



Proposal For:



RSU 9

Mt. Blue Regional School District

Submitted by:

Derek Racine, Corporate Services Sales Officer

January 4, 2024

Alison Gamache
Director of Finance
Mt. Blue Regional School District
129 Seamon Rd
Farmington, Maine 04938

Dear Alison,

On behalf of Bangor Savings Bank, I would like to express our sincere appreciation for your interest in our banking services. We are delighted to have the opportunity to present our comprehensive solutions tailored to meet your banking needs.

Bangor Savings Bank, with an address of P.O. Box 930, Bangor, Maine 04402-0930, is a Mutual Financial Institution, chartered by the state of Maine, and a member of the FDIC. The Bank is compliant with all laws, rules, regulations and ordinances of the United States and the State of Maine. The Bank is an Equal Opportunity Employer and Lender.

At Bangor Savings Bank, we have built a solid reputation as a leading financial institution providing exceptional banking services to our valued corporate clients. We understand the complexities and challenges faced by businesses in today's dynamic market, and our team of experienced banking professionals is dedicated to delivering innovative solutions that drive growth and enhance financial performance.

We recognize the importance of selecting a banking partner that aligns with your objectives and values. As such, we would welcome the opportunity to discuss your specific requirements further and provide a detailed presentation that showcases how Bangor Savings Bank can add value and support your organization's growth and success. Thank you for considering Bangor Savings Bank as your preferred banking partner. We are excited about the prospect of working together and contributing to your continued success.

Yours sincerely,

A handwritten signature in black ink that reads "Derek Racine". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Derek Racine | Corporate Services Sales Officer
5 Senator Way Augusta, ME 04330
Direct: (207) 248-4215 | Derek.Racine@Bangor.com

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WHY BANGOR SAVINGS BANK

Bangor Savings Bank is one of the largest community banks in Northern New England. Founded in 1852, the Bank is committed to expanding its footprint, while keeping its community roots and maintaining its mutuality. The Bank has made the investments in people and technology necessary to enable us, and our clients, to meet the challenges of today's economy.

We are Bangor Savings Bank, and we want to be your financial partner. Our services, combined with our continued investment in our employee, customers, and communities, and building the best banking team in New England, make one thing clear: there is no better bank for New England businesses or municipalities—large or small—than Bangor Savings Bank. If there is something we can do for you, we will, with more than 1,000 highly qualified employees to make it happen because... **YOU MATTER MORE.**

Today, Bangor Savings Bank is a growing resource for financial services delivered with an emphasis on personal service. The Bangor Savings Bank family includes Bangor Payroll, Merchant Card Services, and the Bangor Savings Bank Foundation.

OUR PROMISE TO YOU

At Bangor Savings Bank, you matter more. If it matters to you, it matters to us. Our employees are our key asset. We are dedicated to nurturing an internal culture of excellence for each of our employees, and ensuring that it shows in every interaction. We strive to do what is right for our employees so that they, in turn, will do what is right for customers — not just today, but well into the future. No matter how large or small, we are committed to serving and meeting our customers' needs. We build genuine relationships that last for generations by providing our customers with a differentiated experience, convenient technology, and personalized solutions. Please visit our website to learn more at bangor.com/about-us

COMMUNITY ENGAGEMENT

Making a real contribution takes innovation and action. Each community we serve has unique needs. Bangor Savings Bank and The Bangor Savings Bank Foundation have created programs that provide the funding necessary to help address a wide range of needs across our footprint. Our employees collectively donate thousands of service hours each year to their communities. We support hundreds of causes throughout Northern New England and continue to help local organizations energize and enhance the quality of life for their citizens. Please visit our website bangor.com/community to learn more about our Community Matters More, Community Development & CRA, The Bangor Savings Bank Foundation, Corporate Giving and Peanut Butter & Jelly Drive.



I. General

RSU 9 is seeking competitive proposals for various depository-banking services. It is the RSU's goal to receive accurate, timely depository and account maintenance services, maximize the utilization of idle funds, receive sound investment and banking service advice and to accomplish these goals at the lowest reasonable cost.

A bank submitting a proposal must be a Federal or Maine Chartered Bank, preferably with a branch near Farmington, capable of servicing RSU's bank accounts and be a member of the FDIC. The proposer must be in compliance with all laws, rules, regulations, and ordinances of the United States, the State of Maine, and the School District at the time of submission of a proposal for banking services and, if awarded a contract, remain in compliance for its duration.

The Bank also must have adequate organization, facilities, equipment, and personnel to insure prompt and efficient service to the school district.

Pursuant to the terms of the RFP, Bangor Savings Bank, with an address of P.O. Box 930, Bangor, Maine 04402-0930, is a Mutual Financial Institution, chartered by the state of Maine, a member of the FDIC and qualified to accept public deposits. The Bank is compliant with all laws, rules, regulations and ordinances of the United States and the State of Maine. The Bank is an Equal Opportunity Employer and Lender. The closest branch is in Farmington located at 177 Main Street.

A. *Changes to Proposal*

Proposer **MUST** indicate any variances from these specifications, terms and/or conditions, no matter how slight. If variations are not stated or referenced in writing prior to the final proposal, it will be assumed that your proposal fully complies with our terms, conditions and specifications.

Bangor Savings Bank understands the terms and conditions of the proposal and will indicate any variances within the proposal.

B. *Contract Periods*

The contract will be for a period of five (5) years. The contract starting date will be February 1, 2024 unless another date is determined by the district to be more practical.

Bangor Savings Bank agrees to the five-year period, with the starting date of February 1, 2024.

C. Modifications and Amendments

During the period of the contract, or any extension thereof, the district reserves the right to renegotiate with the bank such additions, deletions, or changes as may be necessitated by law or changed circumstances. However, no increase in quoted prices will be permitted and no additional charges shall be added to items or services in the original proposal that remain unchanged. A person legally authorized to bind the bank to a contract shall sign each proposal.

Bangor Savings Bank agrees that either the district or bank can renegotiate with additions, deletions or changes.

D. Cancellation of Contract

By notification: Either party may terminate the contract upon giving written notice of at least six (6) months.

For cause; In the event of breach of the contract by the bank or unsatisfactory performance as assessed by the Director of Finance, or if the bank performs in a manner that precludes the district from administering its functions in an effective manner and if, after thirty (30) days following written notice thereof, the Bank has been unable to remedy such breach, or provide satisfactory performance, then the district with approval of the Director of Finance shall upon written notice to the bank, be authorized to cancel this contract by giving a maximum of thirty (30) days as the final termination date of the contract. Under extraordinary circumstances the district may terminate the contract within less than thirty (30) days.

Bangor Savings Bank agrees with the 6 months' notice of termination unless there is unsatisfactory performance and unable to remedy within 30 days.

II. Specifications

A. Checking Account Services Required

For check and deposit activity see attached Activity Summary for August 2023.

General Account: \$8 million approximate value of annual transactions

Payroll Account: \$24 million approximate value of annual transactions

1. Checks for the accounts will be provided at no cost to the School District by the Bank and will be purchased from our financial software company or a vendor of the School District's choosing.

Bangor Savings Bank agrees to provide checks for the School District's accounts at no cost through our vendor Deluxe.

2. Deposit slips will be provided at no cost to the district by the Bank and:
 - i. Are to be printed with account name /school and number
 - ii. Are to be printed to District specifications

Bangor Savings Bank agrees to provide deposit slips for accounts at no cost through our vendor –Deluxe.

