

# U.S. Citi Commercial Bank Treasury Solutions Guide

April, 2024



# Thank You For Banking With Citi.

The objective of this **U.S. Citi Commercial Bank Treasury Solutions Guide** is to provide you with a document containing information about many of the services available to you. This document is to be read together with your **U.S. Citi Commercial Bank Master Account and Service Terms Agreement** ("CCB MAST") and the terms set forth in this document are incorporated into the CCB MAST. The purpose of this guide is to provide you with detailed information regarding Accounts and Cash Management Services. This document may be updated from time to time and any change will be communicated to you through our regular communication channels.

You should always feel free to contact your Relationship Manager or Citi Service Representative with any questions, to request additional information regarding the materials referenced in this document, or to enroll in products and services.

As you read this document, when we say terms such as "Citi," "Bank," we," "us," or "our," we are referring to Citibank, N.A. Terms such as "you" or "your" refers to the Client. Terms used herein and not defined shall have the meanings set forth in the CCB MAST or on CitiBusiness Online.

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# Digital Channels

Deposit.

- Conveniently access lockbox activity and images via Lockbox Image Archive.

## 1. CitiBusiness® Online

CitiBusiness Online provides online access to manage your business accounts and treasury solutions. Here, you also have the ability to create a wide range of customizable, online reports. You have access to unique and specialized features to help you conveniently and effectively manage your banking activities 24/7.

CitiDirect Commercial Banking, described in more detail in section 3, is the new entry point from which CitiBusiness Online functionality can be accessed.

### 1.1 Account Information

Manage your accounts with easy access to your account information through CitiBusiness Online. Here you may view activity and history as well as account projections.

- **Account Activity** - View your activity from the current business day and up to 180 days of historical activity.
- **Projected Balances** - Utilize CitiBusiness Online to view a 10-day projection of your account balance.
- **Online Statements** - Gain immediate access to two years of account statements; plus statements for up to seven years can be ordered for next day availability.
- **Wire Transfer Reporting** - View details of incoming and outgoing wires spanning from the current business day through up to 18 months of historical activity.
- **Reports** - Download industry-standard file formats including BAI, Quicken and CSV.
- **Report Builder** – Custom report creation service to generate and download reports containing Transactional Data and Check Images dating back to June 1, 2018. Balances are also stored as of April 22, 2022. Report Builder allows users to create, customize, save, and schedule reports in multiple formats for account reconciliation purposes.

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### 1.2 Cash Management Tools

Maximize the productivity of your capital by using the Cash Management Tools available to you to collect payments faster, optimize the timing of payments and maintain control over your funds.

- Access Account Reconciliation options such as Positive Pay and Paid Check File.
- Forecast and manage daily cash outflows using Controlled Disbursements.
- Place stop payments on checks.
- View details about deposits posted to an account within the last 180 days including deposit item images.
- Segregate and manage your clients' funds with the Account Manager Suite of products, including Deposit Administrator, CitiEscrow, Security Deposit and Exchange Management Accounts.
- Free up valuable time by scanning checks and conveniently depositing them from your business desktop through Remote Check

## 1.3 Customized Online Services and Specialized Features

Tailor your account options to optimize your cash management.

- Opt in for CitiBusiness Online Cash Manager Suite of services to gain specialized transfer and other services.
- Delegate cash management tasks to others while maintaining the control needed to effectively manage your business via User Administration functionality.
- Authorize up to 99 Users.

## 1.4 Transfers and Payments

Utilize these tools for easy transfers and payments.

- **Automated Clearing House (ACH)** - Streamline your payments and receivables process by originating ACH for your business.
- **Bill Pay** - Pay individuals or businesses domestically or electronically.
- **Flexible Payment Scheduling** - Schedule your payments for immediate, future-dated or recurring processing.
- **Internal Transfers** - Move funds to and from your linked Citi Commercial Bank accounts to other linked accounts.
- **Wire Transfers** - Send money worldwide in USD or a wide variety of local currencies.
- **Approvals** - Receive notifications when approvals are pending and need action.

## 1.5 Security Features

- **Automatic Timeout** - Customize your inactivity duration from 5-20 minutes before the application times you out.
- **Encryption** - Transport Layer Security (TLS).
- **Multi-Factor Authentication** - Passwords, tokens, and security questions help ensure only valid Users access your accounts.
- **Secure Password** - Customize the expiration of your passwords from 30-180 days. Passwords expire by default every 90 days.

## 1.6 Reports

View and download a variety of customized reports, tailored to meet your needs. Below is a sampling of the most requested reports.

- Automated Clearing House (ACH)
  - **ACH Activity Detail** - Provides full details on any incoming ACH debits or credits posted to your account.
  - **ACH Returned Item** - Provides detailed information on why originated transactions were returned.
  - **ACH Addenda** - Provides details of incoming ACH payments that contain Electronic Data Interchange (EDI) formatted addenda information.
- Wire Transfers
  - **Incoming Wires and Outgoing Wires** - Provides details of all incoming or outgoing wire transactions, respectively.
- Checks
  - **Paid Checks** - Provides details of all paid checks.

## 1.7 Authorized Users

- **“View / Set-Up Only”** entitlement authorizes a User to set up transactions for another User to approve and to submit stop payment requests.
- User entitlement defaults include Information Reporting and Basic Wire Set Up. These can be modified by selecting “Change or Delete” a User from your system administration menu.
- Account statements are available on CitiBusiness Online. To entitle a User to view the statements, select “View Statements” on the “Change a User” screen.
- User dollar limits determine the maximum dollar amount a User can initiate per transaction and per day for each of the payment instruments to which the User is entitled. Limits may range from \$1 - \$999,999,999.
- Approval requirements can be established for each User’s initiated transaction when setting up each User’s account entitlements.
- Different requirements can be established based on payment instrument, frequency of payment, and dollar amount of payment:
  - **“No Approval Required”** - Citi recommends all transactions be set up for dual approval.
  - **“Any Approver”** - Any User can approve another User’s initiated payments.
  - **“Specific Approver”** - Select up to three specific approvers.

## 1.8 System Administration

Designate one or more Users as administrators to maintain control of your accounts, Users, reporting and payment features, transaction levels, and approver assignments.

- System Administrators are Users with broad authority to act on behalf of your business by controlling the access and capabilities of other Users. Limiting assignment of System Administrators to account signers is strongly recommended.
- Six administrator levels, available with enrollment in Cash Manager Suite of services, help you increase your internal controls and ensure segregation of duties. Please refer to “Figure 1: System Administrator Authority chart.”
- Easily suspend and reactivate Users who are on vacation or temporary leave.
- Entitlement report allows viewing or downloading current User access for easy review.

Maker-Checker option, available with enrollment in Cash Manager Suite of services, adds another control layer to the administrator role, by having at least two Users designated as System Administrators.

Figure 1: System Administrator Authority

| System Administrator Authority              | System Administrator Level |   |   |   |   |   |
|---------------------------------------------|----------------------------|---|---|---|---|---|
|                                             | 1                          | 2 | 3 | 4 | 5 | 6 |
| View User Account Entitlements              |                            |   |   |   |   |   |
| Suspend or Reactivate a User                |                            |   |   |   |   |   |
| Change User Menu Options                    |                            |   |   |   |   |   |
| View User Information                       | ✓                          | ✓ | ✓ | ✓ | ✓ | ✓ |
| View Audit Report                           | ✓                          | ✓ | ✓ | ✓ | ✓ | ✓ |
| View User Entitlement Report                |                            |   |   |   |   |   |
| Activate a User for Alerts Service          |                            |   |   |   |   |   |
| Suspend or Resume Alerts Service for a User |                            |   |   |   |   |   |
| Change User Account Entitlements            |                            |   | ✓ | ✓ | ✓ | ✓ |
| Change Own Account Entitlements             |                            |   |   |   | ✓ | ✓ |
| Add a New User                              |                            |   |   |   |   |   |
| Change or Delete a User                     |                            |   |   |   |   |   |
| Change System Administrator Level           |                            | ✓ |   | ✓ |   | ✓ |
| Issue a New Password                        |                            |   |   |   |   |   |
| Opt in/out Mobile/E-mail Alert Service      |                            |   |   |   |   |   |
| Change Business Settings                    |                            |   |   |   |   |   |
| View Business Information                   |                            |   |   |   |   | ✓ |
| Opt in/out Paperless Statements             |                            |   |   |   |   |   |
| Opt in/out Enhanced Wire Model              |                            |   |   |   |   |   |

Subject to change without notice. Please go to [www.citibusinessonline](http://www.citibusinessonline) or contact your Citibank representative for current information.

## 2. CitiBusiness® Mobile

Utilize CitiBusiness Mobile for more portability, flexibility and convenience to do your online banking.

CitiBusiness Mobile Application and Mobile are optimized specifically for mobile phones and tablets. The Mobile App includes many of the same features that are available via CitiBusiness Online.

You can install the application from your device's app store or go to:

<https://mobile.citibusinessonline.com>

Use your CitiBusiness Online login credentials to access balance information, transaction activity, approve financial transactions and more.

### 3. CitiDirect Commercial Banking

The CitiDirect Commercial Banking platform is a secure portal that provides access to our commercial banking platform for banking, onboarding, product enrollment, and servicing that permits authorized users to engage in a variety of account-related activities.

Those activities include viewing consolidated cash and loan balances for reporting and other transaction needs; digitally opening commercial bank accounts with Citi; enrolling in cash management products; inquiring about credit products; applying for credit; providing information and documentation requested by Citi on a periodic basis required from you to maintain your deposit and credit accounts; entitling users to submit numerous types of service and maintenance requests; changing and/or terminating those entitlements; submitting loan advance and loan payment requests, and access to transactional banking functionality.

### 4. Global Account Management

This service provides balance and activity information for accounts held in different currencies through our global Treasury & Trade Services business. A tile displays on the Global Accounts Dashboard for each currency for which you have accounts linked to CitiBusiness Online. The tile presents the aggregate balance of all accounts in a particular currency with each individual account listed separately beneath the tiles. Click on an account to display the activity for that account. While in an account, you may use the filtering and search features to organize the transaction information to suit your needs.

You may also request the single sign-on feature which allows you to directly access CitiDirect BE (the Treasury & Trade Services banking portal) using only your CitiBusiness Online log on credentials. By clicking on the Global Payments and Trade (CitiDirect BE) link you will open a new tab on your browser to CitiDirect BE where you can pull reports, process transactions and perform any of the services you have set up on your Global Accounts.

Since each banking portal is on its own browser tab, you may toggle easily between them by clicking on the appropriate browser tab, subject to the time out feature in each portal.

### 5. File Transmission

File transmission services offers you the ability to download account balances, transaction details and billing information in multiple file formats. In order to access BAI2, EDI 822, Direct File transmissions ("DFTs"), you must enroll in CitiBusiness Online Cash Manager Suite of services and comply with the file transmission protocols.

#### 5.1 BAI2 Transmission

BAI2 (Bank Administration Institute Version 2) is a machine-readable account balance and transaction reporting file that originates from CitiBusiness Online. Your Treasury Management or Enterprise Resource Planning (ERP) system can automatically download and process the BAI2 files for account reconciliation purposes.

Bank reconciliation is a process that resolves the difference between the balance on a bank statement and the corresponding amount shown in an enterprise's accounting records. One of the most common applications of the BAI2 file is reconciling start of day balances (based on prior day activity), wire postings with reference numbers and current day balances. These machine-readable data files are used for either prior day account statement summary information or intraday balance and wire details

information.

