THE ELECTRONIC BANKING SERVICES AGREEMENT

I. Accepting the Service Agreement

This Electronic Banking Services Agreement (the "Agreement") regulates the services provided through Internet Banking, Mi Banco Comercial and TelePago Popular® (the "Services") provided by Banco Popular de Puerto Rico (the "Bank"). The Services allow you to perform a number of banking transactions on accounts linked to the Services through the use of a personal computer, a telephone or mobile phone.

You understand that you are under no obligation to accept this Agreement or register for this Service. You are required to have a Personal Account or a Commercial Account with a debit card assigned with the Bank to have access to these Services.

You agree that the terms and conditions of this Agreement are being provided electronically. You agree that any notice related to the Services will be provided electronically. You will be responsible for notifying the Bank of any change to the email address you provide. You will be able to notify the Bank of any changes to the email address at any time as indicated below.

Transactions related to Personal Accounts made according to the provisions of this Agreement are regulated by several Federal laws, including, but not limited to, the Electronic Funds Transfers Act, Truth in Savings Act, Fair Credit Billing Act, and Truth in Lending Act. In addition, every transaction related to Personal Accounts will be subject to the terms and conditions established in the Individual Deposit Account Agreement, as amended, every transaction related to Commercial Accounts will be subject to the terms and conditions established in the Business Deposit Accounts Agreement, as amended, and every transaction related to credit cards will be subject to the Credit Cards Agreement.

II. HOW WE OBTAIN AND UPDATE YOUR INFORMATION

To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an aaccount. Consequently, when you apply for an account, we will ask for your name, address, Social Security number and date of birth and other identifying information we may deem necessary in order to comply with regulatory requirements. In addition, by applying for an account, you are providing the Bank your consent to obtain information about you from other sources, to verify your credit information and identity, and to periodically update your demographic information, such as residential address, occupation and place of work. The Bank may obtain such information from our own records, from other financial institutions or from any other commercially available databases, such as credit reporting agencies.

Cookies and Advertising
When navigating our websites, we may place a cookie on your browser to collect information on your online activities. We use cookies and similar technologies, such as web beacons, log files and tags, alone or in conjunction with cookies to keep records of your online activities, such as the searches you conduct on our websites and pages you visit. These technologies allow us to improve your experience when visiting or using our websites, including providing content that may be of specific interest to you. We also use cookies for other purposes, such as, maintaining continuity during an online session and anti-fraud and information security purposes.

We may use other types of technology, such as log files, to collect statistics on your browsing patterns and/or to assess the overall activity at our website, including how often a particular web page is visited. We may also use web beacons in an email communication sent to you, to determine whether you clicked on a link in the email that directs you to our website. The information from these technical methods may be collected in a form that is personally identifiable, storing personal information on you, or anonymous, which means that is not associated with any particular user, device, computer or browser. In order to deploy this technology and gather the aforementioned information, we work with third parties to track usage within our webpages and email messages. These third parties provide us with the information on the online activities. Information on your online activity may be used by us to present an advertisement

for a product or service that matches your interests. This practice is known as online behavioral advertising.

You can control the use of cookies at the individual browser settings level. To learn how to control the cookies in your individual browser setting level, https://www.consumer.ftc.gov. Please be advised that if you choose to disable cookies, it may limit your use of certain features or functions on our websites. Furthermore, we will continue to use information collected online such as email address to provide product and service information in accordance with account agreements.

III. E-SIGN DISCLOSURE

The Electronic Signatures in Global and National Commerce ACT (E-Sign) allows the Bank, after obtaining your consent, to provide by electronic means all the notices and disclosures related to electronic banking services and products, including account statements and/or Popular bill statements, informative declarations required by the Department of the Treasury, as well as any other required documentation that are required by regulation to be provided in writing.

Once you consent under E-Sign, you accept to receive your account statements, and/or bills and informative declarations, and any other communication related with your accounts only by electronic means.