B. Additional Data:

Accounts

- a. General Account – for all deposits and disbursements related to the day-to-day operations of the School District;

Refer to D. Investments

- b. District Payroll Account– Zero balance account, including EFTPS, ACH service;

Bangor Savings Bank recommends the use of our **Business Checking Account** for the District Payroll Account. We will set this up as a zero-balance account (ZBA) that will be tied to your General Operating Account.

- c. Direct deposit must be available via the web;

Within Treasury Online you will be able to process ACH – which will allow you to send and receive funds more expediently. Options include creating templates or importing directly.

- d. Transfers to cover daily payroll activity are to be made from the General Account.

The zero-balance account will pull funds needed automatically from the General Operating Account.

- e. Individual School (7) Activity accounts may be added to the banking relationship at any time and are to be maintained as separate accounts.

Bangor Savings Bank will be able to open individual school activity accounts. The type of account will be based on the balances and transactions in these accounts.

- f. Night deposit services will be available at no charge to the School District.

Bangor Savings Bank will offer Night Deposits at our Farmington Branch. There is no fee for this service. We recommend our one time use sealed bag, that we can supply 100 bags at a time with no cost.

C. *Compensating Balance*

The District will pay the bank for performance of services provided using the compensating balance method. The Bank shall list in its proposal its required compensating balance required for each year of the contract. An account analysis must be provided to the district monthly.

Bangor Savings Bank has the ability to use compensating balances to offset fees. In the current rate environment the interest rates on deposits far exceeds earnings credit rate used to calculate compensating balances. The balances that would remain in the checking account to be used as compensating balances would only be covered up to the standard \$250,000 FDIC Coverage as they would not sweep to the Insured Cash Sweep to earn interest. Bangor Savings Bank recommends sweeping the full amount to the interest earning account and paying for the services separately. For example, the same \$250,000 that would earn \$36.69 with 20BPS ECR, would earn \$849.32 in the 4% sweep.

Account analysis will be available each month via the Treasury Online platform.

D. *Investments*

An automatic sweep investment account, which invests all available funds at the end of each day on an overnight basis. Investments must be collateralized through a repurchase agreement or other instrument of appropriate risk for investing municipal funds. The District strongly prefers an investment arrangement perfecting the security interests of securities owned by the District under an investment agreement.

Bangor Savings Bank understands the need to regularly review rates and with the help of your Relationship Manager, Derek Racine, we will work in conjunction to routinely monitor account balances and make recommendations on ways to maximize interest earnings while providing security and ease of use in response to changing market conditions.

Bangor Savings Bank has prepared two different options for best managing cash flow:

ICS/DDA Sweep

Bangor Savings Bank recommends our **Insured Cash Sweep (ICS)** product tied to your General Account. Bangor Savings Bank is a member of the IntraFi Network, which allows the bank to offer FDIC Insurance on deposits up to several million dollars. Bangor Savings Bank offers IntraFi Network Deposit products as either a **Demand Deposit Account** that sweeps excess funds to IntraFi daily with no transaction limitations or a **Money Market Account** with unlimited deposits and up to six (6) withdrawals allowed per month. The proposed interest rate for the ICS Demand Deposit Account at 4.00% if Money Market accounts at 3.50%*

*Rates are guaranteed for 12 months subject to change monthly or can be indexed to SOFR for the term of the contract, if preferred by School District. CDARS Rates available if needed.

E. Special Services for Checking Accounts

Stop Payments – Stop payments will be issued to the bank by telephone and followed up in writing if the bank requires it. Upon receipt of the order by telephone, the bank will immediately examine their records and inform the School District as to whether the check has been cashed. If the bank finds that the check has been cashed, the bank will immediately forward the School District a copy of the cashed instrument. The bank shall be responsible for any item cashed if said item was confirmed as a Stop Payment on an as-of-day basis and is subsequently cashed by the bank. Stop payments will be issued to the bank online.

Bangor Savings Bank offers multiple ways to process a stop payment. We recommend entering the stop payment through the Treasury Online portal, but do offer the ability to contact the corporate services support team and process via phone as well. The school District will be responsible to validate the check payment status prior to initiating Stop Payment.

Deposit Return Items – The bank will make one attempt to present again any deposited checks returned because of insufficient or uncleared funds. Checks that are still “uncollectible” after this attempt will be returned to the District for processing.

Bangor Savings Bank does not automatically present a returned check. Our policy is to mail you a copy, which can be deposited and presented as a valid check.

The District will make every effort to assure that collected funds in the bank are equal to or exceed the gross amount of checks issued. However, if an unintentional overdraft condition occurs, all checks presented for payment shall be paid.

If an overdraft occurs, your relationship manager will reach out and work with you to get the items paid before system cut off.

F. Statements

Monthly account statements will be cut on the last business day of the month and sent to RSU 9 no later than the 10th day of the following month. The monthly statements shall include analysis reports for each account showing all activity, deposits, paid items and fee items. Paid checks shall be listed on the statement in numerical order. Check image must be provided with the bank statement. A check reconciliation file must be available for download each month. The file format must meet the requirement of our checking reconciliation software.

Bangor Savings Bank offers all statements and account analysis to you via the Treasury Online portal. Statements should be available within a few business days of the following month and account analysis statements will be available on/after the 15th of each month.

Treasury Online has multiple file formats for check reconciliation downloads that can be customized to meet the needs of RSU 9.

G. Account Services

The bank will provide the district with a monthly analysis of each account showing:

- a. The number of checks processed
- b. The number of checks paid
- c. The number of deposits (cash and checks)
- d. The average monthly collection balance
- e. All other charges and credits

Bangor Savings Bank offers monthly analysis will be available as a PDF Report via Treasury Online. This will include all the above requirements and be similar to the pricing on Exhibit A

The District may from time to time ask for special reports or changes to these reports as outlined above so as to conform to the needs of the District.

Bangor Savings Bank offers access to special reports via Treasury Online. If information is not available, our Corporate Services Support team will be able to assist.

H. Other Services

The bank shall supply the District with various supplies such as coin wrappers, bill bands, coin bag seals, coin envelopes, rubber deposit stamps and disposable deposit bags (not clear ones) at no cost.

Bangor Savings Bank agrees to supply the above and our standard disposable deposit bags that are clear at no cost. We can provide two zippered bags at no cost as an alternative, an individual from RSU 9 would need to collect the previously emptied bag from an employee during business hours to alternate out with each deposit.

A proposer may submit optional proposals for other services that the proposer feels would be in the best interest of the District. Any optional service proposal will be considered separately from the basic service proposal.

Bangor Savings Bank understands and has outlined additional services in section.

The bank shall assign a representative who is available to the Director of Finance to discuss account problems and offer banking and investment advice.

RSU 9 will have Derek Racine as their representative Corporate Services Officer. Our Corporate Services department in addition to Derek will support RSU 9 as a team. Please refer to page 18 for information on the team.

The bank shall handle wire transfers upon direction from the Director of Finance with no legal restrictions and the District shall require no indemnification.

Bangor Savings Bank offers the Director of Finance to initiate wire transfers through our Treasury Online system, our Recorded line, or as a signer at the branch per the terms of our respective agreements.

The bank will have a system for reporting and forwarding IRS electronic tax deposits.

Bangor Savings Bank's Treasury Online system will allow for reporting of the IRS electronic tax deposits.

The form of money wire transfer agreement shall be submitted with the proposal.

