

BANCRÉDITO INTERNATIONAL BANK & TRUST CORPORATION
PERSONAL DEPOSIT ACCOUNT DISCLOSURES

The following disclosures are applicable to:

<input type="checkbox"/> Personal Deposit Accounts	<input type="checkbox"/> Personal Money Market Accounts	<input type="checkbox"/> Personal Certificates of Deposit
<input checked="" type="checkbox"/> All other related products and services.		

I. GENERAL DISCLOSURES

ACCOUNT OPENING APPLICATION DISCLOSURES

The Client, you, affirm to having filled out the corresponding Deposit Account Application(s) alongside any other account opening forms required, with true and accurate information. Additionally, you understand that by designating any account Co-Holder, in personal accounts, you will be made responsible for all actions incurred by either as if such actions were instructed or acted upon by you.

Internet Authorization

The Client hereby authorizes Bancrédito International Bank & Trust Corporation (“BIBTC” and “we”) to receive access to your account information and/or additional product(s) which are accessible through BIBTC’s webpage. Additionally, Client authorizes BIBTC to grant access to any Co-Holder, if any, to such information.

Handling of Instructions

The Client hereby authorizes BIBTC, an international banking entity organized under the laws of the Commonwealth of Puerto Rico, to carry out or execute Client’s instructions sent by phone, fax, letter, e-mail, or other electronic means of communication (“Means of Communication”) used by Client, subject to a written verification by BIBTC. Such instructions include, but are not limited to, payment related instructions, wire-transfers, deposits, and withdrawals from and to Client’s account or in relation with any account Client has with BIBTC, as well as instructions related to any product or service Client receives from BIBTC.

The Client authorizes and instructs BIBTC to respond and act upon any instruction BIBTC receives directly from Client, an account Co-Holder, as requested by Client under the following terms and conditions:

- a. BIBTC, its affiliates, its respective executives, directors, employees and/or any other judicial or natural persons related to BIBTC (“Indemnified Parties”) will not be responsible for any error, delay, claim, loss, action, expense, or cost which results from, or holds relation to, the acceptance or execution of a requests or instruction made and/or given by the Client, Co-Holders, attorney-in-fact and/or unauthorized user(s). The Client assumes all responsibility and promises to defend and maintain BIBTC free of responsibility for error, delay, claim, loss, action, expense, or cost; and under no circumstance will BIBTC will be responsible for direct or indirect, special, consequential or punitive damages, unless BIBTC has evidently incurred in malicious conduct. In the case that BIBTC incurs in malicious conduct and it has been determined as such in a final and firm judgement by a court with jurisdiction and competence, BIBTC will only be responsible for the damages that resulted directly from such malicious conduct and in no way will be made responsible for indirect, special, consequential or punitive damages suffered by the Client, Co-Holders, and/or third parties. The Client promises to indemnify wholly the Indemnified Parties, for any claim, damage, imposition of responsibility, loss and expense (including but not limited to legal fees and expert fees) which any of them incur in or

- may incur in, for having had acted in light of Client's request, it's Co-Holder(s) and/or of its attorney-in-fact and/or unauthorized user through any of the Means of Communication.
- b. BIBTC reserves the right to not act upon any instruction given by Client through any of the Means of Communication if BIBTC, at its sole discretion, understands that such instructions are contrary to the present disclosures and/or are may contrary to applicable law.
 - c. The Client promises to inform BIBTC, in writing and immediately, of any change of address, and/or e-mail. If such notification of change is not immediately informed, the Client is obliged to keep BIBTC free of responsibility and to completely indemnify the Indemnified Parties, case by case, for any claim, damage, imposition of responsibility, loss, costs and expense (including but not limited to legal fees and expert fees) which any of them incur in or may incur in, for having had acted in light of the requests or ordered instructions based on information which is of BIBTC knowledge, understanding that any modifications in change of address, residence, and/or emails will only oblige BIBTC from the moment in which such information is duly notified, in writing, to BIBTC, with acknowledgment of receipt by the pertinent BIBTC officials.