A. Consent

a. You understand that the terms and conditions of this Agreement are being provided electronically and any acceptance by you of such terms constitutes your consent to them.

b. You accept having received the disclosures applicable to this Agreement.

c. You agree that all notices or disclosures related to the Products and/or Services, account statements and/or Popular bills and informative declarations will be sent by electronic means to the e-mail address provided by you and/or will be published in the Bank's website, as applicable.

B. Right to withdraw your consent

You can withdraw your consent to electronic notices. If you want to withdraw your consent regarding Personal Accounts, you must connect to Internet Banking to modify that option or contact TeleBanco Popular® at 787-724-3655 or 1-888-724-3655.

If you want to withdraw your consent in relation to Commercial Accounts, you need to access Mi Banco Comercial to modify that option or contact the Business Banking Center at 787-756-3939 or 1-855-756-3939.

a. Electronic Banking Services – When withdrawing your consent to electronic notices related to the electronic banking services for Personal Accounts or Commercial Accounts, you cannot remain enrolled in the Internet Banking or Mi Banco Comercial services, respectively.

b. E-Statement Service – When you withdraw your consent to electronic notices related to your Personal or Commercial Accounts statement, the Bank will send you paper statements. In the event that your account does not provide the option of receiving paper statements, as established in the Personal or Commercial Accounts Agreement, the Bank will allow you to change your type of Personal Account or your type of Commercial Account to one that provides paper statements.

c. E-Bill Service – When you withdraw your consent to electronic notices related to your bills with Popular, you will receive paper bills.

d. Informative Declaration (Letters of interest) – When you withdraw your consent to the electronic communication related to your Informative Declarations (Letters of Interest) required by the Department of the Treasury, you will receive them in paper form.

You can withdraw your consent to receive electronic notices related to your accounts and/or bills and Informative Declarations at any time. To do so, follow these instructions:

1. Connect to Internet Banking or Mi Banco Comercial, as applicable
2. Click Edit Accounts on the left menu
3. Identify which accounts you wish to receive paper statements or Informative Declarations
4. At the eBill/e-Statement or Statement, press on the word "Activate" and then click Send.

As soon as you finish these steps you will receive the paper statements and/or bills on the next cycle or period. The statements, bills with Popular or Informative Declarations will be delivered to the mailing address registered in your account.

C. Right to receive documents

You have the right to receive any notice or disclosure in paper form, as well as a copy of this Service Agreement. To obtain a copy of the Service Agreement, notices or disclosures related to the Service, please visit any of our branches.

You can also call the following phone numbers 7 days a week, 24 hours a day:

TeleBanco Popular®
TelePago Popular®
Internet Banking
Hearing impaired clients (TDD)
787-724-3659/1-888-724-3659, 787-724-3652/1-888-724-3652, 787-724-3655/1-888-724-3655,
787-753-9677/1-800-981-9666

You can also write to:

Banco Popular de Puerto Rico

Electronic Services (614) PO Box 362708
San Juan, PR 00936-2708

Banco Popular de Puerto Rico

TeleBanco Popular®
PO Box 362708
San Juan, PR 00936-2708

Or send an email to internet@bppr.com for Personal Accounts or businessbankingsuppo@bppr.com for Commercial Accounts.

Or simply access www.popular.com.

D. Change Notifications

You are responsible for notifying the Bank of any email address changes. You will be able to notify

these changes at any time by calling TeleBanco Popular® at 787-724-3655 or 1-888-724-3655 or by sending an email to internet@bppr.com for Personal Accounts or to the Business Banking Center at 787-756-3939 or 1-855-756-3939 or by sending an email to businessbankingsuppo@bppr.com for

Commercial Accounts.

E. Necessary Equipment

To gain access to electronic communication you must use a personal computer with Internet access and a browser with Secure Sockets Layer (SSL) and 256-bit encryption.

The recommended browsers are:
Internet Explorer version 8 or later for Windows
Google Chrome version 13 or later for Windows
Mozilla Firefox version 6 or later for Windows or Mac OS X
Safari version 7 or later for Mac OS X or Windows.
Acrobat Reader® is needed to view electronic bills and statements.