Call in wire agreement is attached as Exhibit C .

The bank must have the ability to process our PR ACH files.

Bangor Savings Bank has the ability to process ACH Payments via the Treasury Online platform.

The bank will have night deposit service.

Bangor Savings Bank offers night deposit services at the Farmington Branch. It will be processed the next business day and follow the funds availability based on the deposit as that morning.

I. Cash Management Services

Please describe your cash management services or other options for investments. It is imperative that any investments have liquidity.

Please refer to services on Pages 14 - 16

You are encouraged to identify additional services your bank can provide which you believe would be in the best interest of the School District.

Bangor Savings Bank encourages the District to consider Fraud Services – primarily ACH Alerts and Positive Pay (requires ability to upload a csv file)

J. Deposit Insurance and Collateralization of Investments; Legal Compliance.

All accounts will be federally insured and supplemented by private deposit insurance for amounts in excess of Federal government backed insurance limits. Proposals must state the maximum of funds that are federally insured and provide the source and limits of private deposit insurance. If cumulative balances of the School District accounts exceed the FDIC limits, the bank will purchase additional insurance at no cost to the School District.

Investments may be collateralized through repurchase agreements backed by securities of an appropriate government agency or other instrument of appropriate risk for investment of municipal funds.

All deposit accounts and investments proposed by a bank, including as applicable repurchase agreements, shall comply with the requirements of section 1491 of Title 20-A, and as applicable section 5706 of Title 30-A, of the Maine Revised Statutes. All deposit and investment accounts shall also comply with all federal requirements, including without limitation applicable FDIC disclosure requirements for sweep accounts under 12 CFR section 360.8.

Bangor Savings Bank recommends using **Insured Cash Sweep (ICS)** products tied to the General/Payroll Account that will provide the additional FDIC coverage. The maximum amount that can be placed in the ICS product is \$150,000,000 per tax ID. Any accounts not tied to the ICS would be subject to the \$250,000 FDIC limit, but can also be tied to additional ICS Sweeps.

III. *Proposal Terms and Submission*

A bank submitting a proposal must indicate all procedures and policies that involve the counting of monies in night deposit bags.

Please refer to [Exhibit B](#)

A breakdown of anticipated monthly fees based on the average monthly volume of activity provided above. The fees quoted must include all discounts being extended under this proposal. Include a description of any fees for depositing cash.

Please refer to [Exhibit A](#), there is no fee for cash deposits.

Increases in fees quoted will be limited to annual increases at the anniversary date of the contract, not to exceed the consumer price index (United States National) for the twelve-month period immediately preceding the contract anniversary date.

Bangor Savings Bank agrees to the proposed limitation on Increased Fees.

Proposals will be evaluated and selected based on the following criteria (not listed in order of priority):

- a. The ability of the bank to provide a full range of quality services as evidenced by demonstrated experience in school banking, the background and qualifications of bank officers who will be servicing the District's account, references and the overall quality of the proposal submission.
- b. The degree to which the proposal submitted meets the above specifications and responds to the proposal questions in a manner most favorable to RSU 9
- c. Evidence of a strong return on investments and minimum fee charges relative to other banks submitting proposals.
- d. Evidence the bank is a sound financial institution.
- e. Location of branches within the District's general service and business communities.

RSU 9 reserves the right to waive all formalities and reject any and all proposals when it is in the best interests of RSU 9 to do so. RSU 9 reserves the right to choose the Banking provider that best suits the interest of RSU 9 which may not be the provider with the lowest fees and/or lowest compensating balance.

[Bangor Savings Bank understands how the proposal will be evaluated and selected on the above criteria.](#)

ONLINE BANKING

Bangor Savings Bank's **Treasury Online** allows you to manage your company's cash flow with ease and control. With **Treasury Online**, you'll have fast access to banking information, including balance transactions, special reports, and book transfers, allowing for improved decision-making and transparency.

Treasury Online has numerous functionalities available to you:

- The **Dashboard** provides an overview of accounts and messages from the bank, allows users to quickly see balances and make transfers, the layout is customizable
- Create, edit or delete **Corporate User** profiles and customize access
- Place **Stop Payments** online
- **ACH & Wire Transfers** – allow you to send and receive funds more expediently. Options include creating templates, importing, multiple entry and report of all wire transfers sent in prior 90 days.
- Customizable **Alerts** system to notify online banking users of specific account activity, account balances, approvals needed, electronic reports availability and more
- Electronic bank statements made available the first business day of each month for more efficient reconciliation through our **eStatements** module
- **ACH Alerts & Positive Pay** are fraud prevention tools that match issued checks and authorized ACH debtors against presented items to prevent fraudulent transactions from posting

**Our Treasury Online solution is a full-suite platform that has no limitations on processing ACH and Wire Transactions. Additional fees are applicable as noted in the pricing.*

ACH ORIGINATION

Bangor Savings Bank offers a full range of Automated Clearing House (ACH) Service. Treasury Online's ACH module has the ability to store batches for ease of use and also allows for NACHA formatted or standard text files to be imported. By directly depositing funds into employee payroll and vendor accounts, you reduce costs from check production, reconciliation and postage. Plus, more timely payments will improve service and cash flow predictability.

Applications include:

- | | |
|--|-----------------------------------|
| • Direct Deposit (payroll, reimbursements) | • Vendor Payments |
| • Recurring or Pre-authorized Debits) | • State & Federal Tax Payments |
| • Cash Concentration | • Accounts Receivable Collections |

WIRE TRANSFERS

Domestic/International wires can be initiated online via **Treasury Online**. You can designate individuals to initiate, approve or release a wire transfer. This lets you confirm receipt quickly, initiate repetitive and nonrepetitive wires and view the status of your outgoing wire transfers at any time.

Domestic/International wire transfers through the **Recorded Line** can be customized for your needs. You can set limits on users - be it account access or monetary limits and additional parameters can be set to receive call backs on wires before they are processed for additional security and accuracy.

DEPOSIT SERVICES

Local Branch Services

For local banking needs, the branch closest to your location is listed below, along with the hours for your convenience.

Branch Location	Lobby Hours
Farmington 177 Main Street Farmington, ME 04938 877-226-4671	Drive Up & Lobby: Mon-Wed 8:00am-4:00pm Thu - Fri 8:00am-5:00pm Saturday 8:30am-12:00pm

Bangor Savings Bank has over 65 branch locations in our footprint available to service your needs in person.

Check Cashing Policy

Bangor Savings Bank's check cashing policy makes it easy to do business. Non-customers simply need to provide proper ID at our branches to cash a check drawn on Bangor Savings Bank.

ADDITIONAL CASH MANAGEMENT SOLUTIONS

ACH Positive Pay (ACH Alert)

Minimize risk and reduce exposure to ACH fraud through early detection. understands that there is a need to prevent unauthorized electronic transactions posting to the account. Bangor Savings Bank's ACH Alert provides a low-cost and effective safeguard for preventing unauthorized Automated Clearing House (ACH) debits. ACH Alert automatically monitors ACH debit activity and notifies you of any unauthorized or potentially fraudulent transactions based on the parameters you set. Simply select suspect items for return using the online tool provided. ACH Alert will maintain a record of all your ACH debit activity and return decisions for ease of future research.

Check Positive Pay

Help protect your business from loss associated with paper-based fraud with Check Positive Pay solutions. Check Positive Pay works by comparing and verifying the checks you issue to the checks presented for payment against your account. Any check that does not match your issue file in dollar amount, serial number and/or payee name is reported online through **Treasury Online** as an exception item. Simply log in to review the exception item and use the online tool to either pay or return the check.