Client Certification

The Client, duly signing the Account Application and all adjacent account opening documentation certifies that:

- They are the person they say they are and that the information they have filled out in all account opening forms and their signature is true and accurate;
- The information provided by them may be verified by BIBTC when deemed necessary by BIBTC;
- They have received a copy of BIBTC Fees Schedule;
- They have reviewed all disclosures included herein;
- They have requested translations of any of the account opening documents and of these Disclosures if they have any trouble understanding its content;
- They have received a copy of their Deposit Account Agreement; and that
- The products and services they have requested to BIBTC are and will be used merely for legal purposes.

Authorization to Share Information for Tax Information Exchange Rules:

Client authorizes BIBTC to receive, process, compile and send information related to the ownership of the contracted, or to be contracted, products and services, the real beneficiaries thereof, shareholder composition, contact information, movement and balances, and any other required information, to local and foreign government bodies in compliance with norms and regulations related to anti-money laundering, financing terrorism and tax evasion prevention, such as Foreign Account Compliance Act ("FATCA") or future similar rules that may be enacted.

CUSTOMER ID NOTICE

Important Information about Procedures for Opening a New Account

To help the government fight the funding of terrorism and money laundering activities, financial institutions are required by section 326 of the USA Patriot Act of 2001, as amended (31 U.S.C. 5318), to obtain, verify and record information that identifies each individual or entity that opens an account or requests credit.

When an individual opens an account or requests credit, we will ask for their name, residence, address, date of birth, tax identification number and other information that allows us to identify them. We may also ask to see a driver's license, passport or other identifying documents.

PRIVACY POLICY

FACTS **WHAT DOES BANCRÉDITO INTERNATIONAL BANK & TRUST CORPORATION DO WITH YOUR PERSONAL INFORMATION?**

Why? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all the information that can be shared. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What? The types of personal information we collect and share, depend on the product or service you have with us. This information can include:

- *Social Security Number or other identification and Income*
- *Account balance and transaction history*
- *Payment history and credit history*

When you are no longer our customer, we continue to share your information as described in this notice.

How? All financial companies need to share customers’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers’ personal information; the reasons **Bancredito International Bank & Trust Corporation (“BIBTC”)** chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does BIBTC share?	Can you limit this sharing?
For our everyday business purposes — such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes — to offer our products and services to you	Yes	No
For joint marketing with other financial companies	No	We don’t share
For our affiliates’ everyday business purposes — information about your transactions and experiences	No	We don’t share
For our affiliates’ everyday business purposes — information about your creditworthiness	No	We don’t share
For our affiliates to market to you	No	We don’t share
For nonaffiliates to market to you	No	We don’t share

Questions?	For further information please call us at 1.787.274.1678 or visit www.bancredito.com
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Who we are

Who is providing this notice?	BIBTC and its affiliates
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What we do

How does BIBTC protect my personal information?	<p>To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.</p> <p>We also maintain other physical, electronic and procedural safeguards to protect this information and we limit access to information to those employees for whom access is appropriate.</p>
How does BIBTC collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> • <i>open an account or apply for a loan</i> • <i>make deposits or payments</i> • <i>use your debit or credit card</i>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only:</p> <ul style="list-style-type: none"> • <i>sharing for affiliates' everyday business purposes—information about your creditworthiness</i> • <i>affiliates from using your information to market to you</i> • <i>sharing for nonaffiliates to market to you</i> <p>State laws and individual companies may give you additional rights to limit sharing.</p> <p>See below for more on your right under state law.</p>
What happens when I limit sharing for an account I hold jointly with someone else?	<p>Your choice(s) will apply to everyone on your account - unless you tell us otherwise.</p>

Definitions

Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies.
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<p>Nonaffiliates</p>	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> • <i>BIBTC. does not share</i>
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	<p><i>information with nonaffiliates. As a result, they cannot market to you.</i></p>
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<p>Joint marketing</p>	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> • <i>BIBTC does not engage in joint marketing</i>
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Other important information

State laws

You may have other privacy protections under applicable state laws. To the extent these state laws apply, we will comply with them when we share information about you.