IV. GENERAL PROVISIONS

The Bank offers you Services through the services of Internet Banking, Mi Banco Comercial and TelePago Popular®.

The terms and conditions of this Agreement governs the Services. However, use of each account added to the Service (the "Designated Account") will continue to be governed by the corresponding terms and conditions of the Deposit Account Agreement or the Credit Card Agreement of the Designated Account, as applicable (From now on referred as "Designated Account Agreement").

Also, the Designated Account can be an account with the Bank or another financial institution and will continue to be governed by the corresponding Designated Account Agreement of the Designated Account-holding institution. The terms and conditions of the Designated Account Agreement can be incorporated in this contract for reference. In case of a conflict between the terms and conditions of this Service Agreement and those of the Designated Account Agreement, the Account Agreement will prevail and, thus, the terms and conditions of this Service Agreement will be interpreted as complimentary to those of the Designated Account Agreement. The disclosures and notices regarding your rights and responsibilities under certain financial laws, including those referred to herein, can vary depending on the financial institution of the account in question. Please refer to the Electronic Funds Transfers Disclosures for further information.

A. Description and Enrollment to the Services

TelePago Popular®

TelePago Popular® is a service through which you instruct the Bank to debit the Designated Account for the amount corresponding to periodic payments to your creditors or the amount corresponding to transfers of funds among accounts initiated by you, as set forth further on in this Agreement. This service will give access to Designated Accounts held by financial institutions other than the Bank.

To register for the TelePago Popular® service, enroll in the Internet Banking service or call 787-724-3652/1-888-724-3652. Hearing impaired clients (TDD) can call 787-753-9677 or 1- 800-981-9666. You can also visit any branch to fill out a registration form stating specific information regarding the Designated Account and the accounts that you wish to include in the TelePago Popular® service.

Registration for the TelePago Popular® service is automatic when the Designated Account is a Commercial Account of the Bank enrolled in the Mi Banco Comercial service.

Enrolling in the TelePago Popular® service does not automatically enroll you in the Internet Banking Service or Mi Banco Comercial.

Internet Banking

Internet Banking service allows you to view balances and transactions and give the Bank instructions online for payments and transfers. To enroll in the Internet Banking service and/or Mi Banco Comercial service, you must enroll online through the Bank's webpage at www.popular.com and follow the instructions listed or simply visit any branch to complete the registration with a teller. Upon enrolling in the Internet Banking or Mi Banco Comercial service, you will be automatically enrolled in the TelePago Popular® service. Once all the required information you have submitted is duly verified and authenticated, the Bank will begin to provide the Service. The Service will automatically provide access to all the Personal Accounts of the Bank in which you figure as the holder, co-holder or signer, and to all the Commercial Accounts in which you are a signatory, provided it is the account with which you have enrolled.

Children's Online Privacy Protection

Popular's websites and online services are not directed to children under the age of thirteen (13) and do not encourage these children to provide their personal information. Consequently, our policy is that we will not knowingly collect personal information provided by children under the age of thirteen (13). If we obtain actual knowledge that we have collected such information, we will comply with the requirements of the Children's Online Privacy Protection Act (COPPA), including the deletion of such personal information from our systems. For additional information about COPPA, please visit the Federal Trade Commission's website at: www.FTC.gov.

Disclosure on Data Aggregation Services

If You authorize a third party and/or its service providers, for example financial applications that consolidate your personal and financial information, to access your bank account and/or credentials, it is important that You consider the following:

- The third party will have access to your personal and financial information, including your Bank account information.
- You are authorizing any transaction by the third party performed from your account.
- The personal and financial information that the third party accesses may go beyond what is necessary to fulfill the service requested by You and may be kept by the third party even after You cease using their services. Therefore, it is important that You understand the third party services, what information they collect, and how they intent to safeguard and use your information, including whether they share or sell your information.
- Use by the third party of your information is governed by your agreement with the third party and not with the Bank. The Bank is not responsible for the use or disclosure of your information by the third party or any other person or company that You provide access to your information and/or credentials.
- Anytime You share your information, including credentials, with a third party, the risk of exposure, loss or theft of your information increases.
- If You decide to revoke the authorization grated to the third party, we strongly encourage you to change your passwords with the Bank to prevent the third party from continuing to access your information and/or account.