**This service requires our Treasury Online platform to utilize. See pricing for list of fees.*

CORPORATE SERVICE FEES

Description	Cost	Frequency
Account Maintenance Fee:	\$6.00	Per month
Debits/Credits	\$0.12	Per item
Deposited Items	\$0.09	Per item
Deposits Processed	\$ 0.12	Per Deposit
Chargeback Fee	\$12.00	Per item
ZBA Parent Account	\$30.00	Per Month
ZBA Child Account	\$15.00	Per Month
ICS/DDA Sweep Fee	\$25.00	Per Month
Treasury Online includes ACH Module	\$50.00	Per Month
ACH Items	\$0.15	Per Item
ACH Same Day Surcharge (Optional)	\$1.00	Per Item
ACH Returns or NOCs	\$5.00	Per Item
Stop Payment Fee – Manual	\$34.00	Per Item
Stop Payment Fee - Online	\$20.00	Per Item
Treasury Online Positive Pay (Optional)	\$50.00/\$30.00	Per Month/Per Account
Positive Pay – Exception Items	\$0.50	Per Item
Positive Pay – Non Decisioned Items	\$5.00	Per Item
Treasury Online ACH Positive Pay Optional)	\$30.00/\$15.00	Per Month/Per Account
Check OR ACH Block	\$20.00	Per Account
Check AND ACH Block	\$30.00	Per Account
Phone/Branch Outgoing Foreign Wire	\$45.00	Per Item
Phone/Branch Outgoing Domestic Wire	\$25.00	Per Item
Incoming Wire Fee	\$15.00	Per Item
Depository Fee	\$0.000105	Per Net Collected Balance
Interest on Sweep Account	4.00%	
Earnings Credit Allowance	0.20%	

** Please see attached ProForma (Page 20) for estimated monthly fee – these are estimates based on activity volume disclosed in RFP.

IMPLEMENTATION

Bangor Savings Bank believes in working as a Team to provide the best customer service and experience – that's why you will be assigned a Team of expert professionals.

Implementation

Bangor Savings Bank has designed a streamlined and efficient process, spearheaded by an experienced Implementation Specialist who coordinates the transition details in conjunction with your Relationship Manager.

We understand that your time is limited and a bank transition should not consume any more of it than absolutely necessary. We will put together a timeline documenting the items that need to be accomplished for a successful transition and assume responsibility for as many of the duties as you see appropriate.

Details such as ordering of deposit supplies and notifying entities that are drafting your accounts electronically of the account change will all be carefully coordinated. Training for selected services, such as online banking, will also be coordinated and provided by the Implementation Specialist and team to ensure complete familiarity with systems and administrative procedures. Working as a team with our partners in Treasury and Payment Services, our client on-boarding process strives to achieve a timely and seamless transition to Bangor Savings Bank.

Typically an implementation can be completed within 30-90 days depending on the complexity.

CORPORATE SERVICES RELATIONSHIP TEAM & SUPPORT



Derek Racine, has over 10 years of Financial experience with 2 years in Cash Management. Derek works to deepen relationships by working with clients on customized solutions for their complex daily needs as part of the Corporate Services team.

Shelly Pray, Vice President and Corporate Services Sales Team Leader. Shelly joined Bangor Savings Bank in December, 2015 and was promoted to Sales Team Leader in August of 2022. Shelly has over 35 years of banking experience and has lived and worked in the Portland area for over 30 years.



CORPORATE SERVICES SUPPORT TEAM

Bangor Savings Bank has a dedicated **Corporate Services Support Team** that consists of six (6) individuals that are located throughout Maine and New Hampshire. Your Relationship Manager along with the help of the Support Team, are all able to assist you with customer service related items, such as research requests, statement inquiries, and online banking assistance. Bangor Savings Bank's Corporate Services Support Team is available from 8:00 a.m. to 5:00 p.m. Monday through Friday with the exception of holidays.

Each Corporate Services Support Team member works in a uniquely collaborative effort with one another to ensure that clients are equally supported at all times. All members of the Support Team are well informed of customer implementations and issues should assistance be required. Bangor Savings Bank takes this approach to ensure that our clients receive accurate information in a timely manner when they are engaging with our team.

If there is one thing we can do for your organization, we have a team of dedicated professionals standing by to meet your banking needs.

ADDITIONAL BANK SERVICES

Bangor Savings Bank is pleased to offer the following additional services to you.

Bangor Workplace Advantage

We are pleased to offer your employees **Bangor Workplace Advantage**. With this program, employees are automatically qualified for our most rewarding account, Benefit plus Checking, which includes special values just for them. A \$25 new account bonus will be deposited at account opening and is limited to one bonus per employee. In addition to the standard Benefit plus Checking benefits, they also receive the following:

- Interest Bearing Checking Account with no minimum balance or monthly service charges.
- No ATM fees- anywhere-ever!
- Free checks for account
- Free online banking and bill pay
- Rate advantages for CDs and Home Equities

Bangor Payroll® Services

Bangor Payroll is one of the region's largest payroll companies servicing clients of all sizes and is committed to providing the payroll solutions you need to achieve your business goals. We have been helping companies meet their payroll needs for more than 20 years, and currently processes payroll for more than 4,700 clients primarily across the state of Maine and New Hampshire. To date, we pay and handle taxes for employees in all 50 states.

Bangor Payroll offers comprehensive tax service, a number of HR solutions for any size business, fully integrated time and attendance systems, an integrated HRIS system, and much more! You have the flexibility to choose what services best meet your needs now, as well as products and solutions for your evolving business needs in the future.

Our goal at Bangor Payroll is to ensure that your payroll investment and customer service requests meet your needs.

Merchant Services

Bangor Savings Bank's merchant solution experts will work with you to streamline payment acceptance and ensure compliance with industry regulations. They will be available on an ongoing basis to offer suggestions for new equipment and provide information on the latest in emerging technology or other changes in the industry that may be of interest or benefit to your organization.

Bangor Savings Bank is an Agent Bank of both Global Payments and Fiserv, leading providers of transaction processing services and payment enabling technologies. As industry leaders, Global Payments and Fiserv are committed to assisting Bangor Savings Bank and our merchants with strategic growth and success. These partnerships allow Bangor Savings Bank to offer a suite of products to help streamline or grow your business.

