

E-Statements User Agreement

By completing the consent agreement you agree to permit Savers Bank to make disclosures and provide notices to you in electronic form, instead of providing such notices and disclosures in written form.

By entering into this Agreement, you accept all the terms and conditions contained in the agreement. Please read it carefully.

Definitions

As used in this Agreement, the words “we”, “our”, “us” mean Savers Bank. “You” and “your” refer to the accountholder authorized by Savers Bank to receive electronic delivery of periodic account statements (“eStatements”) under this Agreement. “Account” or “Accounts” mean your accounts at Savers Bank.

Agreement

This Agreement is a contract that establishes the terms covering the electronic delivery of your periodic account statements (“eStatements”) for your accounts at Savers Bank. If you sign up to receive eStatements, the terms and conditions of the deposit agreement and disclosures for each of your Savers Bank accounts, as well as your other agreements with Savers Bank such as loans, continue to apply.

Consent to Electronic Delivery of Account Statements (eStatements)

When you sign up for eStatements, you agree to receive your periodic account statements online through our eStatements service. Your electronic statements will contain the same content as the paper version you have been receiving, which includes: account balances, transaction activity, electronic funds transfer information, year-to-date interest, and error notification procedures. The choice (paper or eStatements) that is recorded on our system on the day the statement is generated will be the only method used to deliver that month’s statement. You should allow 3 business days for any on-line change requests to become available.

Periodic Statements

By enrolling to receive e-Statements, you will not receive a separate printed and mailed statement.

You will receive an e-mail shortly after the end of each statement period (not all accounts generate monthly statements) with your e-Statement. You may link to Savers Bank’s e-Statement site by clicking on the link in the e-mail. Clicking this link will take you to the Logon page for e-Statements. You will need to enter your user ID and password to view your e-Statement.

Your statement will become available on the e-Statements site incrementally each month after you enroll for the service. Statements will be available for eighteen months. If you wish to retain them longer, you should download them sometime during the eighteen months. You may also wish to print the statements. There are no fees or account restrictions for using e-Statements. Additionally, you have unlimited access to your active statements via e-Statements.

If you need to obtain a printed copy of a statement that has not been mailed to you because you have enrolled to receive eStatements instead, please call Savers Bank at 800.649.3036

Security

You understand the importance of your role in preventing misuse of your accounts and you agree to promptly examine your e-Statements for each of your Savers Bank accounts as soon as you receive/access it. You agree to protect the confidentiality of your account and account number, and your user ID and password. You understand that your user ID and password by itself or together with information related to your account, may allow unauthorized access to your account. Data transferred via e-Statement is not encrypted. You acknowledge that the Internet is inherently insecure and that all data transfers, including electronic mail, occur openly on the Internet and potentially can be monitored and read by others. We cannot and do not warrant that emails transmitted to and from us, will not be monitored or read by others.

Hardware and Software Requirements

We recommend Internet Explorer 5.5 Service Pack 2 or higher but can support any browser with 128-bit encryption capabilities (i.e. Netscape 4.03 or higher). To access, download, and print e-Statements, you need to have a personal computer with Internet and email access. You must also have Adobe Acrobat Reader 5.0 or higher. To download a free copy of Adobe Acrobat Reader, please go to <http://www.adobe.com>.

Alterations and Amendments

The terms of this Agreement, applicable fees, and service charges may be altered or amended by Savers Bank from time to time. In such event, Savers Bank shall send notice to you at your address as it appears on Savers Bank records at least 30 days before the effective date of any such change. Any continuation of the Service after Savers Bank sends you a notice of change will constitute your agreement to such change(s). Further, Savers Bank may, from time to time, revise or update the Savers Bank program, services, and/or related material(s) rendering prior versions obsolete. Consequently, Savers Bank reserves the right to terminate this Agreement as to all such prior versions of the Savers Bank programs, services, and/or related material(s) and to limit access to Savers Bank's more recent versions and updates.

Our Right to Terminate

You agree that we can terminate your e-Statements and revert to printed mailed statements for any reason at any time.

Exclusion of Warranties

This service and related documentation are provided "as is" without any warranty of any particular kind either expressed or implied, including, but not limited to the implied warranties of merchantability and fitness for particular purpose.

Assignment

You may not assign this Agreement to any other party. Savers Bank may assign this Agreement to any present or future, directly or indirectly, affiliated company. Savers Bank may also assign or delegate certain of its rights and responsibilities under this Agreement to independent contractors or other third parties.

No Waiver

Savers Bank shall not be deemed to have waived any of its rights or remedies hereunder unless such waiver is in writing and signed by Savers Bank. No delay or omission on the part of Savers Bank in exercising any right or remedy shall operate as a waiver of such right or remedy or any other rights or remedies. A waiver on any particular occasion shall not be construed as a bar or waiver of any rights or remedies on future occasions.

Governing Law

The laws of the State of Massachusetts and applicable Federal laws and regulations shall govern this Agreement.

Contact Information

If you have any questions regarding our e-Statements service, please email emanager@saversbank.com. Or, you may call 508.764.4329 or 800.649.3036, or write to: EManager, Savers Bank, PO Box 270, Southbridge, MA 01550. If you need information on how to update your email address, request a paper copy of your statement or request that we change your password, contact us via email at emanager@saversbank.com, or call any of our branch offices.

Regulation E Required Disclosure

In case of errors or questions about your electronic statement(s), notify telephone or write us at:

Savers Bank
PO Box 270
Southbridge, Ma 01550
508-765-7360

as soon as possible. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared. Please provide the following information in your correspondence:

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 questions in writing within 10 business days. We will determine whether an error occurred within 10 calendar days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 calendar days to investigate your complaint or question. If we decide to do this we will credit your account within 10 calendar days for the amount you think is in error, so that you will 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. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may inspect or ask for copies of the documents that we used in our investigation. If there is no error, we may impose on you a reasonable charge for making such reproductions.