California Residents - Your state law requires financial institutions to obtain your consent prior to sharing information about you with nonaffiliated parties. We do not share information with affiliated or nonaffiliated parties.

Vermont Residents - We do not share information we collect about you with nonaffiliated third parties. In addition, we do not share information about your creditworthiness with our affiliates.

Nevada Residents - Pursuant to Nevada law, if you prefer not to receive marketing calls from us, you may be placed on our internal Do Not Call list by calling 1-787-274-1678. You may also contact the Bureau of Consumer Protection, Office of the Nevada Attorney General, 100 N. Carson, Carson City, Nevada 89701; phone number: 702-486-3132, <http://ag.nv.gov>.

TISA DISCLOSURE

Regulation DD (12 C.F.R. § 1030), issued by the Consumer Financial Protection Bureau to implement the Truth in Savings Act of 1991 (“TISA”), became effective in June 1993. The purpose of Regulation DD is to enable consumers, personal clients, to make informed decisions about accounts at depository institutions. TISA also requires the disclosure of the terms and conditions under which interests are paid and service fees are charged. In compliance with TISA, Bancredito International Bank & Trust Corporation (“BIBTC”) issues the following disclosures applicable to personal deposit accounts.

1. Account Opening Minimum Amounts and Fees

ACCOUNT TYPE	MINIMUM OPENING ACCOUNT	MINIMUM BALANCE	MONTHLY FEES	MINIMUM BALANCE FEE
DEMAND DEPOSIT ACCOUNT	\$20,000.00	\$10,000.00	\$5.00	\$10.00
MONEY MARKET ACCOUNT	\$50,000.00	\$50,000.00	\$10.00	\$50.00
SAVINGS ACCOUNT	\$10,000.00	\$5,000.00	\$5.00	\$5.00
CERTIFICATE OF DEPOSITS¹	\$20,000.00	\$20,000.00	-	-

2. Interest Rates & Calculations:

- a) **Personal Demand Deposit Account** - Checking accounts at BIBTC are non-interest-bearing accounts.
- b) **Personal Money Market Account** – The interest rate on the account fluctuates depending on the balance, as follows:

BALANCE	PERCENT INTEREST (%)	APY (%)
\$50,000.00-\$250,000.00	0.50%	0.50%
\$250,000.00-\$500,000.00	0.625%	0.625%
OVER \$500,000.00	0.75%	0.75%

c) Personal Savings Account

- i. **Interest Rate** - This account is an interest-bearing account. The interest rate on the account is 0.50%, with an annual percentage yield of 0.50%.

d) Certificate of Deposit Account²

- i. **Interest Rate** - This account is an interest-bearing account. The interest rate on the account fluctuates depending on the term and balance, as follows:

¹ If the Certificate of Deposit is being opened as collateral to a Credit Card, the minimum opening amount and the minimum balance is \$1,000.00.

² Certificates of Deposit’ interest rates may vary from what is disclosed in this fee schedule and may be quoted separately.