Exhibit A



Statements Reviewed: July
 Date Prepared: 12/28/2023
 Officer: Derek Racine
 Phone Number: 207-248-4215
 Customer Type: NFP/Municipal

Proposal Prepared for: RSU 9

Balance Summary

Interest Bearing Sweep	4.00%	\$5,000,000.00	\$16,986.30
Estimated Monthly Fees			\$194.24

Services	Volume	Unit Price	Activity Charge
General Account Services			
Account Maintenance	2	6.00	\$12.00
Credits	22	0.12	\$2.64
Deposits	3	0.12	\$0.36
Checks Deposited	50	0.09	\$4.50
Checks Paid	403	0.12	\$48.36
Debits	39	0.12	\$4.68
Depository Fee	0	0.000105	\$0.00
Returned Deposited Items	0	12.00	\$0.00
<i>Sub-Total</i>			<u>\$72.54</u>
Sweep Solutions			
ZBA Primary Account	1	30.00	\$30.00
ZBA Sub Account	1	15.00	\$15.00
ICS/DDA Sweep	1	25.00	\$25.00
<i>Sub-Total</i>			<u>\$70.00</u>
Wire and Other Funds Xfer Services			
Wire Transfers - Incoming	0	15.00	\$0.00
Wire Notifications (Email)	Included		
Outgoing Wires - Domestic	0	25.00	\$0.00
Outgoing Wires - International	0	45.00	\$0.00
<i>Sub-Total</i>			<u>\$0.00</u>
Information Services			
Treasury Online Plus (includes 5 accounts) ACH Module OR Wire Module	1	50.00	\$50.00
Balance Reporting, Book Transfers, eStatements	Included		
ERD - AA & ACH Return Reporting	Included		
Stop Payment Module	Included		\$0.00
per Stop Payment	0	20.00	\$0.00
ACH Module		Included	
ACH Item	17	0.10	\$1.70
Optional - Same Day ACH Transactions	0	1.00	\$0.00
ACH Returned Items/NOCs	0	5.00	\$0.00
<i>Sub-Total</i>			<u>\$51.70</u>
Fraud Prevention Solutions - Recommended NOT Required			
Positive Pay - Includes Payee - General Account	0	50.00	\$0.00
Positive Pay - Payroll or Additional Accounts	0	30.00	\$0.00
Positive Pay - Exception Item	0	0.50	\$0.00
Positive Pay - Non Decisioned Items	0	5.00	\$0.00
ACH Positive Pay - General Account	0	30.00	\$0.00
ACH Positive Pay - Payroll or Additional Accounts	0	15.00	\$0.00
Check Block or ACH Block - Per Account	0	20.00	\$0.00
Check Block AND ACH Block - Per Account	0	30.00	\$0.00
<i>Sub-Total</i>			<u>\$0.00</u>
TOTAL ANALYZED FEES:			<u>\$194.24</u>

One Time Setup Fees - WAIVED

Treasury Online - One Time Setup Fee	\$120.00
Positive Pay - One Time Setup Fee	\$100.00
ACH Positive Pay - One Time Setup Fee	\$50.00
	<u>\$0.00</u>

Earnings Credit Rate subject to change monthly, and may affect compensating balance, as may changes in activity.

Exhibit B

Night Deposit Procedures

For Branches:

- The branch must maintain a Night Depository Bag Master Inventory Log indicating the bag #'s assigned to customers.
- Customer must complete a *Night Deposit Agreement* and all other related documentation (resolution, etc.).
- All access to the night depository is completed under dual control. No exceptions.
- Individuals opening and logging the bags will sign the log for time entry and contents of vault.
- Under the column titled "Bag #, Envelope, Zipper Bag", enter the bag # (for both locked and disposable), Env. or Zipper. *If the customer handed it to the teller and it is just tickets or under a paperclip, write 'loose'.* USPS Mail is NOT recorded on the Night Deposit Log.
- Under the column titled "üif OTC", place a check mark if the customer brought in the bag and didn't want to wait for it to be processed.
- All entries must have the customer's name and the amount of the deposit indicated on the Night Depository Log. Processed plastic bags are held in the branch for 30 days and then placed in plastic shred area. Canvas or zipper bags are kept out of customer reach until retrieved by the customer.
- Hold bags are recorded and placed in a secure location until the customer retrieves them. Customer must sign Hold Bag Retrieval Log when retrieved from the branch.
- If a Hold bag is not picked up, write "redeposit" on the Hold Bag Retrieval Log and place it back into the night deposit vault. The next day, log it as if it's a new bag.
- Contents of the night depository must be kept in a secure non-customer area until tellers retrieve the bag to process. Since these are unprocessed transactions (deposits with checks and cash), the bags must be kept in a safe place that would not be visible to prevent theft in a robbery situation. As bags are processed, the teller will initial and complete all necessary information for the Night Depository Log.
- Once all night deposit contents have been processed, a branch individual is responsible for reviewing the log to verify all line items have been completed with amounts and initials. It is imperative that the area where the unprocessed night deposit bags are kept is verified to make sure all bags have been processed. This can be part of the branch closing procedures.
- Discrepancies found in the night deposit bag will be verified by a second individual and documented on the deposit ticket.
- Receipts are placed in the processed "canvas" bag and placed in a non-customer access area. Disposable bag receipts are handled by mailing to customer, accumulated for pickup, etc. Receipts held longer than 30 days must be mailed to the customer. Receipts are not mailed for envelopes.
- If a coin/cash order is placed in the bag for delivery back to the customer, the bag must be locked.
- Customer signatures are not obtained for picking up a "regular" processed night bag. Hold bags **must** have a customer signature on the Hold Bag Retrieval Log.
- Envelopes & disposable bags are held in the branch for 30 days and then placed in the appropriate shred area.
- For branches open on Saturday – the night depository must be opened & contents processed on Saturday.



FORMID: WIRERECLN

CIF NUMBER:

TOL NUMBER:

BUSINESS WIRE TRANSFER AGREEMENT – FOR USE OF RECORDED LINE

INTRODUCTION

This Business Wire Transfer Agreement – For Use of Recorded Line (the “Agreement”) is made by and between Bangor Savings Bank (“Bank”), and the corporation, partnership, sole proprietorship or other commercial entity, listed below and having its principal place of business in the continental United States (“Customer”), that has applied for and been approved by the Bank to use any of the wire transfer services the Bank makes available under this Agreement (the “Services”).

In this Agreement, the words “we,” “us” and “our” mean Bank; and “you” and “your” mean the Customer and each Authorized User (as hereinafter defined) you designate from time to time.

This Agreement describes the terms and conditions pursuant to which we will allow you to make certain wire transfers of funds belonging to you, as described more fully in this Agreement. You and we agree as follows:

1. Definitions.

For the purposes of this Agreement, unless the context indicates to the contrary, the following words and phrases shall have the meanings indicated below.

- (a) “Account Agreement” or “Deposit Account Agreement” means any and all agreements between you and us which govern your Accounts (as defined below) and which was provided to you when you opened your Accounts and any other documents governing your Accounts, each as amended from time to time.
- (b) “Account(s)” means any checking, regular statement savings, market rate deposit, certificate of deposit, investment or commercial loan account you maintain with us for business or commercial purposes, which are designated by you for use with the Services. You agree that all Accounts must be held only for business or commercial purposes and neither an Individual Retirement Account nor any other retirement account may be designated as an Account.
- (c) “Applicable Law” shall mean the laws of the United States, any applicable state laws and regulations, including without limitation, the Maine Uniform Commercial Code -- Funds Transfers (Me. Rev. Stat. Ann. Tit. 11, § 4-1101 et seq.), the operating circulars of the Federal Reserve System and any other rules of any money transfer systems used by us and any of the depository institutions necessary to perform the Services, including executing your Payment Orders, each as in effect from time to time.
- (d) “Authorization Form” means a form in substantially the form attached hereto as Exhibit A, for telephone wire transfer requests.
- (e) “Authorized User” means one of your employees that you designate in writing in an Authorization Form as being your authorized representative, or as authorized to act on your behalf, with respect to a Payment Order and any other actions taken in accordance with the terms of this Agreement.
- (f) “Beneficiary” means the person or entity you identify in a Payment Order as the person or entity that is to be paid by the Beneficiary’s Bank under the terms of the Payment Order.
- (g) “Beneficiary’s Bank” means the bank or other depository institution you identify in a Payment Order at which the Beneficiary’s account is to be credited under the terms of the Payment Order.
- (h) “Operating Procedures” mean the procedures that have been established in connection with the Services that may be effected under this Agreement. The Operating Procedures, as amended from time to time, are set forth in Exhibit B to this Agreement.
- (i) “Payment Order” means your instructions, which may be transmitted to us orally, to pay or cause another depository institution to pay a fixed or determinable amount of money to a Beneficiary.
- (j) “PIN” means the personal identification numbers issued by us to the Authorized Users you designate in an Authorization Form.