V. OFFERED SERVICES

This Service Agreement describes the basic electronic banking services provided under the Internet Banking, Mi Banco Comercial and TelePago Popular® services. Other electronic banking services can be available depending on which services you subscribe to and utilize, and depending on which financial institution you hold the Designated Account. The Bank can also include additional electronic banking services in the future. All present and future electronic banking services will be governed by the terms and conditions of this Service Agreement and the Designated Account Agreement.

Payments through TelePago Popular® and AutoPay Service through Internet Banking and Mi Banco Comercial

You can use the Service to make payments to available creditors designated by you. When you give the Bank instructions to make payments, the Bank can debit the Designated Account and will 1) credit the creditor's account with the Bank; 2) electronically send the creditor the payment; or 3) send an official check by regular mail to the creditor, as the Bank determines.

Payment Categories that can be made through the TelePago Popular® Service:

1. Automatic Payments – These payments allow you to preauthorize the Bank to make periodic Payments without having to give additional instructions each time you want the Bank to make a Payment. Automatic Payments can be:

a. **Fixed.** You can authorize the Bank to debit from the Designated Account a fixed amount for a set period of time. Fixed automatic payments require that you set the day on which you want the Bank to debit the Designated Account and the period of time for which the Bank will make the debits. For example, you can instruct the Bank to pay the set amount of $20.00 to your credit card account on the 15th of each month for a period of 18 months.

b. **Variable.** You can authorize the Bank to debit from the Designated Account a dollar amount that can vary during each billing period. For example, you can instruct the Bank to pay the minimum monthly payment reflected on your credit card statement (which will vary depending on the average daily balance of the credit card account). The Bank will provide you with notice of the amount and date of payment at least ten (10) days prior to the effective Payment date, unless you have indicated pre-established amounts the Bank is authorized to pay, in which case, the Bank will provide you ten (10) day advance notice only if the payment amount falls outside the pre-established amounts.

2. One-Time Payments – For easy payments, you can give the Bank instructions regarding the exact amount and date the payment is to be made, each time you access the Service.

Automatic Payment Categories to credit cards of the Bank that can be made through the AutoPay Service:

A. New total balance payment:

By selecting the automatic payment option "New Total Balance", you authorize the Bank to debit the Designated Account for the new total balance shown on the credit card account statement. This payment could vary each month so you can establish a maximum amount to be debited from your Designated Account. To use this option, you must have a deposit account with the Bank.

B. Minimum amount payment:

By selecting the automatic payment option "Minimum Payment", you authorize the Bank to debit the Designated Account for the minimum amount shown on the credit card account statement. This amount could vary each month. To use this option, you must have a deposit account with the Bank.

C. Fixed amount payment:

When selecting the automatic payment option "Fixed Amount", the Bank will debit the Designated Account for the fixed amount assigned. If the fixed amount is lower than the minimum payment in your account statement, you must make additional payments to complete the minimum payment. Otherwise, penalties related to your Credit Account Agreement can apply.

You acknowledge that some of the fixed automatic payments can vary while the Service is in effect. **IF A CHANGE OCCURS IN THE AMOUNT OF THE FIXED PAYMENT, FREQUENCY OR ACCOUNT NUMBER WITH THE PAYEE, IT IS EXPRESSLY AGREED THAT IT IS YOUR RESPONSIBILITY TO MAKE THESE CHANGES.** This notice of change must be made 10 days before the effective day of the payment, for the adjustment to be made before the date designated for the processing of the payment. The adjustment in the payment will not be effective until the Bank receives and processes the notice of the change. The Bank will not be liable for discrepancies in any fixed payments made before receiving and processing the described notice of change.