TERM	\$10,000 - \$24,999	\$25,000 - \$99,999	\$100,000 - \$199,999	\$200,000 - \$499,999	\$500,000- \$1,999,999	\$2,000,000 and Over
30 days	0.50%	0.50%	0.50%	0.75%	0.75%	1.00%
60 days	0.50%	0.50%	0.50%	0.75%	1.00%	1.25%
90 days	0.50%	0.50%	0.75%	1.00%	1.25%	1.50%
180 days	0.75%	0.75%	1.00%	1.25%	1.50%	1.75%
240 days	0.75%	0.75%	1.25%	1.50%	1.75%	2.00%
356 days	0.75%	1.00%	1.50%	1.75%	2.00%	2.25%

ii. Interest Calculation:

- a. We use the average monthly balance to calculate interests on the account. This method applies the interest rate determined at the average monthly balance in the cycle of the interest payments.
- b. The monthly average is determined by adding the principal balance of the account for each day of the cycle and dividing the total obtained by the number of days in the cycle.
- c. The interest begins to accrue on the business day your deposit is received at BIBTC.
- d. Interest are calculated daily and credited on a monthly basis to the account.
- e. Interest will be paid on funds only if:
 - i. The account is opened in the last day of the cycle covered by the Account Statement or the interest payment period; and
 - ii. The minimum balance required by BIBTC has remained during the cycle covered by the account statement or the interest payment period.
- f. The Interest Rate is determined by BIBTC and alongside the APY, are subject to change at any time. You may obtain the current Interest Rate and APY at www.bancredito.com or by contacting our Customer Service Department at (787 274-1678/79) or at servicios@bancredito.com and requesting a worksheet calculation of your interest rate.

3. Other Fees

a) Wire Transfers:

SERVICE	DOLLAR AMOUNT (\$)
OUTGOING DOMESTIC TRANSFER	\$75.00
OUTGOING INTERNATIONAL TRANSFER	\$75.00
RETURN WIRE TRANSFER (OUTGOING/INCOMING)	\$75.00
WIRE TRANSFER AMENDMENT	\$75.00
INTERNAL TRANSFERS	\$0.00
INCOMING WIRE TRANSFER	\$0.00

b) Check Services:

SERVICE	DOLLAR AMOUNT (\$)
CHECKBOOK ³	\$50.00
MANAGER'S CHECKS	\$35.00
RETURNED CHECK	\$75.00
STOP PAYMENT	\$75.00
COPY OF PAID CHECK OR DEPOSIT	\$5.00
RETURNED DEPOSIT CHECK	\$5.00
CHECK COLLECTION FOREIGN MINIMUM ⁴	\$30.00

c) Other Services:

SERVICE	DOLLAR AMOUNT (\$)
INVESTIGATIONS (PER HOUR)	\$25.00
SWIFT MESSAGE INITIATION	\$25.00
MAILING DOCUMENTS BY FED EX, DHL, UPS (THE CARRIER COST +)	\$15.00
CERTIFICATIONS AND LETTERS OF REFERENCE	\$25.00
COPY OF PAYMENT ORDER (INCOMING/OUTGOING)	\$5.00
STATEMENT COPY (ACCOUNT AND CREDIT CARD)	\$5.00 per copy
OVERDRAFT FEE (EACH)	\$75.00
INACTIVE ACCOUNT	\$5.00
DORMANT ACCOUNT	\$10.00
INACTIVE OR DORMANT ACCOUNT ACTIVATION	\$20.00

d) Overdraft

ACCOUNT TYPE	INTEREST RATE
PERSONAL ACCOUNT	12.00%

e) Penalties

i. Certificates of Deposit Early Withdrawals

PERIOD	PENALTY
Maturity of 30 days	No interest paid
Maturity of 31-90 days	Penalty of 30 days' worth of interest
Maturity of 91-365 days	Penalty of 90 days' worth of interest
366 or more	Penalty of 180 days' worth of interest

³ Minimum of 100 checks per order.

⁴ Subject to additional foreign bank charges. Price and availability of funds may vary.

4. ACCOUNT STATEMENTS

Your account statements will be available through BIBTC Online Banking which can be accessed through www.bancredito.com or may be sent to you by email; unless otherwise requested by you as detailed in your Deposit Account Agreement. Your account statements will reflect the transactions made to and from your account during the cycle it covers.

