.S. Government embargo, or that has been designated by the U.S. Government as a "terrorist

supporting" country; and (ii) you are not listed on any U.S. Government list of prohibited or restricted parties.

(h) **TRANSLATION.** If this agreement is translated into a language other than English, you agree that the English version will prevail to the extent of any discrepancy in meaning between the English version and its translation.

(i) **LANGUAGE.** Except and only to the extent prohibited by applicable law, you agree that any and all disagreements, disputes, claims, mediation, arbitration, litigation, etc., related to this Agreement shall be conducted in the English language, including but in no way limited to all correspondence, requests, motions, notices, consents, requests for discovery, interrogatories, submissions, filings, pleadings, arguments, orders and judgements.