#### Product Highlights

- Receive automated transmission of account balances and activity.
- PGP encrypted BAI2 files will be pulled by your ERP or Treasury Management system through a secure file transfer protocol ("SFTP").

## 5.2 EDI 822 Transmission

EDI 822 transmission is an electronic version of the account analysis statement, which a Treasury Management or accounting system can automatically download and process for your services' bill processing.

### Product Highlights

- You securely receive your electronic analysis statement in an EDI 822 format.
- The monthly EDI 822 files are pulled by your Treasury Management system through a secure file transfer protocol that is implemented by Citi.
- The EDI 822 statement will be organized into sections detailing transaction types, dates, amounts, and balances.

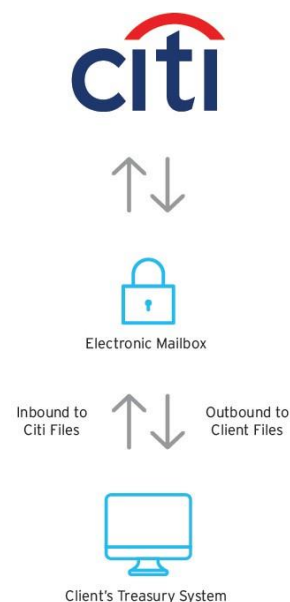
## 5.3 Direct File Transmission (DFT)

DFT is a channel within CitiBusiness Online that automates the secure delivery of your wire transfer and information reporting files. You can generate wire transfer files from your Treasury Management or Enterprise Resource Planning (ERP) systems and securely push the encrypted wire files to your assigned electronic mailbox for CitiBusiness Online to instantaneously pull in process. Confirmation and information reporting files are also automatically sent and pulled by your Treasury Management or ERP systems for reconciliation purposes.

### Product Highlights

- Secure and automated delivery of wire transfer payment files from your Treasury Management or ERP system into CitiBusiness Online.
- You will also receive an automated delivery of confirmation and information reporting files from us into your Treasury Management or ERP systems for reconciliation purposes.
- You have the option to select the Straight Through Processing (STP) option. Upon doing so, you waive the additional review and security controls that enable you to designate separate authorized Users to set up and approve individual transactions.
- You must establish wire entitlements with source accounts in order to use the DFT service.

Figure 2: File Transmission Services





# Deposit and Account Services

## 6. Deposit Products

Citi offers a variety of deposit products and services tailored to your specific business needs. Your deposits are insured by the Federal Deposit Insurance Corporation (FDIC) up to applicable limits. For more information, visit [www.fdic.gov](http://www.fdic.gov) or call 1-877-ASK-FDIC (1-877-275-3342).

### 6.1 Checking Accounts

Our Checking Accounts ("checking account", "Demand Deposit Account" or "DDAs") options provide solutions that allow you to reduce or eliminate banking fees through earnings credit; earn interest; or receive pre-set transaction volumes as part of a packaged pricing offer. Statements are available electronically via our online channel CitiBusiness Online.

#### CitiBusiness Streamlined and Flexible Checking Account

The CitiBusiness Streamlined and Flexible Checking account is optimal for you if you are looking to reduce or eliminate your monthly banking fees. You can make deposits, write checks, and pay your bills with an account that uses your monthly average available balance and then applies an Earnings Credit Rate to calculate a "soft" dollar credit against your eligible banking fees.

##### Product Highlights

- Non-interest bearing account for your daily operating business needs.
- Provides an effective way to reduce or offset eligible banking fees

with excess balances.

- Provides full access to your daily liquidity.
- Eligible for CitiBusiness Banking or Debit Card.
- There are no withdrawal fees at Citibank ATMs.
- Statement is available electronically via our online channel CitiBusiness Online.
- Balance is FDIC insured up to the applicable limits.

##### Earnings Credit Features

- Earnings Credit can reduce or eliminate eligible fees like monthly maintenance fees, transaction service fees, cash management and other eligible banking service fees.
- Earnings Credit is based on your monthly average available non-interest bearing balances.
- A managed or indexed rate is applied to your average monthly balance, generating an earnings credit allowance. This allowance is then used to reduce or offset your eligible fees.
- A minimum monthly average available balance of \$5,000 is required to be eligible for Earnings Credit.
- Earnings Credit can be utilized by one single stand-alone account or multiple accounts in a group relationship.
- Any fees not eligible for Earnings Credit will be charged through the monthly billing.

#### Figure 3: Earnings Credit Calculation Example

For Example, your monthly average available balance in January is \$5,000,000 with Earnings Credit Rate of 0.20%, Citi will deduct earning credit of \$849.32 from your monthly fee of \$2,000. The new monthly fees to be paid change to \$1,150.68.

|                                             | January         | February        | March           |
|---------------------------------------------|-----------------|-----------------|-----------------|
| Monthly avg. available balance              | 5,000,000       | 15,000,000      | 10,000,000      |
| Earnings Credit Rate (%)                    | 0.20%           | 0.20%           | 0.20%           |
| Day basis                                   | 365             | 365             | 365             |
| Days in Month                               | 31              | 28              | 31              |
| <b>Earnings Credit (\$)</b>                 | <b>849.32</b>   | <b>2,301.37</b> | <b>1,698.63</b> |
| Monthly Fees                                | 2,000           | 2,000           | 2,000           |
| Less Earnings Credit (\$)                   | -849.32         | -2,301.37       | -1,699.63       |
| <b>Monthly Fees to be paid</b>              | <b>1,150.68</b> | <b>0</b>        | <b>300.37</b>   |
| Average balance required to offset all fees | 11,774,194      | 13,035,714      | 11,774,194      |

For illustration purposes only. Actual rates may vary.

#### CitiBusiness Interest Checking Account

The CitiBusiness Interest Checking account is optimal for you if you are looking for a return on your account balance. You can make deposits, write checks, and pay your bills with a highly flexible checking account that applies an interest rate to your available end-of-day balance.

##### Product Highlights

- Interest-bearing account for your daily operating business needs.
- Provides an effective way to earn a return on your balances.
- Provides full access to your daily liquidity.
- Eligible for CitiBusiness Banking or Debit Card.
- There are no withdrawal fees at Citibank ATMs.
- Fees are eligible to be included for offset by Earnings Credit when linked to a CitiBusiness Checking account.
- Balance is FDIC insured up to the applicable limits.

##### Packaged Pricing Features

- Account maintenance fee includes a monthly transaction allowance.
- Account maintenance fee can be offset by maintaining a required monthly average balance.
- Transactions in excess of the monthly transaction allowance will be charged on a per item basis.

##### Interest-Bearing Features

- Initial interest rate information will be provided upon opening of your account.
- Rates may change at any time without prior notice at our sole discretion.
- The daily balance method is used to calculate interest on your end-of-day balances.

- A daily periodic rate (managed or indexed) is applied.

- Interest is compounded daily, using a 365/366 (leap year) day basis unless otherwise agreed upon.
- Interest is paid monthly, on the last business day of the monthly statement cycle. If the last calendar day of the month is not a business day (Saturday, Sunday or Federal Reserve Bank holiday), interest will be paid on the last business day of the month, including the interest for the entire month.

## CitiBusiness Streamlined and Flexible Checking Account

The CitiBusiness Flexible Checking account is optimal for you if you are looking for a packaged pricing option. You can make deposits, write checks, and pay your bills with a highly flexible checking account.

### Product Highlights

- Non-interest-bearing account for your daily operating business needs
- Provides an effective way to manage your banking fees.
- Provides full access to your daily liquidity.
- Eligible for CitiBusiness Banking or Debit Card.
- There are no withdrawal fees on Citibank ATMs.
- Fees are not eligible to be included for offset by Earnings Credit when linked to a CitiBusiness Checking account.
- Balance is FDIC insured up to the applicable limits.

### Packaged Pricing Features

- Account maintenance fee includes a monthly transaction allowance.
- Account maintenance fee can be offset by maintaining a required monthly average balance.
- Transactions in excess of the monthly transaction allowance will be charged on a per item basis.

## 6.2 Negotiable Order of Withdrawal Accounts

Negotiable Order of Withdrawal (NOW) accounts are checking accounts, available only to clients that are individuals; sole proprietorships; governmental units; and corporations, partnerships, associations, and organizations that are operated primarily for religious, philanthropic, charitable, educational, fraternal, or other similar purposes and not for profit.

### Product Highlights

- Restricted to certain client ownership groups.
- Can be interest-bearing or non-interest-bearing.
- Permits unlimited transfers, withdrawals and deposit transactions.
- Provides full access to your daily liquidity.
- Eligible for CitiBusiness Banking or Debit Card.
- There are no withdrawal fees at Citibank ATMs.
- Statement is available electronically via our online channel CitiBusiness Online.
- Balance is FDIC insured up to the applicable limits.

### Right to Require Advance Notice

- As required by federal regulations, we reserve the right to require you to provide written notice at least seven days prior to an intended withdrawal. However, we do not presently exercise this right.

## 6.3 Savings Accounts

The CitiBusiness Insured Money Market Account (IMMA) and Savings Account are ideal for earning a higher return on your excess balances while maintaining access to daily liquidity.

### Product Highlights

- Interest-bearing money market deposit / savings account.
- Provides full access to your daily liquidity.
- The number of deposits is unlimited.
- Fees are eligible to be included for offset by Earnings Credit when linked to a CitiBusiness Checking account.
- Statement is available electronically via our online channel CitiBusiness Online.
- Balance is FDIC insured up to the applicable limits.

### Interest-Bearing Features

- Initial interest rate information will be provided upon opening of your account.
- Rates may change at any time without prior notice at our sole discretion.
- The daily balance method is used to calculate interest on your end-of-day balances.
- A daily periodic rate (managed or indexed) is applied.
- Interest is compounded daily, using a 365/366 (leap year) day basis unless otherwise agreed upon.
- Interest is paid monthly on the last business day of the monthly statement cycle. For end of month statements, the last calendar day of the month is not a business day (Saturday, Sunday or Federal Reserve Bank holiday), interest will be paid on the last business day of the month, including the interest for the entire month.
- If you close a Savings account before the date interest is credited, you will forfeit all interest for that statement period.
- If you close an IMMA account before interest is credited, interest will be paid up to but not including the closing date of the account.

### Right to Require Advance Notice

- As required by federal regulations, we reserve the right to require you to provide written notice at least seven days prior to an intended withdrawal. However, we do not presently exercise this right.

## 6.4 CitiBusiness Interest on Lawyer Account (IOLA), Interest on Lawyer Trust Account (IOLTA), Interest on Trust Account (IOTA)

IOLA, IOLTA and IOTA accounts are designed for law firms and attorneys responsible for managing qualified client funds to support compliance with applicable state regulations governing the administration, receipt and disbursement of client funds.

### Product Highlights

- May be a CitiBusiness Interest Checking, NOW or IMMA account.
- Interest earned is credited to the IOLA/IOLTA/IOTA account at the end of each month and is then transferred to the IOLA/IOLTA/IOTA state fund after fees, as applicable, have been deducted.
- Also available as part of our Account Manager Suite to manage Sub-Account structures.
- Balance is FDIC insured up to the applicable limits.