5. ACCESS TO YOUR ACCOUNTS

You may access your accounts through BIBTC Online Banking found on BIBTC website www.bancredito.com or may contact BIBTC's Customer Service Department at (787)274-1678/79 or servicios@bancredito.com

II. CHECKING SERVICES DISCLOSURES

REGULATION CC (AVAILABILITY OF FUNDS AND COLLECTION OF CHECKS)

Availability of Funds and Collection of Checks

Regulation CC (12 C.F.R. Part 229), issued by the Board of Governors of the Federal Reserve System, implements the Expedited Funds Availability Act (EFA) in Subparts A through C and Check 21 in Subpart D. Regulation CC requires financial institutions to make certain disclosures regarding the institution's policy as to when funds deposited in an account are available for withdrawal. Depending on the type of deposit, the funds may be available to the depositor the same day, the next business day, or after several days; in most cases, the longest possible delay could be up to seven (7) business days following the day of the deposit. During the delay period (if any), depositors may not withdraw the funds in cash and Bancredito International Bank & Trust, Corporation ("BIBTC") will not use the funds to pay checks issued by the depositor.

BIBTC sets the availability of funds according to the minimum amounts established by Regulation CC. Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit, up to the first \$200 deposited in individual and commercial accounts.

Reservation of Right to Hold. In some cases, we will not make all the funds that you deposit by check available to you on the first (1st) business day after the day of your deposit. Depending on the type of check that you deposit, funds may be available on the second (2nd) business day or no later than seven (7) days after the day of your deposit. The first \$200 of your deposit, however, will be available on the first business day after the day of your deposit. If you need the funds from a deposit right away, you should ask us when the funds will be available.

Longer Delays may Apply. We may delay your ability to withdraw funds deposited by check into your account an additional number of days for the following reasons:

- * You redeposit a check that has been returned unpaid;
- * You have overdrawn your account repeatedly in the last six (6) months;
- * We believe a check you deposited will not be paid; and/or
- * There is an emergency, such as failure of a computer or communication equipment.

Your Ability to Withdraw Funds at BIBTC. Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit. Once the funds are available, you can withdraw them by wire transfer and/or we will use them to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays and holidays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after closing or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

Holds on other Funds. If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on

deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in the disclosure for the type of check that you deposited.

Special Rules for New Accounts. If you are a new customer, the following special rules will apply during the first thirty (30) days your account is open:

Funds from electronic direct deposits to your account will be available on the day we receive the deposit.

Funds from deposits of cash and wire transfers, and a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available on or before the ninth (9th) business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you.

Funds from deposits of checks drawn on BIBTC will be available on the first (1st) business day after the day of your deposit.

Funds from all other check deposits will be available not later than the seventh (7th) business day after the day of your deposit.

If you need additional information you may contact us at 1-(787) 274-1678 or email us at sevicios@bancredito.com

CHECK 21

The Check Clearing for the 21st Century Act, also known as “Check 21”, is a federal law designed to streamline check processing between financial institutions. Check 21 introduces the use of the substitute check, which has the full legal equivalent of an original check. For our clients’ benefit, Bancredito International Bank & Trust Corporation (“BIBTC”), allows the use of substitute checks in compliance with Check 21.

Below please find important information regarding substitute checks.

What is a substitute check?

To make check processing faster, federal law permits banks to replace original checks with substitute checks. These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: “This is a legal copy of your check. You can use it the same way you would use the original check.” You may use a substitute check as proof of payment just like the original check.

Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account.

What information should be included in a substitute check?

In compliance with Check 21, a substitute check must include: (i) accurate images of the front and back of the original paper check; (ii) the routing, transit, check numbers and all endorsements alongside the processing data of the original check; (iii) identification of the bank that created it; and (iii) the following disclosure “This is a legal copy of your original check. It can be used the same way as the original version of the check would be used.” Also, according to specific industry standards, the substitute check must conform to the dimensions, paper stock, and other particulars entailed for processing purposes.

What happens with the original check?