- (k) "Security Procedure" means the procedure by which we will verify whether a Payment Order (or any cancellation or amendment thereof) was made by you. You acknowledge and agree that the Security Procedure, as amended from time to time, is part of this Agreement. A description of the Security Procedure as currently in effect is attached to this Agreement as Exhibit A and in the Operating Procedures in Exhibit B.

2. Accounts.

You agree to maintain one or more Accounts subject to this Agreement. You also agree to fund each Account with sufficient available funds to pay for Payment Orders and fees and other amounts incurred in connection with or during the term of this Agreement. You also acknowledge that your Accounts are subject to the terms of the Account Agreement and that if any provision of the Account Agreement is inconsistent or otherwise conflicts with this Agreement, the provisions of this Agreement will apply to your Payment Orders (and cancellations and amendments of Payment Orders).

3. Your Instructions and Our Services. (a) General

You agree that any request for a Payment Order (or a cancellation or amendment thereof) will be provided by you to us verbally by telephone and in accordance with the Operating Procedures. We agree to provide you with the Services under the terms and conditions of this Agreement and Applicable Law. You agree not to originate any Payment Order that would violate Applicable Law.

We may require additional authentication of any Payment Order. We reserve the right to reject a Payment Order that cannot be properly authenticated. Cut-off times may be established and changed by us from time to time, including as set forth in this Agreement. If you request a Payment Order after the cut-off times or on a day that is not a Business Day, you will be required to contact us on the next Business Day to request your Payment Order. We may handle Payment Orders received from you in any order convenient to us regardless of the order in which they are received.

A wire transfer of funds into one of your Accounts with us shall be deemed received by us when the transmission to us and compliance with any security procedures which we may from time to time establish are completed.

(b) Authorized Users

You agree to give us written notice in an Authorization Form, or any other document we deem acceptable, of the names and titles of your Authorized Users and any dollar or other limits you want placed on any Payment Orders requested by you or by any such Authorized User. You agree that we may rely on the authority of an Authorized User until you have provided us with an amended Authorization Form, or until we have received written notice to the contrary from you, and we have had a reasonable opportunity to act upon any such amended certificate or notice. You may call us if you decide to terminate or change an Authorized User's authority to initiate and verify Payment Orders and we may, but are not obligated to, comply with your telephone instructions.

We may, in our sole discretion, refuse to accept an Authorized User or any person that an Authorized User designates to act on his or her behalf, or execute a Payment Order (or a cancellation or amendment thereof) from an Authorized User or any person an Authorized User designates to act on his or her behalf until you have provided us with any information or documentation in a form that is acceptable to us, which we reasonably consider necessary or appropriate in connection with the Services. You acknowledge that we may require a reasonable time period before we act on any

Designation by you of an Authorized User, including any limits you want placed on an Authorized User.

(c) Execution

- i. Transmission Systems. We may execute a Payment Order (or any cancellation or amendment thereof) by using the Fedwire system or other similar electronic transmission. We may also execute a Payment Order (or any cancellation or amendment thereof) involving a transfer between your Accounts and your other accounts you maintain with us or any other depository institution or between your Accounts and the accounts of others at Bank by entering the Payment Order on our books.

- ii. Basis of Execution. All Payment Orders will be executed on the basis of the Beneficiary's deposit account number(s). Neither we nor any other party to a Payment Order have any duty to verify whether the Beneficiary's name and the Beneficiary's deposit account number refer to the same person. You hereby acknowledge that you have been given notice that we and any other party to a Payment Order may rely on the identification number or account number of the recipient, and in the event that the identification number or account number of the recipient and the name of the Beneficiary provided by you indicate different persons, payment may be made to the person identified by identification number or account number. You further acknowledge that you have been given notice that a receiving bank (including us) may rely on the identification number or routing number of a receiving bank, and in the event that the identification number or routing number of an intermediary bank or receiving bank and the name of such bank provided by you indicate different banks, payment may be made to the bank identified by identification number or routing number. You bear the risk of any loss resulting from payment to the wrong person due to an error in identification, account or routing number.

(d) Limitations

You agree that we are under no obligation to execute any Payment Order (or any cancellation or amendment thereof) if (i) you do not have sufficient available funds in the Account to cover the Payment Order, (ii) you have not provided us with information or documentation to authenticate any Authorized User, (iii) we do not receive a Payment Order (or cancellation or amendment thereof) at a time or in a manner which allows us a reasonable opportunity to act thereon, (iv) you failed to comply with this Agreement, including the Operating Procedures or the Security Procedure, or any other obligation that you may have to us; or (v) we believe such Payment Order (or cancellation or amendment thereof) may violate any Applicable Law or involve an unauthorized or fraudulent transfer.

If we in our sole discretion decide to execute a Payment Order that exceeds the amount of available funds in the Account (that is, because it would create an overdraft), you agree that we may charge to, and debit from, your Account the amount of the Payment Order and any related overdraft fees as provided for in this Agreement. We are under no obligation to allow you to make an overdraft and will not be liable to you if we do.

4. Security Procedure.

You acknowledge and agree that the Security Procedures are a commercially reasonable method for the purpose of verifying whether a Payment Order (or a cancellation or amendment thereof) was made by you. You further acknowledge and agree that the Security Procedure is not intended, and that it is commercially reasonable that the Security Procedure is not intended, to detect any errors relating to or arising out of a Payment Order (or any cancellation or amendment thereof).

5. Confidentiality.

You agree to comply with and maintain the confidentiality of all security measures instituted by us, including the Security Procedure, and not to disclose the Operating Procedures or any information relating thereto, including but not limited to, any device or code, including any PIN, Password or User ID or any information relating thereto, to any person to whom such disclosure is not necessary for the conduct of your business affairs. Authority to make a Payment Order and to issue other directions and instructions shall be conclusively presumed if the person making the Payment Order uses a PIN issued to an Authorized User.

6. Compliance.

You and we each agree that all of the Services contemplated by this Agreement will be subject to, and will comply with the Applicable Law, the Operating Procedures, the Security Procedure and the terms and conditions of this Agreement.

7. Liability.

Our liability to you is limited by Applicable Law. Unless expressly prohibited or otherwise restricted by Applicable Law or this Agreement, our liability is also limited as follows: We shall not be liable to you or to any third party for performing or failing to perform the Services, except for our gross negligence or willful misconduct in connection with our performance of (or failure to perform) any of the Services.

We disclaim any and all liability resulting from or related to any events outside the reasonable control of the Bank.

use all or any part of the Services, or delays or mistakes which happen because of reasons beyond our control, including without limitation, acts of civil, military or banking authorities, national emergencies, war, riots, unavoidable difficulties with our equipment, the unavailability of the Services, any errors in information provided through the Services, deletion or loss of files or e-mail, any delay or failure of performance or unauthorized access to the Services or your data, any difficulties caused by any Internet or other service provider or browser software or any Computer failure, whether caused by a virus or otherwise. If, for any reason, we are adjudged liable to you, in no event will the cumulative liability of Bank or its licensors exceed the fees you have paid to Bank for the six months preceding the transaction that is the subject of the controversy. In no event will Bank or its service providers or agents be liable for any consequential, special, punitive or indirect damages or lost profits, regardless of whether you advised us or we otherwise knew of the likelihood of such losses or damages. You agree that the dollar limitation described in this Section is reasonable, even if your actual damages exceed this limitation.