### Interest-Bearing Features

- Initial interest rate information will be provided upon opening of your account.
- Rates may change at any time without prior notice at our sole discretion.
- The daily balance method is used to calculate interest on your end-of-day balances.
- A daily periodic rate (managed or indexed) is applied.
- Interest is compounded daily, using a 365/366 (leap year) day basis unless otherwise agreed upon.
- Interest is paid monthly on the last business day of the monthly statement cycle. For month end statements the last calendar day of the month is not a business day (Saturday, Sunday or Federal Reserve Bank holiday), interest will be paid on the last business day of the month, including the interest for the entire month.

## 6.5 Certificate of Deposit (CD)

A Certificate of Deposit is ideal for you if you have excess cash that you can commit for a specific time, and are looking to earn a higher return. When you open a CD account, you agree to leave the principal in the account until the agreed maturity date.

### Product Highlights

- Interest-bearing time-deposit account.
- Cannot be transferred or negotiated.
- Terms available from seven days up to multiple years.
- Maturity options available include automatic renewal or transfer to your checking account.
- Maturity notices are generated for automatic renewals with a term of three months or higher.
- Statement is available electronically via CitiBusiness Online and includes maturity date and rate information.
- Deposits are FDIC insured up to the applicable limits.

### Interest-Bearing Features

- Interest rate information will be provided upon account opening.
- Withdrawals of interest will reduce earnings on the account.
- The daily balance method is used to calculate interest on your end-of-day balances.
- Interest is compounded daily, using a 365/366 (leap year) day basis unless otherwise agreed upon.
- Interest can be paid "Monthly" (for terms greater than one month) or "At Maturity" (for terms of up to one year).
- Interest can be credited to your CD account or transferred to your checking account with us.
- Interest credited to your CD account will earn the CD account interest rate and is available for withdrawal at any time without penalty.

### Automatic Renewal Option

- The CD will renew automatically for succeeding terms of the same length, unless you have provided instructions to roll to a different term, have the funds transferred to a checking account or close the account.
- The new interest rate will be determined at the time of renewal.
- If the previous term is no longer available, details regarding the renewal and term will be contained in the Maturity Notice.

### Additional Deposits and Withdrawals

- For CDs with a term of 7 or 14 days, deposit increases or withdrawals may only be made on the maturity/renewal date.
- For CDs with a term greater than 30 days, deposit increases or withdrawals may be made during the seven-day grace period following the maturity/renewal date.
- Interest will be paid on the amount withdrawn from the last maturity date at our then current CitiBusiness CD rate for withdrawals or closures during the grace period.

**Early Withdrawals**

- Any withdrawal of principal prior to the maturity date will be subject to an early withdrawal penalty.
- The early withdrawal penalty will not apply to withdrawals made on the maturity date (for short term CDs) or during any 7-day period following the initial maturity date or any renewal maturity date.
- Early withdrawal penalties will be an amount equal to the simple interest for a certain number of days as shown below. The penalty is based on the principal withdrawn at the rate than being paid on the account.

*Figure 4: Early Withdrawal Penalty*

| Term             | Penalty                   |
|------------------|---------------------------|
| 7 day            | 7 days' simple interest   |
| 14 days          | 14 days' simple interest  |
| Less than 1 year | 30 days' simple interest  |
| 1 to 2 years     | 90 days' simple interest  |
| 3 to 4 years     | 180 days' simple interest |
| 5 years          | 270 days' simple interest |

## 6.6 Deposit Account Solutions

See below for a brief summary of our available deposit and saving accounts.

Figure 5: Summary Deposit and Savings Account solutions

|                                    | Citi Business Checking Account                   | CitiBusiness Interest Checking Account               | CitiBusiness Flexible and Streamlined Checking Account | Negotiable Order of Withdrawal (NOW)          | CitiBusiness Insured Money Market Account (IMMA) and Savings Account | Certificate of Deposit (CD)                                                           |
|------------------------------------|--------------------------------------------------|------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Account type                       | Checking Account                                 | Checking Account                                     | Checking Account                                       | Checking Account                              | Savings Account                                                      | Term-Deposit Account                                                                  |
| Account Characteristics            | Earnings Credit                                  | Interest-bearing                                     | Packaged Pricing                                       | Could be Interest-bearing                     | Interest-bearing                                                     | Interest-bearing                                                                      |
| Right for you if you...            | Are looking to reduce your monthly banking fees? | Are looking for a return on your end-of-day balance? | Are looking for a fixed price offer?                   | Belong to an eligible client ownership group? | Are looking for a higher return on your excess balance?              | Are looking for a higher return on your balance that can be committed for a set term? |
| FDIC insured                       | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✓                                                                    | ✓                                                                                     |
| CitiBusiness Online                | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✓                                                                    | ✓                                                                                     |
| Access to Funds                    | Daily                                            | Daily                                                | Daily                                                  | Daily*                                        | Daily*                                                               | Upon maturity                                                                         |
| Cash Management Services           | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✗                                                                    | ✗                                                                                     |
| Access to Branch and ATM services  | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✓                                                                    | ✓                                                                                     |
| CitiBusiness Banking or Debit Card | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✓                                                                    | ✗                                                                                     |
| Cash Vault Services                | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✗                                                                    | ✗                                                                                     |
| Remote Check Deposit               | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✗                                                                    | ✗                                                                                     |
| Overdraft Protection Services      | ✓                                                | ✓                                                    | ✓                                                      | ✓                                             | ✗                                                                    | ✗                                                                                     |

\* As required by federal regulations, we reserve the right to require you to provide written notice at least seven days prior to an intended withdrawal. However, we do not presently exercise this right.

## 6.7 Account Manager Suite of Products

The Account Manager Suite (AMS) of products supports the business needs of the legal community, title and escrow companies, real estate or property management firms and other qualified businesses that hold funds for the benefit of third parties. With your "Control Account" that is established in your name, you can open and link "Sub-Accounts" as described in this section.

### Product Highlights

- Account structure supports one "Control Account" and up to 2,000 linked "Sub-Accounts" per structure. You can establish multiple Control Accounts to support higher volume account structures.
- You can establish Sub-Accounts for the benefit of a third-party beneficiary or to manage separate areas of your business.
- Sub-Accounts can be non-interest-bearing checking, interest checking or IMMA accounts.
- Account structures can be managed by using our CitiBusiness Online banking tool.
- Control and Sub-Accounts are fully transactional and through Citi Business Online, you can open and close accounts, transfer funds, and place wire transfers.
- You, as the Control Account owner, have full access to linked Sub-Accounts. Sub-Account beneficiaries have no transactional or signer access to the sub-account.
- Sub-Accounts with a beneficiary owner are set up under the Control Account owner name, followed by a legal identifier, e.g., "for the benefit of," "as attorney for," etc., followed by the Sub-Account beneficiary name. For each Sub-Account, you will need to provide a Taxpayer Identification Number and tax certification from the beneficial owner of the funds.

### CitiBusiness Online

Through CitiBusiness Online, you, as the Control Account owner have 24/7 access to account information and account management functionality:

- Balance Reporting and transactional download options.
- Statement viewing.
- Online Sub-Account opening and closing.
- Online generation of prefilled W9 forms for Certification of new Sub-Accounts.
- Online TIN Certification Inquiry to aid in monitoring outstanding certifications.
- Transferring funds between Control and Sub-Accounts.

### Statements

Statements can be viewed on CitiBusiness Online, or sent via paper or CD ROM/DVD.

- Statements are generated on the last business day of each month.
- The statement will contain transaction activity for both the Control Account and linked Sub-Accounts.
- Several statement options are available:
  - The Control Account owner will receive a consolidated statement for the Control Account and all Sub-Accounts, which contain both summary and account level transactional detail.
  - Additional duplicate statement combinations are available as needed; consolidated statement containing the summary

information for the Control Account and all Sub-Accounts, as well as the detail for only the Control Account can be sent to other parties (always sent via paper).

- The Control Account owner can also request that an individual Sub-Account statement be sent to an alternate address.
- 1099 Tax filing forms for interest-bearing accounts can be aggregated and sent to the Control Account holder or sent directly to individual Sub-Account clients.

### Deposit Administrator Account (DAA)

The Deposit Administrator Account is designed for property managers, CPAs and business managers of title and real estate companies that have a need to transact and administer funds for multiple customers. The DAA is intended for regular transaction use and allows most Cash Management services.

- The Control Account is a non-interest-bearing checking account.
- Sub-Accounts can be non-interest-bearing checking, interest checking or IMMA accounts.
- Earnings Credit is available to reduce or offset eligible fees.
- Standard billing feature allows for fees incurred by the Sub-Account to be rolled up to the Control Account.
- Other options offered include settling fees at the individual Sub-Account level or charging to an alternate eligible account outside the DAA structure.

### CitiEscrow Account (CEA)

The CitiEscrow Account is designed for law firms and attorneys responsible for managing qualified client funds to support compliance with applicable state regulations governing the administrative receipt and disbursement of client funds.

- Supports segregations of individual client accounts for attorney trust and other fiduciary relationships, including required interest reporting at the Sub-Account level and the transfer and reporting of interest to designated agencies.
- Sub-Account defined fields provide the ability to customize statement sorting for tracking multi-firm/ branch locations, or provide segregated sorting by attorney and client.
- Control and Sub-Accounts may be designated as IOTA, IOLA, IOLTA and Maryland Affordable Housing Trust (MAHT). The Control Account may also be a non-interest-bearing checking account.

### Security Deposit Account (SDA)

The Security Deposit Account is available for property managers that need to manage tenant security deposits. The SDA statement is designed to support reporting and segregation of tenant security deposits.

- Facilitates collection of administrative fees for the property owner (where allowed).
- Can disburse interest-only payments to tenants, or reinvest interest earned into the tenant account.
- Sub-Account level fields support reporting at the Building and Apartment/Suite level, making it ideal for multi-unit, multi-property clients and funeral homes.
- Control Account is a non-interest-bearing checking account and linked Sub-Accounts may be interest-bearing or non-interest-bearing.



## Exchange Management Account (EMA)

The Exchange Management Account allows qualified intermediaries to hold funds to facilitate IRC Section 1031 like-kind exchanges. EMAs are subject to additional terms and conditions.

## 7. Overdraft Protection

We offer two Citibank services that are designed to provide you with overdraft protection, as well as access to uncollected funds in your checking account. Enrollment, however, is not automatic.

### 7.1 CitiBusiness Checking Plus

The CitiBusiness Checking Plus service gives you a revolving line of credit attached to your checking account, providing availability of funds and overdraft protection.

#### Product Highlights

- You can withdraw funds or write checks for more than the available balance in your account up to the amount available in the CitiBusiness Checking Plus line.
- Your CitiBusiness Checking Plus line may be used to cover overdrawn balances in your checking account. This will result in an advance under your line for which a finance charge will be assessed.
- The CitiBusiness Checking Plus line may also be used to cover the use of funds in your checking account that are not yet available. In this case, the CitiBusiness Checking Plus line availability will be reduced by the amount used to cover the uncollected funds, but no actual advance under the line will occur and no finance charge will be assessed.
- CitiBusiness Checking Plus overdraft protection is subject to a credit review and approval.
- Enrollment is available at the time of account opening or can be added at a future date.

### 7.2 CitiBusiness Safety Check

The CitiBusiness Safety Check covers overdrafts in your CitiBusiness Checking account by transferring funds from your linked IMMA or Savings account. Please note that the IMMA and Savings account are subject to calendar monthly withdrawal limits.