Usually checks are destroyed once the check is scanned. There are no requirements for retention of original checks. However, remember that substitute checks have the same legal validity of original checks for all relevant purposes, including proof of payment.

What if there is a loss related to a substitute check?

If at some point you suffer a loss related to a substitute check and the amount of the substitute check has already been debited from your account, you should contact BIBTC within forty (40) days after consignment by BIBTC of the substitute check or you may send a statement including the debit of the substitute check. This time period may only be extended by presenting proof of extraordinary circumstances.

In a complaint related to a substitute check, you may recover from BIBTC the amount debited to your account and any charges made by BIBTC as a result of such debit to recover your loss.

The amount to be reimbursed by BIBTC shall be equal to your loss or the amount in controversy of the substitute check, whichever is less. In addition, interest will accrue as a result of any loss suffered, if it is in an interest-bearing account. If your loss exceeds the amount of the substitute check, you could use another legal remedy to recover the entire loss.

If your claim proceeds, you may receive a credit of up to Two Thousand Five Hundred Dollars (\$ 2,500.00) plus interest (if it is from an interest-bearing account), within ten (10) days of your claim. The remaining funds will be

credited within forty-five (45) days after receipt of the claim. BIBTC may, subsequent to the terms detailed above, demonstrating the invalidity of the credit made, debit your account for the amount credited.

Your claim must include:

- A detailed description of why you believe you have suffered a loss (for example, you believe that the amount withdrawn from your account was incorrect);
- An estimate of the amount of your alleged loss;
- An explanation of the reason supporting your statement evidencing that the substitute checks you have received were incorrectly charged to your account; and
- A copy of the original or substitute check and / or the following information to help us identify the substitute check: check number, the name of the person who wrote the check, and the check amount.

If you have any additional questions regarding the Check 21 Act and how it applies to you please call us at your convenience to the numbers listed on our website <https://www.bancredito.com/>.

III. PERSONAL ACCOUNTS' TRANSFER OF FUNDS DISCLOSURES

REGULATION E

This Electronic Funds Transfer Agreement and Disclosure (the “Agreement and Disclosure”) is made in compliance with the Electronic Funds Transfer Act of 1978 (15 U.S.C. 1693) and Regulation E approved thereunder, which is intended to protect individual consumers engaging in electronic fund transfers (“EFTs”) and remittance transfers. EFTs are electronically initiated transfers of money involving an account at a financial institution such as Bancredito International Bank & Trust Corporation (hereinafter, “BIBTC”). The following provisions set forth your and our rights and responsibilities concerning EFTs. In this Agreement and Disclosure, the terms “you” and “your” refer to applicants and authorized users. Keep in mind that this Agreement and Disclosure will apply if and when, EFT services are available to BIBTC clients.

Banking Services

Examples of EFTs that may be available to you include, but are not limited to:

- Pre-authorized debit transfers
- Pre-authorized credit transfers
- Internal accounts transfers
- Transfers between accounts of different clients of BIBTC
- Transfers to other financial institutions, subject to the prior verification of BIBTC

Note: EFTs may be subject to BIBTC’s prior due diligence procedure.

Access to BIBTC’s online banking services

You will receive a hyperlink to access BIBTC’s online banking services and create your online profile with a username and password.

Your password should consist of a minimum of eight (8) characters, which shall include, at least: one (1) numeric character, (1) special character, (1) uppercase character, (1) lower case character, and two (2) alpha characters. The creation of your online profile will be considered as a validation and acceptance by you to use BIBTC’s online banking services.

In the event that you are not able to access and/or create your online profile, please contact BIBTC’s Customer Service Department at (787) 274-1678 / 79 or at servicios@bancredito.com, where a customer service representative will provide you with a temporary username and password, which may later be reset by you.

If you decide not to use BIBTC’s online banking services to access your account(s), please send a written communication to 250 Muñoz Rivera Ave., 14th Floor, Suite 1410, San Juan, PR 00918 or to servicios@bancredito.com, informing BIBTC of your decision.