You understand that we may elect to contract with an outside processor for some or all of the Services (collectively, the "Processor"). The Processor is not your agent but works solely at the direction of the Bank. As such, the Processor benefits from any limitation on the obligations and liabilities of Bank. In particular, but without limitation, the Processor is not liable for any consequential, special, punitive or indirect damages or lost profits, data, use of data or goodwill and the Processor's liability, if any, is limited to the fees you have paid to Bank for the six (6) months preceding the transaction that is the subject of the controversy.

8. Indemnification.

You are solely responsible for the amount of each Payment, transfer or other Service made using and fees or other amounts incurred with the Services, when made as provided herein. You agree to indemnify us and hold us harmless from and against any and all losses, liabilities, claims, damages or expenses (including attorneys' fees and court costs and expenses) arising from or related to the access or use of the Services. You shall indemnify us and hold us harmless from any and all claims, demands, losses, liabilities, costs and expenses, including without limitation, attorneys' fees and court costs, resulting from or arising out of (a) any breach by you of any of the representations, warranties, covenants or agreements provided herein, (b) any act or omission by us performed in accordance with your oral, electronic or written instructions or (c) any act or omission by you, including, without limitation, with respect to the amount, accuracy, timeliness of transmittal or authorization of any Entry we receive from you or those of any other person.

9. Disclaimer of Warranties.

YOU EXPRESSLY AGREE THAT USE OF THE SERVICES IS AT YOUR SOLE RISK, AND THE SERVICES ARE PROVIDED "AS IS," AND BANK AND ITS SERVICE PROVIDERS AND AGENTS DO NOT MAKE ANY, AND EXPRESSLY DISCLAIM ANY, WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH RESPECT TO THE SERVICES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NONINFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS, OR THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, WITHOUT BREACHES OF SECURITY OR WITHOUT DELAYS. IN THOSE STATES THAT DO NOT ALLOW SUCH A DISCLAIMER OF WARRANTIES, THE WARRANTIES PROVIDED BY THE BANK AND ITS SERVICE PROVIDERS AND AGENTS ARE LIMITED TO THE FULLEST POSSIBLE EXTENT PERMITTED BY LAW.

10. Terminating This Agreement.

We reserve the right to terminate this Agreement, in whole or in part, for any reason and at any time without prior notice to you. You also have a right to terminate this Agreement by sending us written notice. Any request to terminate your access to and use of the Services will be effective only after we have had a reasonable opportunity to act on your request.

If this Agreement is terminated for any reason, you must cancel all future Payments, transfers and other Services. We may continue to make Payments and transfers and to perform other Services that you have previously authorized; however, we are not under any obligation to do so. We will not be liable if we choose to make any Payment or transfer or to perform any other Service that you have previously authorized, and such Payment, transfer or Service shall be governed by the terms of this Agreement.

Any termination of this Agreement, whether initiated by you or us, will not affect any of your or our rights and obligations under this Agreement which have arisen before the effective date of termination of this Agreement. In addition, the provisions of this Agreement relating to your and our liability and the disclaimer of warranties shall survive the termination of this Agreement.

11. Recordkeeping; Information Collection.

You agree to collect and retain information relating to funds transfers as to which you or your customer is originator or a Beneficiary and that is, at a minimum, adequate to permit the remaking of any Payment Order (including any cancellation or amendment thereof) we make pursuant to this Agreement as to which you or your customer is originator or Beneficiary, as required by Applicable Law, and to provide such information to us upon our request.

12. Notices.

Any notice or communication that we or you are required to give to the other under this Agreement shall be given in writing at the address provided below, except as otherwise expressly set forth herein with respect to communications relating to Wire Transfer Services.

13. Governing Law.

This Agreement shall be governed by, and construed and interpreted in accordance with, the laws of the State of Maine, without regard to its applicable conflict of law principles, and the applicable laws of the United States. In the event of a conflict between the provisions of this Agreement and any applicable law or regulation, this Agreement shall be deemed modified to the extent necessary to comply with such law or regulation. You and we agree to be bound by, and hereby consent and agree to, such laws with respect to any claim relating to this Agreement.

14. Changes to the Services and this Agreement.

We may change the Services and this Agreement (including any Exhibits hereto) in our sole discretion and from time to time. Any such change generally will be effective immediately upon notice to you. You will be deemed to accept any changes to the Services and this Agreement if you access or use any of the Services after the date on which the change becomes effective. You will remain obligated under this Agreement, including without limitation, being obligated to pay all amounts owing under this Agreement, even if we amend this Agreement.

15. Assignment; Binding Effect.

We may, at any time, assign this Agreement, including our rights, interests and obligations thereunder, in whole or in part, or delegate any of our responsibilities under this Agreement to any other person or entity with prior notice to you. You may not assign this Agreement, including any of your rights, interests and obligations thereunder, in whole or in part, or delegate any of your responsibilities under this Agreement without our prior written consent. We are not under any obligation to give our consent, and any attempt to assign this Agreement without our written consent shall be null and void. This Agreement shall be binding upon and for the benefit of you and us, and your and our permitted assigns and successors. However, this Agreement will not benefit or be binding on any other third party, your Administrator or any Authorized User or any of their respective executors, administrators, personal representatives, guardians or conservators.

16. No Waiver.

No waiver of any right or obligation under this Agreement by us on any occasion will constitute a waiver of that right on any subsequent occasion. In any event, no waiver by us of any right of ours is effective against us unless it is in a writing signed by us.

17. Transaction Fees.

The Bank will charge the Customer's account a transaction fee for every payment order executed by the Bank. The Bank will include this transaction fee on the statement or notification sent to the Customer. By signing this Agreement, the Customer authorizes the Bank to charge the Customer's account directly for any transaction fees.

The Bank's transaction fee will be determined with the Bank's Schedule of Rates, Fees, and Charges as published and revised by the Bank from time to time.

18. Periodic Statement or Notification.

The Bank will provide the Customer with a periodic statement or notification of all funds transfers from the Customer's account. The Customer agrees to examine the statement or notification and promptly notify the Bank of any error, omission, or discrepancy promptly, but in any event within thirty (30) days from receipt.

IN WITNESS WHEREOF, you and we accept and agree to the terms of this Agreement, and have caused this Agreement to be executed as a document under seal in your and our names and behalf by your and our duly authorized representatives, effective as of the date executed by us as indicated below.

Customer: _____

Printed Name: _____

Signature: _____

Title: _____

Date: _____

Bangor Savings Bank

Printed Name: _____

Signature: _____

Title: _____

Date: _____

☐ I have authenticated this customer

EXHIBIT A

Business Wire Transfer Agreement – For Use of Recorded Line

SECURITY PROCEDURE FOR USE OF RECORDED LINE

1. Account Numbers: You (including any Authorized User) must list below the Account number(s) to which this Authorization Form applies.