- CitiBusiness Safety Check will not permit you to withdraw cash or make transfers between accounts if there are insufficient funds in your checking account.
- The linked Contributing Account (as described below) also covers the use of deposited funds that are not yet available in the checking account.
- For CitiBusiness Safety Check, you can link either your IMMA or Savings account as the Contributing Account.

#### How CitiBusiness Safety Check Works

When you sign up for CitiBusiness Safety Check, you may select one account you maintain at Citibank as your "Contributing Account".

- Your Contributing Account can be either an IMMA or Savings account. Certificates of Deposit are not eligible to be Contributing Accounts.
- Only available funds in your Contributing Account can be used for CitiBusiness Safety Check coverage.
- When CitiBusiness Safety Check is used to cover your use of uncollected funds, a like amount in your Contributing Account will be held until the deposited funds become available. The funds held in your Contributing Account are not transferred to the checking account and will continue to earn interest. Since no transfer of funds occurs, there is no transfer fee for use of this service in this circumstance.
- When CitiBusiness Safety Check is used to cover an overdraft in your checking account, an amount necessary to cover the overdraft will be transferred from your Contributing Account. A transfer fee will apply when the service is used to cover an overdraft.

#### Transfer Maximums

Transfers are limited to the total available funds in the Contributing Account. If one or more transactions cause your checking account to have a negative available balance on a given day, and if you have available funds in your Contributing Account to cover them, only one overdraft transfer and fee will be processed for the total amount transferred to cover the transactions.

A transfer fee to cover the overdraft will be assessed and will be listed in your monthly statement.

## 8. Image CD ROM/DVD

CD ROMs or DVDs containing account statements and check images are created for designated accounts and delivered within five to eight business days after the accounts have cycled.

- Encryption Key - When you start your service, an encryption key will be mailed separately to you, which will enable you to access the CD ROM/DVD content.
- Content Access - If you download the contents of the CD ROM or DVD to your network or workstation, any User with access to the network or any User operating the workstation will have access to such content, unless you implement additional security.
- If you are enrolled in Account Reconciliation Services, then you may also receive applicable ARP reports on your CD ROM/DVD.
- Please notify us no later than 30 days after the applicable statement cycle if a CD ROM or DVD is not received or does not function properly.



# Payment Services

## 9. Transfers between Linked Citi Accounts

You can transfer funds between certain linked accounts by visiting any Citibank ATM, by calling our CitiBusiness Service Center or your Citi Service Representative, or through CitiBusiness Online.

- **Automatic Transfers** - You can arrange for us to make automatic transfers between accounts. The minimum amount for each transfer is \$10, and transfers can be arranged on a weekly, every other week or monthly basis. All CitiBusiness Checking, IMMA and Savings accounts permit automatic transfer withdrawals and accept automatic transfer deposits. You can also pay loans to your Business Credit Account and CitiBusiness Checking Plus with automatic monthly transfer payments from your CitiBusiness Checking, IMMA or Savings account.
- **Canceling an Automatic Transfer** - You can cancel an automatic transfer by calling us at the number listed on your statement or by writing to us at the Bank's mailing address found on your most recent statement, or through an Electronic Communication Channel or to an email address provided by Bank for such purposes. We must receive your instructions at least three business days before the transfer is to be made.
- **Transfers and withdrawal limits for IMMAs and Savings accounts** apply.

## 10. Automated Clearing House (ACH)

### ACH Services

ACH services are offered via CitiBusiness Online for processing your ACH transactions. ACH services include: Electronic Debits and Credits, Direct Deposit of Payroll, Telephone Initiated Payments, Tax Payments (State), Data Export (From ACH Origin, Batches), and Same Day ACH.

### Blocks and Filters

ACH Blocks and Filters and ACH Positive Pay allows you to add a layer of fraud protection for your accounts. The following Block and Filters are available:

- **Unauthorized debits** are automatically returned to the originating (sending) company as "Not Authorized".
- **Standing Order Authorization (Filter)** - Designed for clients who want to permit routine, recurring debit transactions to post to their checking account, the Standing Order filter is established at an originating company's level. Additionally, the authorization can be established for a maximum dollar amount.
- **Company Level** - This option restricts the identification criteria of the transaction to the originating company's identification number and to a dollar amount limitation. Further identification criteria for the transaction is not required. All transactions from the originating company that pass the dollar amount limitation will be accepted and passed on to posting. Items not meeting both the dollar limit and matching the company ID will be returned as "Not Authorized".
- **Dollar Amount Limitation** - For this option, a maximum dollar amount can be specified. Transactions that pass the identification criteria are

only accepted if the dollar amount is less than (or equal to) the maximum authorized.

### Universal Payment Identification Code (UPIC)

The UPIC number is available through the ACH Operator Electronic Payments Network ("EPN") of The Clearing House, LLC. The UPIC routing and account numbers are intended to mask sensitive bank account information while securely facilitating incoming electronic credits of ACH entries.

## 11. Instant Payments

Instant Payments are processed through the Real Time Payments (RTP®) system owned and operated by The Clearing House. The RTP system permits you to send and receive U.S. domestic payments that settle in real time with immediate funds availability.

Citibank is a participating bank in the RTP system. The Instant Payment Service enables you to initiate and receive credit transfers with irrevocable settlement and immediate funds availability (an "Instant Payment") from your US account(s) with us to recipients whose accounts are in the US and whose banks participate in RTP. The Service offers near-immediate payment status of successful or unsuccessful processing made available through CitiBusiness Online.

### Sending Instant Payments

You may initiate an Instant Payment by submitting a payment request through CitiBusiness Online.

#### Limits:

- The service is typically available 24 hours a day, 7 days a week, including weekends and state and federal holidays; however, the service and/or specific participant banks may be unavailable from time to time, including due to scheduled or unscheduled maintenance.
- Under current RTP rules, you may not send more than \$1,000,000.00 through the Service in a single transaction
- We may establish a lower single transaction limit for you
- We may also establish limits for total daily, weekly, or monthly transactions
- We may block any attempted payment that exceeds any of the above-noted limits
- We may adjust the above limits at any time in its sole discretion and will notify you of such adjustments
- Similar to other payment types, you must have sufficient funds in place on the account when initiating a payment. Should the account have insufficient funds, the payment will reject upon initiation.
- Instant Payments sent through RTP are irrevocable and cannot be reversed by the sender. This means that unintended transfers due to mistake, wrong information or fraud may not be returnable.
- **You** should only use the service to make payments to people or businesses that you know

### Request for Return of Funds

- Although an Instant Payment is final and irrevocable immediately upon transmission, there is a feature called "Request for Return of Funds" by which you can make a request to have a payment returned. However, any decision by a recipient to return the payment is entirely voluntary, and the recipient is not obligated to return the funds.

- If you wish to request a return of funds such as the following examples: the incorrect amount of funds was transferred because you entered the incorrect payment amount, funds were sent to someone other than your intended recipient because you incorrectly entered the recipient information which was associated with someone other than the intended recipient, you should initiate the return request through your Citi Service Representative. We will transmit the return request to the recipient's bank through the service; **however, we cannot guarantee that funds will be returned in whole or in part and have no obligation to make any effort to recover such funds beyond the transmission of the return request.**

### Receiving Instant Payments

- You are also eligible to receive Instant Payments sent through the service
- No additional set-up is necessary for you to receive Instant Payments
- A sender may request that you return funds sent through the service. If Citi receives such a return request, we will contact you through usual service or relationship channels.
- Per current RTP rules, incoming payments to you through the Service cannot exceed \$1,000,000.00 per payment, if you are expecting a payment, you should inform the sender of the limit.

### Informational Messages

- Other non-payment messages available to you serve the purpose of providing additional transactional information or data for you or your beneficiary.
- These messages are referred to as "Request for Information" and "Remittance Advice" and may be available for you to utilize in CitiBusiness Online.
- As with other non-payment messages, when you are a recipient of these requests you are not obligated to accept or respond to these messages.
- These messages can be initiated in response to an Instant Payment, Request for Payment, or Request for Return to allow you or your beneficiary the opportunity to systemically ask for further detail to accurately process a transaction or respond to a request.

### Failed Instant Payments

- As with other payment types, an Instant Payment may fail during processing. If you are the sender of an Instant Payment, we will make the status of the payment (including failure) available through your chosen notification settings on Citi's electronic connectivity channels. In certain instances, the reasons for payment failure are specific to the RTP scheme. These reasons include, but are not limited to:
  - The receiving bank is not able to process the payment within the timing set by the RTP rules
  - The Service or recipient bank is unavailable
  - The payment violates any of the above mentioned RTP limits, or limits set by other Participating banks
- As with any other payment, an Instant Payment may also fail for reasons that are not specific to the RTP scheme
- These reasons include, but are not limited to:
  - if the recipient or sender account is closed, invalid, ineligible to receive payments,
  - or is declined for other risk-management, legal, or regulatory reasons
  - In addition, as with any other payment, completion of a payment may be delayed if the payment is subject to review by a sending or receiving bank for fraud, regulatory or compliance purposes

## 12. Wire Transfers

Domestic or International wire transfers should be initiated through CitiBusiness Online. For other options, please contact your Citi Service Representative.

- Provide a Debit Authorization to us and we will debit your account for the amount of the order.
- A service fee will be charged.
- In placing your order, you must select a financial institution ("beneficiary bank").
- You may instruct the beneficiary bank to credit an account or hold the funds for the beneficiary.
- The beneficiary bank will follow your instructions and notify the beneficiary.
- If you specify an account number to credit, you understand the following three things:
  - The beneficiary bank may credit an account based on that account number.
  - The beneficiary bank may not validate the account number belongs to the intended recipient.
  - If incorrect information is provided you understand that you are solely responsible.
- Additional information regarding wire transfers is available from your Citi Service Representative.

## 13. Checks

In addition to our electronic payment products and services, you can use checks to pay your bills, vendors or employees.

### Check Order Options

- Check orders through Citibank:
  - When we facilitate your check order, we act as a sales and billing agent for the check supplier and are compensated for the service.
  - We will deduct the cost of ordering checks from your account after your check order is processed via direct debit.
- Check orders through independent suppliers:
  - Please ensure that these checks have been reviewed and approved in advance by us.
  - The checks must conform to specifications published by the American National Standards Institute (ANSI) Committee X9AB. Checks may be returned unpaid if they do not meet these specifications.
  - Your full legal entity name and your address must be included on the face of the check.
  - In cases where we manually process a check that has not been properly Magnetic Ink Character Recognition (MICR)-encoded, a fee may be assessed for the manual processing.

### Stale-Dated Checks

- We may or may not pay a stale-dated check.
- We may or may not pay a check that is more than six months old.

### Stop Payments

- You can issue a Stop Payment by providing us with written notice, or calling your Citi Service Representative or CitiBusiness Service Center.
- The payment cannot be stopped on a check that has been already paid or is in the process of being paid.
- The Stop Payment order will stay in effect for six months, unless you instruct us to cancel or renew. The order may be renewed for an additional six-month period.
- In certain circumstances, the law may allow the party in possession of the check to enforce the payment.
- A Stop Payment order may not be placed on official checks or international checks, except when such checks have been lost, stolen or destroyed. We may require additional documentation in such cases.