Transfer Charges

Applicable charges, if any, for EFTs are provided online at www.bancredito.com.

Right to Receive Documentation or Verification Regarding EFTs

Telephone or Email Confirmation – You can verify the registration of a pre-authorized transfer the next business day after the scheduled transfer by calling BIBTC at (787) 274 -1678/79 or via email at servicios@bancredito.com. If the verification was made via email, you will receive, at the email address provided, the confirmation of the EFTs received or sent. The confirmation will include, at a minimum, the following information:

- Amount of the transfer
- Effective date
- Affected account
- Type of transaction: deposit or withdrawal
- Originator and/or beneficiary account

Account Statements - You will receive from BIBTC a monthly account statement which will reflect all transactions processed by BIBTC by date. Please see your individual account agreement for more details regarding your rights and responsibilities pertaining to your account statements.

Pre-Authorized EFT

A pre-authorized EFT refers to any transfer of funds performed via a computer or any other electronic mean, in which you previously authorized a third party to perform the EFT through BIBTC. This type of EFT does not need further action from your part. Pre-authorized EFTs include, but are not limited to:

1. **Pre-Authorized Credits.** When you authorize that the account be credited once every sixty (60) days (recurring deposits) from the same payer, BIBTC will send you a confirmation when the credit is received as described in Section D of this Agreement Disclosure. In addition, you may contact BIBTC at (787) 274-1678/79 or via email at servicios@bancredito.com to verify the credit was processed.
2. **Pre-Authorized Debits.** Pre-authorized debits to your account should be approved in written form by you or any other previously authorized person, if applicable. If you authorize automatic debits from your account with varying amounts and effective dates, you should notify BIBTC the amount and date of debit within at least ten (10) business days before the payment date. You may choose to receive notices of any variations in pre-authorized debits. Notwithstanding the forgoing, if the variance in the amount automatically debited from your account was previously notified by you, in the time frame referenced above, you will not receive any additional notification.

Business Hours and Days

BIBTC's business days and hours are Monday through Friday, excluding holidays, from 8:00 a.m. to 5:00 p.m. (GMT-04:00 San Juan). Our holidays are mentioned in the "List of Holidays" published in our website www.bancredito.com.

Liability for Unauthorized Transfers

1. If you believe that your password or security code has been stolen or lost, promptly notify BIBTC at: (787) 274-1678/79 during the hours and business days set forth in the previous paragraph.
2. If you notify within two (2) business days since you had knowledge of the theft or possible unauthorized use of your security code, your maximum liability is fifty dollars (\$50) or the amount of the unauthorized transfer, whichever is lower in transactions that occurred before BIBTC was notified.
3. If you **DO NOT NOTIFY** BIBTC within two (2) business days following the date on which you learned of the theft, loss or possible unauthorized use of the security code, and BIBTC can prove that the unauthorized use of your security code could have been prevented if reported on time, you may be responsible for up to five hundred dollars (\$500) or the sum of:
 1. Fifty dollars (\$50) or the amount of the unauthorized transfer which occurred within the two (2) business days, and
 2. the amount of the unauthorized transfer which occurred after the two (2) business days and before the notification to BIBTC; whichever is less.

If you identify in the monthly account statement some unauthorized transactions or transactions not performed using their password or security code, you shall notify BIBTC immediately. You will have a period of sixty (60) business days after BIBTC has sent the monthly statement. If there is any meritorious reason such as hospitalization or extended trip that prevents you from reporting an error on time, BIBTC may extend the notification period. Section I details the process for the Resolution of Errors in the monthly account statement. The notification should be received in written form. The notification will be considered sent once you send it to BIBTC, even if BIBTC has not received it. You will be asked for evidence of the sending process to verify the sending date. Once BIBTC receives the confirmation, the process of Resolution of Errors will begin. If the claim is made through telephone, you shall confirm the claim by written notice within the next ten (10) business days from the date of the call.