You also acknowledge that in the case of automatic payments to installment loans (personal or mortgage loan payments with the Bank or any other financial institution), the last installment could include late charges, penalties and other charges accumulated and not satisfied during the life of the loan. You expressly authorize the Bank to debit from the Designated Account the total amount of the last loan installment payment, including the previously described charges.

The Bank provides an estimated date in which the payee will receive a payment. You must instruct the Bank or designate a payment date prior to the due date with sufficient time to process the delivery. The Bank will not be liable or guarantee that the payment can be processed, transferred or sent before the due date. Also, the Bank will not be liable for: (a) errors or delays by the creditor in crediting payments made through the Service or (b) delays in the delivery and processing of payments caused by the Postal Service. In either of the two cases previously mentioned, the Bank's responsibility is limited to: (a) diligently investigate the processing record of the payment in controversy and (b) notify you with the results of said investigation within a period of ten (10) business days from the date in which you submitted your request for an investigation of the payment in controversy.

The Bank will not be liable for payments not accepted by the creditor. If the Bank is notified by the creditor that the payment was not accepted, the Bank's responsibility will be limited to: (a) reverse the debit for the corresponding rejected payment on the same day in which the returned payment is received and (b) notify you of the rejection of the Payment no later than the following business day in which the returned payment is received.

IT IS EXPRESSLY AGREED THAT THE BANK WILL NOT BE LIABLE FOR LATE CHARGES OR ANY TYPE OF PENALTY THAT THE CREDITOR IMPOSES ON YOU, OR FOR DAMAGES OR INCONVENIENCES OF ANY KIND WHATSOEVER SUFFERED BY YOU AS A CONSEQUENCE OF PAYMENTS MADE AFTER THEIR DUE DATE, IF SAID DELAY IN THE PAYMENT IS ATTRIBUTABLE TO A LATE NOTICE FROM THE CLIENT.
IF YOU FAIL TO COMPLY WITH THE OBLIGATION OF NOTIFYING THE BANK THE AMOUNT AND DATE WHEN ANY VARIABLE PAYMENT WILL BE MADE, THE BANK'S OBLIGATION TO PROVIDE THE SERVICE FOR SAID PAYMENT WILL END. IF THE DESIGNATED ACCOUNT IS A PERSONAL ACCOUNT, YOU WILL ALSO BE ABLE TO OBTAIN INFORMATION ABOUT THE BANK'S LIABILITY AND ERROR RESOLUTION PROCEDURES, IN THE ELECTRONIC FUNDS TRANSFERS DISCLOSURES AND/OR YOUR DESIGNATED ACCOUNT AGREEMENT.

Transfers

You can issue instructions to the Bank to perform Transfers between your Designated Account and other authorized accounts. Based on your instructions, the Transfers will be made through debit to the Designated Account and the funds will be credited to the accounts that have been included in the Service. Only fixed automatic transfers and one-time transfers can be made through the Service (the same instructions apply for fixed automatic payments and one-time payments).

Interbank Transfers

This service allows you to transfer funds from other financial institutions in Puerto Rico, the United States and its territories to your accounts with Banco Popular. **This service is not available for all accounts.** The Bank will determine from time to time the accounts for which this service will be available.

To enroll your accounts in this Service, you must complete the activation of your accounts. Once the validation is completed, the Service will be available through our Internet Banking in the funds transfer section. The funds transferred from accounts of other financial institutions will be available in your account the day Banco Popular confirms the availability of funds in the account from which the transfer originates.

Mobile Easy Deposit

Mobile Easy Deposit ("Mobile Easy Deposit") is a service by which eligible customers can send an image of the front and back of a check captured from their own mobile device to the Bank using Banco Popular Mobile App (iOS and Android).

ϒ Eligibility – periodically the Bank will evaluate several criteria to determine your eligibility for the Mobile Easy Deposit service. The Bank reserves the right to modify the eligibility criteria and/or suspend your participation in Mobile Easy Deposit at any time.