Customer: _____

Address: _____

Account Number(s) to which this Authorization Form applies:

2. AUTHORIZED USERS. You must (a) print the full name of each Account signer (you and all Authorized Users) authorized to act with respect to all of the Accounts listed in Section 1 above, (b) indicate, by checking the line under the appropriate column heading(s), whether each Account signer may initiate (and amend and cancel) Payment Orders, receive Callbacks (if applicable), or do both, and (c) specify any dollar limits which apply. Any dollar limits specified will apply to the initiation of Payment Orders as well as Callbacks, when either or both are checked; however, such limits will apply to wire transfers under this Agreement only. If you want to designate different Account signers for different Accounts, you must complete a separate Authorization Form for each Account with different Account signers.

Name	Initiate Order	Receive Callbacks	Dollar Limit Repetitive Wires	Dollar Limit Non-Repetitive Wires	Business Phone	Secondary Phone	Email.
	<input type="checkbox"/>	<input type="checkbox"/>					
	<input type="checkbox"/>	<input type="checkbox"/>					
	<input type="checkbox"/>	<input type="checkbox"/>					
	<input type="checkbox"/>	<input type="checkbox"/>					
	<input type="checkbox"/>	<input type="checkbox"/>					

*A dollar limit must be indicated

** To be used by Bank for general correspondence with Customer / Authorized Users regarding the Services only.
Not for use in conjunction with any authentication or authorization procedures, callbacks, etc.

3. SECURITY PROCEDURES

Unless otherwise directed by you in the modification section below, Bank will callback to an Authorized User as specified below, for all non-repetitive U.S. dollar and foreign currency transfers greater than \$10,000.00.

Unless otherwise specified below, Bank will callback to an Authorized User as specified below, for all repetitive U.S. dollar and foreign currency transfers greater than \$100,000.00.

REQUEST FOR CALLBACK MODIFICATION*: IF YOU REQUEST LESS SECURITY THAN ORDINARILY ESTABLISHED BY THE BANK, YOU MAY BE RESPONSIBLE FOR ANY LOSSES THAT RESULT.

YOU REQUEST THE FOLLOWING CALLBACK MODIFICATIONS:

Non-Repetitive Wire callback modification:

☐ Callback on all Non-Repetitive Wires

☐ Callback on Non-Repetitive Wires over \$_____

Repetitive Wire callback modification

☐ Callback on all Repetitive Wires

☐ Callback on Repetitive Wires over \$_____

*There is a mandatory callback originated by the bank for all wires over \$175,000

4. EFFECT OF AUTHORIZATION FORMS

You agree that this Authorization Form shall remain in full force and effect unless and until it is superseded and replaced by any subsequent Authorization Form(s). You further agree that any Authorization Form with a date that is earlier than or prior to the date on this Authorization Form will not apply to any Account number to which this Authorization Form applies (as shown in Section II above) after we have had an opportunity to act on this Authorization Form.

Customer hereby agrees to and confirms the above information and procedures:

Customer:_____

Printed Name:_____

Signature:_____

Title:_____

Date:_____

Bangor Savings Bank

Printed Name:_____

Signature:_____

Title:_____

Date:_____

☐ I have authenticated this customer

EXHIBIT B

Business Wire Transfer Agreement – For Use of Recorded Line OPERATING PROCEDURE FOR USE OF RECORDED LINE

All capitalized terms used but not defined in these Operating Procedures have the same definitions as in the Agreement, unless the context otherwise provides.

1. Payment Orders (and any cancellations and amendments thereof) must be requested in accordance with these Operating Procedures, the Agreement and the Security Procedures set forth in Exhibit A. You acknowledge and agree that no cancellation or amendment of a Payment Order will be effective unless you notify us in a manner such that we have a reasonable opportunity to cancel or amend your Payment Order, as applicable, before we execute the Payment Order.
2. Customers that desire to submit a Payment Order by telephone can do so by calling 1-877-777-2074 or such other number as we may designate from time to time.

For Repetitive Wires, the Authorized User must provide the following information:

- Company Name, Individual Name, PIN Number, Wire Amount and Repetitive Number.

For Non-Repetitive Wires, the Authorized User provide the following information:

- Company Name, Individual Name, PIN Number, Wire Amount, Payment Instructions, Beneficiary Information, Special Instructions and Account Number to be charged.

3. We will use our reasonable efforts to execute each Payment Order (other than a Payment Order that we refuse to execute for a reason stated in the Agreement) which we receive prior to cutoff times listed below on a Business Day in order to be handled on the same Business Day. We will execute any Payment Order received after such time or on a day that is not a Business Day on the next Business Day, unless you otherwise instruct us. We may, in our sole discretion, change these cut-off times from time to time.

Cut-off for outgoing domestic wire transfers	4:00 p.m.
Cut-off for outgoing foreign wire transfers	
U.S. Funds	3:30 p.m.
Foreign Currency	3:30 p.m.
Cut-off for incoming drawdown requests	4:00 p.m.

Customer hereby agrees to and confirms the above procedure:

Customer: _____

Bangor Savings Bank

Printed Name: _____

Printed Name: _____

Signature: _____

Signature: _____

Title: _____

Title: _____

Date: _____

Date: _____

☐ I have authenticated this customer

Wire Transfer Notification Agreement

_____ (“Customer”) agrees to accept notification for incoming and/or outgoing wires with Bangor Savings Bank (“Bank”) in electronic form vs U. S. Mail format.

Transmission Method

Electronic notifications will be transmitted via e-mail, which email may be non-encrypted. The Customer understands the inherently non-secure nature of e-mail, accepts the risk of the e-mail being read by a third party, directs the Bank to use such a method of transmittal, and indemnifies and holds the Bank harmless against liability or loss directly or indirectly incurred by Customer as a result of such transmission. It is the responsibility of the Customer to maintain the security of the e-mail (such as by limiting access to the e-mail to only a certain individual)

The Customer agrees to verify emails generated by wire.advice@bangor.com are successfully delivered to the Customer's internal email system. If the Customer's email filter rejects the email, the Customer will need to modify filter flags to allow the email into the mail system.

Bank's Liability

The Bank is not responsible, and Customer indemnifies and holds the Bank harmless, for any errors or failures caused by any computer virus or related problems that may be associated with Customer's receipt of, or agreement to receive, electronic notifications. The Bank is not responsible, and Customer indemnifies and holds the Bank harmless, for any losses or delays in transmission of information arising out of or incurred in connection with the use of any Internet or other service provider providing Customer's connection to the Internet or any browser software.

Notification Setup

Please write the name and email address of who you would like to receive the Wire Notifications.

Indicate add or remove if applicable.

(If you would like more than three recipients please attach an additional sheet and indicate add or remove)

		Add	Remove
Name	E-mail Address		
		Add	Remove
Name	E-mail Address		
		Add	Remove
Name	E-mail Address		

Please list each account number below that you would like to receive the e-mail notifications for:

By signing below, you certify that the information provided above is accurate and complete. You agree to inform the Bank of any changes to the designated recipients(s) and corresponding e-mail address(es) allowing reasonable time for the Bank to act on such notification.

Customer Name: _____ By (Signature): _____

Date: _____ Print Name: _____

BANK USE ONLY

Revised 4.12.2021

Completed by: _____

Branch/Department: _____

Once complete, scan and e-mail form to Deposit Operations – Wires. Notifications will be setup in 1-2 business days.

Bangor Savings Bank

You matter more.®

Member FDIC |  Equal Housing Lender | Equal Opportunity Employer

Bangor.com | 1.877.Bangor1