### Check Cashing

- When a check is written to another person, that person, with proper identification, may be able to cash it at a Branch if the check is for \$5,000 or less.
- If the amount of the check is greater than \$5,000, you must make arrangements with your branch. Otherwise, the payee will be required to deposit the check to an account at Citi or elsewhere.
- For checks presented for encashment to a California or Nevada Branch by a payee who does not bank with Citi, your payee may be required to provide a fingerprint before cashing such check. If the payee refuses to provide a fingerprint, the Bank may refuse to cash the check. You agree that our refusal to do so is reasonable and that we will not be liable to you for our refusal.

## 14. Positive Pay with Checks

Positive Pay is a fraud mitigation service that provides you with early detection of fraudulent, altered or counterfeit checks through a daily verification of checks. Through CitiBusiness Online, you can approve or return checks presented.

### We offer four Positive Pay plans

Positive Pay, Payee Positive Pay, Positive Pay/No Issue File and Reverse Positive Pay.

### 14.1 Positive Pay Plans that require Issue Files

**Positive Pay:** Matches check numbers and amounts to your check issuance file. **Payee Positive Pay:** Matches check numbers, amounts and payee names to your check issuance file.

Use Positive Pay as a security measure against check fraud. You can include payee name comparison as an additional element by enrolling in Payee Positive Pay. Both plans are available with or without the Account Reconciliation plan (ARP).

### Product Highlights

- Enhanced check monitoring for increased security, and both plans automatically include Teller Positive Pay.
- Each day you issue checks, you send us an issuance file with the check number, dollar amount and payee name (for Payee Positive Pay). You will need to provide us this information via CitiBusiness Online or Citi Secured File Transfer upon issuing checks so that the information is available before items are presented to us.
- Secure Pay translation software is available if you need assistance creating Positive Pay issuance files.
- As checks are presented, we will compare the data on the checks to the information in the issuance file provided. If the data on the issuance file matches the data on the checks, the checks will remain paid without any other verification, including any comparison of a maker's signature to authorized signatures on file. We rely solely on the information provided in the issuance file and you agree that is commercially reasonable. Other than our review of the issuance file, you assume sole responsibility for determining if checks presented for payment from your account are authorized to be paid from your account.
- All items that do not match your issuance file ("exception items") will be reported to you via CitiBusiness Online on the business day after a check is provisionally paid. You are alerted that exceptions are pending via a message when signing on to CitiBusiness Online.
- Optional email and/or text alerts that exceptions are pending your decision are also available.
- Through CitiBusiness Online, you will review "exception items" and determine if they are valid. If you do not provide Pay or Return instructions for each exception, the checks will be returned unpaid unless there is a previous written agreement.
- If you have Payee Positive Pay, the exact payee name printed on the check must match the name identified on your issuance file.
- Please make sure that you have sent us samples of your check stock with the payee names in the font and style that you will be using for writing the actual checks. All check designs, both new and subsequent changes, must be approved by us prior to use. You are

responsible for any costs and expenses incurred by us as a result of any non-approved checks.

- Decisions on your exception items must be completed on CitiBusiness Online by 3 p.m. EST.

## 14.2 The following two Positive Pay plans do not use issue files

Positive Pay No Issue and Reverse Positive Pay may be an option for you if you issue a low number of checks. All checks that are presented for payment are provided for your review and you decide whether it is a valid check or whether the check should be returned.

- Positive Pay/No Issue File:
  - All checks presented for payment are considered exceptions and require your review and pay/return decision.
  - Exception items without decision will automatically be returned.
  - No Account Reconciliation plan (ARP) service available.
- Reverse Positive Pay:
  - All checks presented for payment are considered exceptions and require your review and pay/return decision.
  - Exception items without decision will automatically be paid.
  - Each business day, you are responsible for reviewing the report to identify any items that should be returned.
  - Comes with Partial Account Reconciliation plan (ARP).

### Process

- There are no issue files provided to the Bank, and as a result, all check items are exceptions for client review and decision.
- These services are recommended for clients with low check volumes.
- Through CitiBusiness Online, we will present you with a listing of all checks that come to us for payment and were provisionally paid the previous business day. These will appear as Positive Pay exceptions for your review and pay/return decision(s).
- You are alerted that exceptions are pending via a message when signing on to CitiBusiness Online.
- If you are enrolled in Positive Pay No Issue, and you do not decision the exception to pay, it will be returned unpaid.
- If you are enrolled in Reverse Positive Pay, and you do not decision the exception item to return, then we will pay the check without verification of any other aspects of the check, including any comparison of a maker's signature to authorized signatures on file. You assume sole responsibility for determining if checks presented for payment from your account are authorized to be paid from your account
- Optional email and/or text alerts that exceptions are pending your decision are also available.
- Decisions on your exception items must be completed on CitiBusiness Online by 3 p.m. EST.

## 14.3 Teller Positive Pay

Teller Positive Pay identifies potentially fraudulent, altered or counterfeit check items presented for encashment at Citi branches by comparing them in real time with the check-issue file that you provide to us. If the information does not match, we will not be able to cash the check.

### Product Features

- Teller Positive Pay is automatically included with Positive Pay, Payee Positive Pay and Positive Pay No Issue services, unless you explicitly request not to have it included.
- Teller Positive Pay is not available with Reverse Positive Pay. Checks presented for cash in branches will be processed using standard procedures.
- Your issuance file information is immediately available to Citi's teller system upon receipt by Citi.
- Account numbers, serial numbers, amounts, and payee name (if enrolled in Payee Positive Pay) from checks presented for encashment, are verified against issuance files previously provided by you.
- If a check does not match the information that you provided to us, or you are using Positive Pay No Issue Service, we may contact you. If we are unable to reach you, the check will not be cashed.

## 15. Controlled Disbursement and Match Pay

### 15.1 Controlled Disbursement

With Controlled Disbursement Services, you will receive notifications through CitiBusiness Online of the total dollar amount of all debit entries or checks presented for payment against your designated checking account on each business day. You must provide adequate funds immediately available for withdrawal by the applicable cutoff time to cover all such items. To the extent there are insufficient funds in the account by the cutoff time, we may return such items.

### Product Highlights

- Citibank shall be the drawee bank. Citibank Delaware's transit/routing number and the address "Citibank N.A., One Penn's Way, New Castle DE 19720" must appear on the face of the check.
- Each check shall bear the legend Citibank, N.A. payable through Citibank Delaware.
- Neither the Bank nor Citibank Delaware will certify any check drawn on the account.
- No check drawn on the account will be paid as a cash item over the counter by us.
- Payroll accounts are not eligible to be set up for Controlled Disbursements Accounts.

### 15.2 Regular Match Pay

Regular Match Pay is a fraud mitigation service that provides you with early detection of fraudulent, altered or counterfeit checks through a daily verification of checks presented for payment against a check issuance file. Immediately upon issuing a check, you should provide us with a file that contains the details of the check. We will compare the checks to your file and make sure that the information matches. If they do not match, we will notify you. You will then decide whether we should pay or return the check.

### Product Highlights

- If you issue a check, you will electronically send us an issuance file with the check date, check number, dollar amount, and if you have Payee Name Authentication Service, the payee name. Please provide immediately upon issuing the checks.
- If you have Payee Name Authentication, the exact payee name printed on the check must match the name identified in your issuance file.
- Please make sure that you have sent us samples of your check stock with the payee names in the font and style that you will be using for writing the actual checks. All check designs, both new and subsequent changes, must be approved by us prior to use. You are responsible for any costs and expenses incurred by us as a result of any non-approved checks.
- As we receive deposited checks, we will compare the data on the checks to the information that you sent to us in your issuance file.
- If the information matches, we will pay the check.
- If the information does NOT match, we will report "exception items" to you. If you do not provide us instructions on these items by 2:30 p.m. EST, all "exception items" will be returned unpaid unless we separately agree otherwise.
- You agree that verifying the information provided in the issuance file for checks presented for payment is authorization for them to be paid.

### 15.3 Reverse Match Pay

Reverse Match Pay provides you with early detection of fraudulent, altered, or counterfeit checks by allowing you to review all of the previous day's checks presented to the Bank for payment. If any of the presented checks do not match your records for issued checks, then you may investigate further by viewing an image of the check.

#### Product Highlights

- We will provide you with a file transmission each day showing which deposited checks were presented for payment.
- If you do not tell us otherwise by 2:30 p.m. EST, we will pay the checks without verifying them any further.
- Each business day, you are responsible for reviewing the report to identify any items that should be returned.

## 16. Account Reconciliation Plan

Account Reconciliation (ARP) allows you to monitor and reconcile your bank account activity. There are Full, Partial, and Deposit Reconciliation Services available to you.

Figure 7: Reconciliation Reports

| Full Reconciliation Reports | Partial Reconciliation Reports |
|-----------------------------|--------------------------------|
| Miscellaneous Credits       | Miscellaneous Credits          |
| Miscellaneous Debits        | Miscellaneous Debits           |
| Paid Only                   | Paid Only                      |
| Unpaid Only                 |                                |
| Paid No Issue               |                                |
| Stop                        | Stop                           |
| Recap of Posted Items       | Recap of Posted Items          |
| Outstanding Settlement      |                                |
| Account Summary             | Account Summary                |
| Consolidated                |                                |

#### Full Reconciliation Services

- Full Reconciliation services provide you with an automated account reconciliation using the account activity in the ARP system, your check issuance file, and your checking account statement.

#### Partial Reconciliation Services

- Partial Reconciliation Services provide you with an automated account reconciliation using the account activity in the ARP system and your checking account statement.
- A check issuance file is not applicable.

#### Deposit Reconciliation Services

- Deposit Reconciliation Services provides deposit activity for multiple locations that use a single account.
- Location identifier is also included with the deposit transaction on your checking account statement.

#### Reporting Functionality

- ARP CD ROM/DVD - Includes your applicable ARP reports, account statements, and paid check images. This reporting is available if you are enrolled in Full or Partial Reconciliation Services.
- ARP Digital Reports – Provides your applicable ARP report data via Citi Secure File Transfer in CSV formatted files. This reporting is available if you are enrolled in Full, Partial, and Deposit Reconciliation Services. Check images are not included. Paid Check File - Includes monthly, weekly or daily reporting in addition to ARP CD ROM/DVD. This reporting is available either through CitiBusiness Online or Citi Secure File Transfer, if you are enrolled in Full, Partial, Positive Pay, Payee Positive Pay, or Reverse Positive Pay services.
- Deposited Items File - Available with Deposit Reconciliation services. Please note this reporting does not contain images of deposit tickets.
- Deposit Reconciliation Report - Contains your deposits by location, date, and a deposit recap of totals by date. This reporting is available if you are enrolled in Deposit Reconciliation Services.



# Receivable Services

## 17. Lockbox

Lockbox services provide you with an efficient way of depositing your customers' check payments. Lockbox services reduce the time of your check collection process. We will collect your customer checks, process and credit to your account.

Retail lockboxes are for companies with high volumes of consumer-oriented payments such as utility payments, loan payments, etc., and these remittances often include a standardized "payment coupon".

Wholesale lockboxes are for corporate-to-corporate payments and tend to be higher dollar amounts than retail lockbox transactions. These transactions usually do not include a standardized payment coupon and require more manual effort for the Bank to process.