BIBTC's Liability for Un-Processed EFT Services

If BIBTC does not process a transaction properly or on time, BIBTC will be responsible for damages or losses that this situation caused. However, BIBTC shall not be responsible in the following situations:

1. If for any reason not imputable to BIBTC, you do not have enough funds or credit in your account to make the transfer or withdrawal,
2. If the transfer exceeds the funds available under your line of credit or withdrawal account,
3. If you did not notify BIBTC of the theft or possible unauthorized use of the card,
4. If fortuitous circumstances, such as power shortage or internet services, prevent transfer, despite reasonable efforts taken by BIBTC, or
5. If the account's funds are subject to legal proceedings, restriction or embargo that prevent the transfer of funds.

Procedure Applicable to the Resolution of Errors in Electronic Transfers

If you believe that there is an error in your account statement, call us at (787) 274-1678/79 or write us via email at servicios@bancredito.com. BIBTC shall have knowledge of your complaint no later than sixty (60) days after we sent the FIRST statement on which the error or problem appeared in the account. When contacting BIBTC, you must provide the following information:

1. Name and account number
2. Personal information to properly identify yourself, if done via telephone,
3. The date and reference number of the transaction,
4. A description of the error or the transaction you are unsure about, explaining as clearly as you can why you believe it is an error or why you need more information, and
5. The dollar amount of the alleged error.

If you make the claim verbally via telephone, you must confirm your complaint in writing within ten (10) business days via email at servicios@bancredito.com or at 250 Muñoz Rivera Ave., 14th Floor, Suite 1410, San Juan, PR 00918.

Period of ten (10) days. BIBTC will investigate your claim and will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly.

Period of forty-five (45) days. If BIBTC cannot conclude the investigation within the provided ten (10) business days, we will notify you that additional time will be necessary, and may take up to forty-five (45) business days considering the following:

1. Your account will be credited within ten (10) business days for the amount you think is in error, while the investigation is pending. If BIBTC has enough evidence to believe the transaction was not authorized and has provided the client with sufficient information for the client to inform BIBTC the notification required under Section G of this Agreement Disclosure, BIBTC will retain the amount of fifty dollars (\$50). BIBTC will not credit the account if:
 - a. In the case the claim is done verbally, BIBTC does not receive the written claim within ten (10) business days after the verbal claim is done, or
 - b. The notified error involves an account subject to Brokers and Dealers Investments Regulation (12 CFR part 220).
2. BIBTC will notify you within two (2) business days after the account was provisionally credited, the amount and date of the provisional credit and the permission of funds usage during the investigation period;
3. BIBTC will correct the error, if any, the next business day after determining that the error occurred; and
4. BIBTC will notify you the results of the investigation once concluded, within the next three (3) business days.

The Right to Suspend a Pre-Authorized Transfer

If you authorized BIBTC to make debits (payments) from your account, you can suspend the service by calling BIBTC at (787) 274-1678 / 79 or via email at servicios@bancredito.com. Such suspension order shall be received by BIBTC at least three (3) business days prior to the payment date. If the suspension order was made verbally, it must be confirmed in writing within **five (5) business days** of the verbal order.

BIBTC's Liability for Failing to Suspend a Payment of a Pre-Authorized Transfer

BIBTC shall be liable for damages caused to you by failing to perform a suspension order for a pre-authorized transfer made by you, provided that the suspension instructions were received under the provisions and conditions set forth in Section J of this Agreement and Disclosure.

Confidentiality and Disclosure of Accounts to Third Parties

BIBTC will only disclose information about your accounts or transfers:

1. to verify the existence and condition of your account to a third party, such as a credit reporting agency or merchant,
2. to comply with orders issued by courts or by government agencies,
3. when necessary to complete or process an EFT, or
4. when you provide written permission.