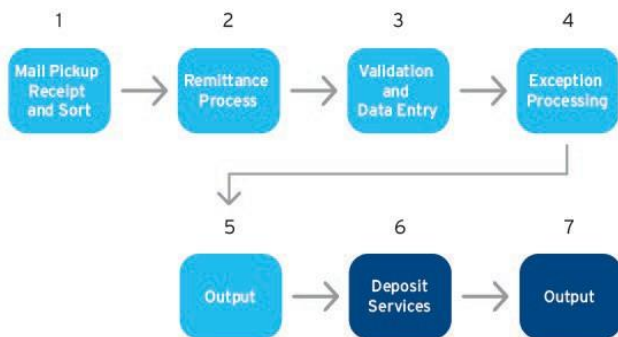
### Product Highlights

- Instead of being mailed to your company directly, your customer check payments can be mailed to a special post office box from where we will collect the checks for processing.
- We process checks in USD currency. Other currencies have to be approved before we can accept them through our Lockbox service.
- Bank will endorse each check.
- We will credit your account with the total value of checks processed each day.
- We are not responsible and have no liability for processing items that contain restrictive endorsements.
- Lockbox images can be viewed and downloaded via CitiBusiness Online.

### Payee Names

- To ensure we process all your checks that are mailed to the Lockbox, we require a list of acceptable payee names.
- If checks are mailed to the Lockbox, and the payee name is different from yours, we require a Payee Authorization Letter and any other documents we request, evidencing that the Payee Authorization Letter and all related documents are properly authorized. In this case you are authorizing us to endorse and process these payee names.

Figure 8: Lockbox process flow



## 18. Currency Services

Currency Services is a deposit channel offered to Clients who, as a result of their daily operations, require access to Bank's vaults (through an Approved Armored Carrier) in order to deposit cash and place cash orders. Currency Services also includes the On-Site Smart Safe Service as described below.

### Processing of Deposits and Armored Carrier Service

- We will accept, process and deposit to your designated checking accounts U.S. coin, and currency, and, to the extent the service is available in your market, properly endorsed checks (collectively "Shipments") that are delivered to us at a designated vault by an Approved Armored Carrier.
- Unless otherwise agreed by Bank, you will enter into a contract directly with an Approved Armored Carrier and you will pay such Approved Armored Carrier directly for its services.
- You are responsible for monitoring and reporting any problems with your Approved Armored Carrier provider promptly to us.
- Place deposited items in the approved secure bags. If Shipment deposits are not prepared according to the guidelines, they may be returned to you and you will be responsible for the associated fees and damages.
- You should always be prepared to recreate check deposits or provide proof of Approved Armored Carrier provider pickup (copy of manifest) if ever lost or damaged in transit.
- Except for those items that are deposited into a Smart Safe pursuant to an agreement with Approved Armored Carrier, we will credit your account for the amount that is declared on your deposit ticket when your Shipment is received by us at a designated vault location. If the deposit Shipment is received after our vault's cutoff time, your account will be credited on the next business day. We will adjust your account accordingly if the deposit Shipment does not match the declared value specified on the deposit ticket.
- You are assuming the risk of any unexplained loss or shortage, including any counterfeit notes that we detect.
- Our standard check processing rules apply to check deposits. You should report any deposit differences to us within 10 business days of the deposit Shipment. As a best practice, you should retain a deposit backup with proof of the Approved Armored Carrier pickup (manifest) and a copy of the deposit slip for 60 days.

### On-Site Smart Safe Service

- To the extent you enroll in the On-Site Smart Safe Service feature of Currency Services, you will arrange to purchase or lease an appropriate electronic safe (a "Smart Safe") directly from an Approved Armored Carrier.
- Smart Safes are on-site currency counting and validating machines used as mini cash vaults installed at Client locations to accumulate and validate cash deposits.
- For Clients that have enrolled in On-Site Smart Safe Services and have deposited items in a Smart Safe, we will credit your account on the same day that such items are deposited into the Smart Safe, provided that such items are deposited prior to the applicable cut-off time.
- For any items deposited into the Smart Safe after the cut-off time, your account will be credited on the next business day.
- The amount credited to your account will equal the amount reflected on the electronic file transmission received by us from the Smart Safe bill reader.
- Upon receipt of the Shipment at the designated vault, we will verify the amount of each Shipment and will adjust your account accordingly to equal the deposit amount received by Bank if the deposit Shipment does not equal the amount reflected on the electronic file transmission from your Smart Safe.

### Ordering Coin and Currency from the Bank

As part of Currency Services, you may also arrange for your Approved Armored Carrier provider to pick up Shipments at the Bank's vault consisting, of your coin and currency orders, and deliver them to you.

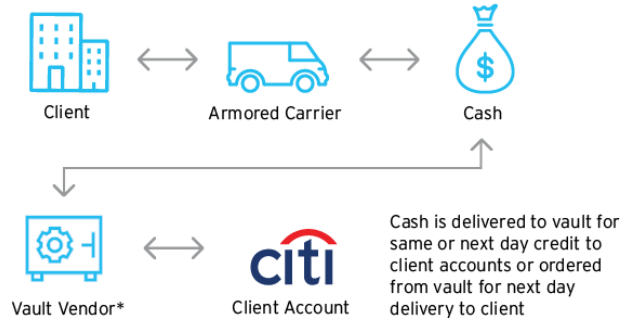
- Submit your cash orders at least one business day prior to the requested date of Shipment by the local Cut-off time. Always make sure your cash order is accurate and complete.
- Your account will be debited on the business day before the order is to be delivered. If you do not have the funds in your account on the day the order should be debited, we will not send you the currency.
- If you see that there is a difference between the cash that you received and the cash you ordered, please let us know within one business day of receiving the Shipment. Please send us a description of the difference, manifest number, and Shipment advice number. We recommend that you keep a record of the order seal, manifest, and Shipment advice number for 60 days after the Shipment.
- You assume sole responsibility for all Shipments whether deposits or, coin and currency pick up orders, while they are in transit or in the possession of your Approved Armored Carrier provider. Items transported in secure bags with your Approved Armored Carrier but that are not yet received by us at our designated vault location are not insured against loss by Bank.
- We have no responsibility for any errors with respect to Smart Safes, including any errors in connection with the declared value on electronic transmission feeds.

### Transportation Earnings Credit Agreement

Billing Option for Armored Carrier Services with Transportation Earnings Credit Arrangement. To the extent Bank and Client agree to a Transportation Earnings Credit Arrangement, the following shall apply:

- An Approved Armored Carrier will submit itemized transportation invoices to Bank on a monthly or more frequent basis,
- Unless you notify Bank prior to an invoice due date that a Transportation Invoice should not be paid, Bank may pay such invoice and you will be charged for the Armored Carrier Services reflected in such invoice. Fees established in connection with Currency Services (including Transportation Services) shall be paid by Bank subject to the available account analysis earnings credits computed for your designated Account. Your designated Account will be debited to pay the remaining fees due, and Client will be liable to Bank for any difference.
- You assume sole responsibility for any losses resulting from duplicate, inaccurate, fraudulent, erroneous or otherwise unauthorized Transportation Invoices.
- You should review all amounts reflected on your account analysis statement to ensure accuracy.

Figure 6: Vault Services



## 19. Present and Pay Service

Present and Pay is a cost-effective way to digitize your invoicing and collections, while adding significant value for you and your customers. The product allows your customers to access a website for information and to initiate payments to you. The website will leverage your company's branding and if you have a website, it will match that website's look and feel.

### Product Highlights

- Give your clients options for how and when they want to pay you. Your clients can pay you via any internet enabled device, text, touch-tone telephone, or by speaking directly to a customer service representative.
- This product can help you get paid sooner, eliminate mail float, and speed up your funds availability by eliminating the wait for checks to clear.
- It can help reduce your costs associated with printing and mailing.
- You can leverage it for collecting electronic payments only or use it to both collect payments and present your invoices online.

### Access Channels

- Present and Pay webpage
  - Can be accessed directly by your clients using an internet enabled device (desktop, phone or tablet).
  - You can also provide a link on your website to direct your clients to the Present and Pay website.
- Interactive Voice Response (IVR) system
  - Access via a dedicated toll-free telephone number.
  - Script can be customized to your requirements.

### Present and Pay Process

- You will enroll in ACH Origination Services and contract directly with a Merchant Acquirer acceptable to Bank.
- Bank uses its Present and Pay Questionnaire to gather installation details for an individual client or for a client and sub-clients or divisions. We will work with you to update and use the checklist to track information about the installation.
- You provide us and our third-party service provider with the information necessary to establish the Present and Pay website and IVR script for collecting payer's payment information, including a

data file of billing information such as account numbers, amounts due, and due dates.

- Payers access the Present and Pay system through the Present and Pay website, IVR system or biller website console. The IVR system is accessed via a dedicated toll-free telephone number.
- The website is accessed via a link from Client's website. The payers can initiate and make payments via ACH, credit card or debit card by entering their account information with Client and appropriate bank or card account information.
- For credit card transactions, real-time authorization is obtained via the Merchant Acquirer. Authorization will be obtained before the transaction is complete. Citi will send an electronic file of credit card transaction information to Merchant Acquirer, who will perform the necessary processing and deliver the transaction data to the credit card networks for settlement.
- After cut-off time, the Present and Pay system generates a file of ACH transactions, including recurring, automatic payments, and delivers the file to the Bank's ACH operations for settlement.
- The Bank delivers to Client files of transaction posting data that can be used to update Client's accounts receivable system. The file is delivered daily after the agreed upon cut-off time.
- ACH transactions settle no later than one business day after initiation. Credit card and debit card transactions settle no later than one-to-three business days after initiation dependent upon card type.
- Client will promptly post payments to its payments to its payer's accounts after the Bank transmits the payment data to the Client. Any delay between timely transmission of payment data and funds and posting shall not result in a late fee to the payer for late payment.
- The Present and Pay system provides the Client with a set of standardized transaction reports that are viewable within the biller website console.

Figure 9: Present and Pay process flow



## 20. Citi Smart Match Service

Citi Smart Match Service is an informational support tool for use by the Client for analytic purposes. Citi Smart Match Service uses artificial intelligence (AI) and machine learning (ML) capabilities to accurately match open receivables with payments and remittance data, automating the reconciliations process for quicker and easier end-to-end cash application.

### Product Highlights / Key Features

- End-to-End Automation - Significantly reduces manual efforts, resulting in potential cost savings
- AI & ML Technology - Automatically deciphers data to organize and aggregate while identifying patterns and behaviors
- Isolation of Data - Isolates minimum data for reconciliation
- Process Improvement – Reduces Day Sales Outstanding (DSO) by reducing time required to apply cash of payments after a sale has been completed.

### Citi Smart Match Process

- You will facilitate Open A/R File and remittance data received via email, Third-Party Web Portals, Other Bank statements or manual files.
- Bank will receive payment data (Wire, ACH, Check, A/C Statement) and remittance data from Open A/R File, Email, PDF, Excel, Check Image, EDI, JPG / PNG / TIFF and/or Third-Party Web Portals.
- Citi Smart Match Service will process remittance information received in multiple formats and normalize it using AI and ML technology.
- Citi Smart Match Service will match data by isolating minimum data using customizable business rules.
- Citi Smart Match Service will present all matched and unmatched receivables in an intuitive interface through CitiBusiness Online and will transmit to your ERP system to complete the cash application process.

## 21. Remote Check Deposit (RCD)

RCD is an ideal service if you continually have a large volume of checks to deposit. With RCD, you can scan items for deposit using a mobile device/certified scanner and RCD software program with a few simple steps. Images are captured and transmitted electronically through a web-based application from your place of business directly to your Citi checking account. Your business gains efficiency by allowing you to deposit checks in a timely manner at your location - you do not have to visit a local branch.

### Product Highlights

- All data is encrypted for secure transmission.
- CitiBusiness Online offers a token-based multifactor authentication at the time of login.
- Mobile Deposit available with CitiBusiness Online Mobile App
- "Upfront" quality control validations are used to help identify issues before the deposit is submitted. This includes:
  - Image Quality Checks; CAR/LAR matching and validation (Character Amount/Legal Amount Recognition).



- Duplicate item Detection.
- Verification of Routing/Account number presence and validation (where possible).
- Bank-defined system entitlements giving you the ability to tailor User access to your unique processing needs while still providing a robust system of checks and balances.
- Report export capability to allow you to download and save deposit information for future upload into accounts receivable or other account systems.
- Extended hours deposit channel where same business day credit is available for deposits made before 11:00 p.m. EST.

### **Research Capabilities of RCD**

You can research online to conduct queries on specific items and transactions from your deposits. You are able to select location, date range, and parameters for query.

### **System Functionality of RCD**

- User defined field up to 60-characters is available
- Only U.S. dollar (\$) checks, drawn on domestic banks are eligible for deposit through RCD.
- Deposits must be scanned and approved from locations within the U.S. or Puerto Rico.
- RCD software supports various approved scanner models.
- Scanners can be purchased through our RCD provider.
- There are no implementation fees. You will be charged a monthly maintenance fee for the service plus deposit and per check transaction charges.

### **Eligible Checks for Deposit via RCD Service**

- Magnetic Ink Character Recognition (MICR) encoded, U.S. dollar denominated checks drawn on U.S. banks only, including: Consumer Checks and Business Checks (On-US and Off-US), Official Checks/Cashier's Checks, Money Orders, and Government Checks (i.e., U.S. Treasury Checks).

### **Non-Eligible Checks**

- The following are NOT authorized for deposit via RCD services: Foreign Checks including Canadian items, Savings Bonds and Remotely Created Checks (RCC), regardless of MICR encodings.

### **Benefits**

- Make deposits anywhere in the U.S. or Puerto Rico using RCD with our CitiBusiness Online Mobile App
- One or many locations can deposit into one or many accounts. There is deposit reconciliation capability so that you can track deposits by location.
- Digital check images are available for 90 calendar days. Images can be exported and saved for later use. Check images are also available directly through CitiBusiness Online account details.
- Range reporting is available for various data appoints such as check value, date, and check number. Reporting by location is also available.
- Files can be downloaded in .csv format to Excel or in PDF format.
- Helps reduce check fraud by accelerating return item notifications.

- Provides a cost-effective, secured digital solution for paper check deposits.

Offers the capability to export reports – allows upload into A/R or other accounting systems.

## **22. Image Cash Letter**

Image Cash Letter allows clients with in-house check imaging capability, or an arrangement with a third-party provider (e.g. outsourced lockbox), to electronically deliver check images to Citi for clearing, eliminating the time, effort, and expense associated with paper check deposits.

### **Product Highlights**

- Accepts deposit files at any time throughout the day
- Flexible, secure platform, supporting FTPS, SFTP, and HTTPS connectivity
- No limitation on the number of files that can be processed during the day
- Email-based notification of file receipt
- Provides same day ledger credit for all deposit files received before the daily cut-off of 8:00PM local time
- Ability to view account activity, deposits, and returns on CitiBusiness Online

### **Benefits**

- Reducing Costs: Cost associated with processing paper checks is reduced
- Minimizing Risk and Fraud: You are notified of returned items more quickly as checks are presented for payment sooner.
- Reducing Float and Presentment Time: Mail float is eliminated, so you can access deposited funds sooner.
- Improving Information Flows: You have online access to deposit information via CitiBusiness Online. While receiving same day ledger credit, posting will occur during the nightly batch process and will not be visible to you until the following day.

### **Eligible Items for Image Cash Letter**

Magnetic Ink Character Recognition (MICR) encoded, U.S. dollar denominated checks drawn on U.S. banks only, including: Consumer Checks and Business Checks (On-US and Off-US), Official Checks/Cashier's Checks, Money Orders, and Government Checks (i.e., U.S. Treasury Checks).

### **Non-Eligible Checks**

The following are NOT authorized for deposit via Image Cash Letter Services: Foreign Checks including Canadian items, Savings Bonds and Remotely Created Checks (RCC), regardless of MICR encodings.

# Liquidity Management and Investment Services

## 23. Zero Balance Account (ZBA)

The Zero Balance Account service allows for more effective cash management by automatically transferring funds between your “child”-accounts (“Source” accounts) and “parent” account (“Header” account). This service eliminates the need for manual transfers to either concentrate balances into the Header account or fund overdraft positions from the Header account.

### Product Highlights

- Automatically transfers balances between Source accounts and the Header account.
- Accounts suitable for a ZBA structure are checking accounts.
- Transfer options include:
  - “**Sweep only**” – Transfer balances that are above the Source accounts (maximum) target balance to the Header account. If the maximum target balance is \$100, and the end-of-day available balance of the Source account is \$125, \$25 will be transferred from the Source account to the Header account.
  - “**Fund only**” – Transfer balances up to the required (minimum) target balance from Header to Source account. If the minimum target balance is \$75, and the end-of-day balance of the Source account is \$25, \$50 will be transferred from the Header account to the Source account (Header account must have sufficient funding available).
  - “**Combination Sweep**” – Sweep and Fund sweep service (the most selected option). If the minimum target balance is \$75, the maximum target balance is \$100, and the end-of-day balance of the Source account is \$10 (below the minimum target), \$90 will be transferred (to fund the Source account up to the maximum target) from the Header account to the Source account (Header account has to have sufficient funding available).
- Minimum and maximum target balance can be zero, or can differ, e.g., if you want to leave a certain amount in your Source account to offset fees (Earnings Credit calculation).
- An unlimited number of Source accounts can be linked to a Header account.
- A funding / processing order for each Source account can be established.
- If no funding order is selected, accounts are processed in account number order (low to high).
- Monthly statements detail Header and Source account activities to facilitate the account reconciliation.

### Example – Combination Sweep

As an example, assume a Combination Sweep with minimum and maximum target balances of zero, set up for all accounts.

- At the close of each business day, the Source account receives or sends available funds from or to the Header account to meet the prescribed target balance of zero for the Source account.
- Excess available balances above maximum target balance of zero in each Source account are automatically transferred to the Header account.
- Overdraft or deficiency balances below the minimum target balance in each Source account are automatically funded by the Header account up to the target balance of zero. Please note, to fund the Source accounts, the Header account must have sufficient funds available.

Figure 10a: Accounts without ZBA service

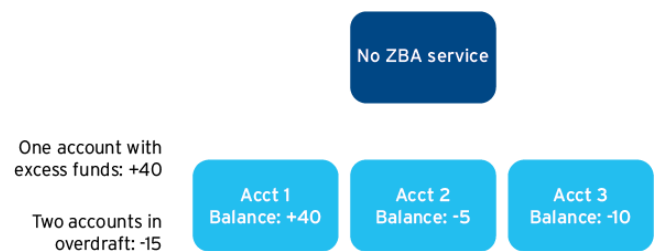
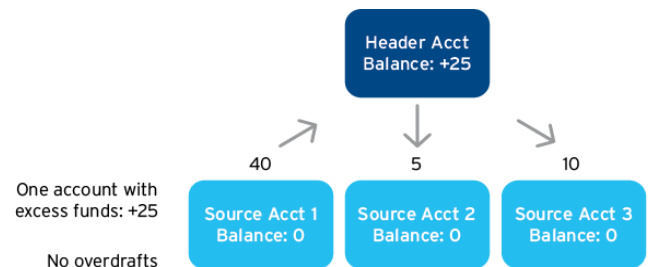


Figure 10b: Accounts with ZBA service



## 24. Commercial Loan Sweep Service

Commercial Loan Sweep provides automatic transfers between certain lines of credit extended by us ("Loan Account") and your designated Checking Account ("Sweep Account"). The advantages of this service include reduction of interest expense and overdrafts, along with greater control and efficiency of daily cash management.

### Product Settings

- You set a minimum and maximum target balance to be maintained in your Sweep Account.
- The target minimum balance that your Sweep Account can be set is as low as \$0.00.
- Target minimum and maximum balances in your Sweep Account can be changed at any time.
- Sweep computations will be based on "available balances".

### Process

At the end of each business day, we will calculate if your Sweep Account balance is above or below its respective minimum or maximum target balance.

#### Transfers from the Sweep Account to the Loan Account

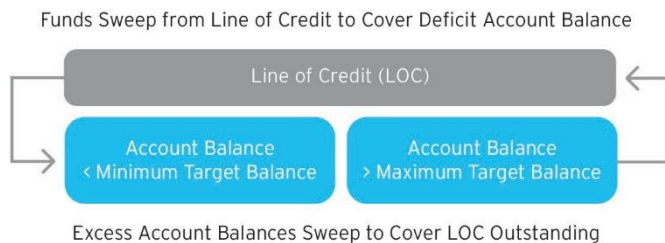
When the Sweep Account balance is above the maximum target balance, available funds above the maximum target will be automatically transferred from your Sweep Account to the Loan Account to reduce the outstanding principal balance for your linked Line of Credit.

Automated transfers of funds from the Sweep Account to the Loan Account are repayments of principal only. They are not payments of interest, fees or other charges that may be due and payable to the Bank under the loan documents.

#### Transfers from the Loan Account to the Sweep Account

When the Sweep Account balance is below the minimum target balance, available funds from the linked Line of Credit will be automatically transferred from the Loan Account to the Sweep Account to cover shortfalls and bring the Sweep Account balance up to the target minimum balance.

Figure 11: Loan Sweep flow



- After we approve the transaction, we will place a hold on the line for the amount of any overdraft that would result and post the advance that night.
- If your overdraft amount exceeds the credit line availability at the time any items are presented, the Bank may pay or dishonor items in its sole discretion and in any order as it may determine and items dishonored will be subject to additional fees.
- Then, at the end of each business day, we will calculate if your Sweep Account balance is above or below its respective maximum or minimum target balance and process sweeps as necessary per process described above.

### Automatic Debit Authorization

As part of the Commercial Loan Sweep service:

- You authorize us to debit your Sweep Account for the monthly payment (principal, interest, fees, and other charges) due and payable to the Bank under the Line.
- At the end of each Business Day, your Sweep Account available balance, target balance shortfall, and target balance excess will be determined after any automated monthly payments have been deducted.

### Line Advances using Checks

Some Lines of Credit allow you to obtain Line advances using checks. Please keep in mind, there is an increased risk of an overdraft on your Loan Account if a check is drawn directly from your linked Line of Credit.

### Intraday Overdraft Sweep Protection

Selected electronic lines of credit offer intraday overdraft protection. You can use this service to protect yourself from overdraft fees and ensure that there are adequate funds in your checking account.

- If a debit transaction is presented to the Sweep Account for an intraday payment that exceeds the Sweep Account's available balance, we will pay the item as long as you have sufficient availability to cover the entire amount within the linked line of credit.

## 25. Online Investments Service

Citibank Online Investments (OLI) is a global, secure, web-based investment portal in which you can make self-directed, short-term investment decisions based on current rates. Available via a single sign-on, you can view rates, initiate trades and receive immediate trade confirmation or view this information later through the trade inquiry screen.

### Product Highlights & Features

- Online investment portal.
- Access through CitiBusiness Online or CitiDirect Online.
- Transaction settlement through your CitiBusiness Checking account.
- Access to a comprehensive set of reports to manage your investment portfolio.
- No additional fee for access to the globally accessible online portal that provides robust reporting and available 24/7.
- A user profile is deemed inactive after 12 months of no login or alert notifications.

### Citibank Time-Deposits:

- Citibank (New York branch) Time Deposit: U.S. dollar-denominated deposit held in the U.S.
- Citibank (Puerto Rico branch) Time Deposit: U.S. dollar- CBNA branch carrying the same risk rating. Deposits are eligible to receive FDIC insurance up to specified limit.
- Investments are one-time and nonrecurring.
- Executed based on real-time interest rates.
- Maturities from one day to one year.

### Money Market Mutual Fund

- U.S. dollar-denominated money market mutual funds held in the U.S.
- Short-term money market mutual fund instruments that provide same-day liquidity.
- Money market mutual funds are generally classified as prime, government or Treasury funds.
- Money Market Mutual funds are sold in shares and pay dividends.
- There are 3 trading models available: Omnibus, Nominee or Fully Disclosed.
- The selection of Funds accessible through the OLI System may change from time to time; before a particular Fund is removed, reasonable notice, will be given to the Client.
- As part of the Service, the Bank will offer through the OLI System money market mutual funds of various funds providers (the "Money Market Mutual Funds" or "Funds") in which the Client may invest.
- In order for Client to select a particular Money Market Mutual Fund for investment, Client must confirm that it has read the prospectus for such Money Market Mutual Fund which will be available electronically as more fully described in the MAST Section.
- The Bank will provide a monthly account statement that includes assets of Money Market Mutual Funds held by Customer.
- Sweep transactions will be performed at the end of each trading day.
- Transaction settlement through your CitiBusiness Checking account.
- Access to a comprehensive set of reports to manage your investment portfolio.

- No additional fee for access to the globally accessible online portal that provides robust reporting and available 24/7.
- A user profile is deemed inactive after 12 months of no login or alert notifications.

## Card Services

### 26. Banking Cards

We offer three different banking card products to meet your needs: CitiBusiness ATM Card, CitiBusiness Debit Card, and CitiBusiness Deposit Only Banking Card. All of the features and benefits of each card are presented below.

#### 26.1 CitiBusiness ATM Card

You can use your CitiBusiness ATM Card to purchase goods or services from merchant locations in the United States accepting the Interlink, Maestro or Cirrus network brands, which includes virtually all U.S. merchant locations.

The CitiBusiness ATM Card allows you to complete transactions at Citibank ATMs, including deposits, withdrawals balance inquiries and transfers. You will authorize these transactions using your PIN.

#### Product Features

- CitiBusiness ATM Card functionality is available only with Interlink, Maestro and Cirrus networks.
- CitiBusiness ATM Card is not a Debit Card.
- Carry out transactions may be conducted at all Citibank ATMs.
- You may use your card at non-Citibank ATMs for balance inquiries and withdrawals.
- You may withdraw up to \$1,000 per business day in cash from each account.
  - Each withdrawal and cash advance is limited by the amount available in your linked account(s).
- Fees may be assessed for the use of non-Citibank ATMs.



#### 26.2 CitiBusiness Debit Card

The CitiBusiness Debit Card includes all the features of the CitiBusiness ATM Card. In addition to those features, it includes the ability to access non-Citibank ATM's for the purchase of goods and services and accepts the Master Card network brand.

#### Product Features

- You may use your CitiBusiness Debit Card at any Citibank ATM for no fee or at non-Citibank ATMs for a nominal fee.
- You may withdraw up to \$1,000 per business day in cash from each account. Each withdrawal and cash advance is limited by the amount available in your linked account(s).

- Use your card to purchase goods and services from most vendors in the U.S. and abroad.
- Your CitiBusiness Debit Card is secured by a unique PIN; for some purchases, your signature may be required.
- For security reasons, there is a daily purchase limit on your account, which is specified in your card agreement disclosure.
- All transactions will be detailed on your monthly statement.
- Your CitiBusiness Debit Card is designated to be used for business transactions.
- You may request CitiBusiness Debit Cards for your authorized signers who have Single Signing Authority on your checking account.
- Please note, we do not issue CitiBusiness Debit Cards for accounts that have multi-signature restrictions.
- CitiBusiness Debit Cards are issued in the name of the business and in the name of each individual signer.
- Please notify us immediately if your card is lost or stolen.



CitiBusiness Debit Card functionality is available only with MasterCard, Maestro, Cirrus, and Interlink networks.

## 26.3 Travel outside of the U.S. and Puerto Rico

- A transaction charge of 2% of the transaction amount (including credit and reversals) for each international transaction (foreign or U.S. currency) that you conduct outside the United States or Puerto Rico may occur for each purchase you make.
- Cash withdrawals at Citibank and non-Citibank ATMs will incur a transaction charge. Non-U.S. Dollar transactions will be converted into U.S. dollars. A currency conversion rate, based on either a) wholesale market rate, or (b) a government mandated rate will be applied. The conversion rate in effect on the processing date may differ from the rate in effect on the transaction or posting date.
- 

## 26.4 CitiBusiness Deposit Only Banking Card

All checking accounts are eligible for an unlimited number of "CitiBusiness Deposit Only Banking Cards." This card extends limited banking capability to conduct deposit-only transactions at any Citibank ATM. This card may be beneficial to your business if you have multiple locations and employees that need to make deposits at an ATM after hours on your behalf.

### Product Features

- You may make deposits at Citibank ATMs only.
- Authorized signers can request these cards to be issued in the name of your business.
- Transaction receipts do not contain balance information.

## 26.5 Errors and Problem Resolution Procedures

- If you think there has been an error in an electronic transaction, including the wrong amount of cash dispensed at a Citibank ATM or Non-Citibank ATM, an automatic deposit or a transfer that has not been credited properly, an incorrect Citibank ATM Record or

improper "Point of Sale" (POS) purchase receipt, contact us as soon as possible. You can call the CitiBusiness Service Center at 877-528-0990 or your Citi Service Representative when applicable. If the error concerns a non-Citibank transaction, be sure to contact Citibank, not the financial institution that operates the machine.

- To assist you, our CitiBusiness Service Center representative will need to know:
  - Your name and account number.
  - The dollar amount of the suspected error.
  - The type, time and date of the transaction.
  - A description of the error or the transaction you are unsure about, and an explanation as clearly as possible why you believe it is an error or why you need more information.
- We will investigate and resolve each problem as quickly as possible. As soon as you contact us, we will start our investigation. If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

## 26.6 ATM Security Tips

You can help prevent unauthorized access to your accounts by following these common sense rules:

- Keep your CitiBusiness Banking Card/CitiBusiness Debit Card to yourself. Never use it to assist others as you might be allowing them to take money from your account.
- Treat your CitiBusiness Banking Card/CitiBusiness Debit Card like cash. Do not leave it where others can find it. Do not give it to anyone to hold as "security" for any reason or under any circumstance.
- Keep your Personal Identification Number (PIN), Telephone Personal Identification Code (TPIC) and other access devices secret. Do not tell them to anyone. Do not write them on your CitiBusiness Banking Card/CitiBusiness Debit Card or keep them in your wallet or purse.
- Be careful about surrendering information about your access devices over the telephone.
- Change your PIN periodically.
- Review your account statements regularly and notify us promptly of any discrepancies.
- Be sensible about using Citibank ATMs and Network ATMs. Remember to use the same caution and common sense you would use in any 24-hour facility.
- Always be alert and aware of your surroundings when using ATMs, particularly later than a half-hour after sunset.
- Consider having someone accompany you when using an ATM later than a half-hour after sunset.
- Be sure to close the door behind you when you enter or leave the facility, as appropriate.
- Do not permit any unknown person to enter after regular banking hours.
- Never begin an ATM transaction if there is insufficient light or if you notice anything suspicious — go to a different location or return at another time.
- Always cancel a transaction-in-progress and end your session, place your CitiBusiness Banking Card/CitiBusiness Debit Card in your pocket, and leave the ATM location if you notice anything suspicious.



- Never display cash at ATM locations. Place cash and your CitiBusiness Banking Card/CitiBusiness Debit Card in a pocket as soon as you complete your transaction. Count cash in a safe location, such as a locked car, home or office.
- Always take your ATM receipt with you when you leave — do not leave it near the ATM.
- Be aware that many ATM machines record activity by a surveillance camera or cameras.
- Immediately report crimes and suspicious activity at ATM locations to local law enforcement officials as well as to the owners/operators of the ATMs.
- We cannot guarantee your safety at an ATM.
- Notify us immediately at 877-528-0990 if your card has been lost or stolen, if someone has made an unauthorized transaction, or discovered your PIN.

Please send any questions or complaints concerning security at Citibank ATMs to CitiBusiness Service Center at 877-528-0990.

For emergency assistance at any ATM, call 911, or your local emergency authority, if you are outside U.S.

#### New York Area

NYS Banking Department (for all NY clients only)

ATM Hotline: (888) 697-2861

## 27. Commercial Credit Cards

The Citi Commercial Bank One Card is a single credit card to handle all business related purchasing, travel and entertainment expenditures. It can be used for monitoring, reporting and data analysis, which can reduce your costs and save time. The Citi Commercial Bank One Card can also help you streamline and simplify standard accounts payable processes, making room for greater efficiency and growth. Separate documentation will be provided when applying for a Commercial Card.

### Product Features

- Control spending limits and point-of-sale restrictions.
- Protect your company with security and fraud prevention measures, including mobile and email alerts.
- Online program management tools are available for cardholders and program administrators, as well as mobile capabilities for cardholders.
- Easily upload receipt images, which can be used for expense management purposes.

### Comprehensive Reporting

- Experience a complete picture of spending activity on a real-time and detailed basis.
- Leverage standard reports or create custom reports to analyze spend.
- Provides seamless integration with your ERP or expense management reporting system.
- Easy, fast access to graphs and reports to assess trends, breakdowns, etc.
- Receive one consolidated statement for each billing period.

- Online reports are available for program administrators and cardholders.

### Increased Efficiency

- Maximize resources and minimize paperwork with tools that create a more seamless workflow.
- Perform real-time administration and integrate accounting code structures.
- Streamline your accounts payable processing.
- Upload transaction files to expense/GL systems automatically.
- Receive just one bill and make one payment.

### Financial Benefits

- Enjoy a streamlined process, which can optimize cash flow while generating revenue.
- No annual fee, per card fee, implementation fee or technology fee.
- Consolidate spend with preferred suppliers to negotiate discounts.
- Receive travel and lost luggage insurance for cardholders.
- Earn a rebate after spending \$1 million or more.
- No purchase finance charge when balance is paid in full.

### Dedicated Service

- Call our Customer Service Help Line at any time, 24/7 at 888-654-9323.
- From implementation to ongoing service, you will enjoy a high level of attention from our experienced commercial card team.
- Receive dedicated support for your program administrator.
- Use your credit card at 54 million merchants worldwide.
- Travel Accident and Lost Luggage Insurance available for cardholders.