ϒ Only checks payable to the account holder may be deposited, in compliance with the Bank's requirements. Certain items may not be deposited through Mobile Easy Deposit, including, but not limited to:

o Checks with double endorsement
o Checks payable to a non-account holder
o Money Orders from other institutions
o Traveler's Checks
o Savings Bonds
o Copy of checks
o Checks from foreign institutions (not covered by the Federal Reserve System)

Even though the Mobile Easy Deposit service will initially send the image of these types of items, you will receive an email notifying you that the deposit was rejected. Checks or items not accepted through Mobile Easy Deposit may be processed through a Bank Teller or Deposit Box according to the Bank's policies.

- Check Processing
  - You must endorse the check with your signature, account number and the words: "**For Deposit Only at BPPR"**.
  - Once the check is sent, the Bank will send an email confirmation that the submitted check was received for verification and approval. After you receive the message that your deposit was approved, the check will be sent to collection.
  - We reserve the right to reject any image sent for processing.
  - Checks deposited before 6:00 p.m. on business days will be processed on the same business day. Certain exceptions may apply. For details on the availability of funds, please refer to our Disclosure Related to the Availability of Funds Deposited in Individual Transaction Accounts (Regulation CC) on your Individual Deposit Accounts Agreement or Commercial Deposit Accounts Agreement.
  - The Bank reserves the right to correct the amount deposited, in case the amount provided by the customer and the amount written on the check do not match.

- Limits Mi Banco Online
  - Monetary deposit limits: $10,000 per check, $10,000 total daily and up to $20,000 on a 25

day period.
    - Check deposit limits: maximum of 10 checks daily and up to 50 checks in a 25 day period.
- Limits Mi Banco Business
    - Monetary deposit limits: $25,000 per check, $25,000 total daily and up to $50,000 on a 25 day period.
    - Check deposit limits: maximum of 20 checks daily and up to 50 checks in a 25 day period.
- Limits Premium Banking Services
    - Monetary deposit limits: $25,000 per check, $25,000 total daily and up to $50,000 on a 25 day period.
    - Check deposit limits: maximum of 20 checks daily and up to 50 checks in a 25 day period.
- Limits Wealth Management Service
    - Monetary deposit limits: $25,000 per check, $25,000 total daily and up to $50,000 on a 25 day period.
    - Check deposit limits: maximum of 20 checks daily and up to 50 checks in a 25 day period.

- Customer Responsibilities:
    - The Customer is solely responsible for the quality and fidelity of any check deposited to his account through the Mobile Easy Deposit service.
    - Check retention and disposal.
    - Once the check is sent, you must store it in a safe place, for at least 30 days after your deposit is credited to your account. Make sure the deposit was processed correctly before disposing of the check Once the 30-day period ends, you agree to destroy and dispose of the check in a secure manner (e.g., shredder).
    - You agree to refrain from depositing the same check twice through the Mobile Easy Deposit service, other deposit channel and/or any combination thereof. The attempt to submit the same check in more than one occasion will be considered misuse of the Mobile Easy Deposit service and may result in the cancellation of the service.

2 Step Verification

2 Step Verification is a service that adds an additional layer of security to your Mi Banco profile. If you enable the 2-Step Verification Service, instead of answering security questions, you could receive a unique code as an authentication method for Mi Banco Online. You may also choose if you want to receive this code every time you try to log in to Mi Banco Online or if you prefer to allow the Bank to determine if the security questions should be displayed or the unique code requested.

You may choose to receive the unique code through a voice call or via text message (SMS) to the mobile phone number registered on Mi Banco Online. You can register up to two mobile phone numbers to receive the unique code, if you have more than one number.

To subscribe to the Service, you must do so on My Information section in Mi Banco Online (web version). The 2-Step Verification Service does not require any specific service or product with the Bank; you just need to be enrolled in Mi Banco Online. Even though the 2-Step Verification Service is free, your mobile service provider could apply messaging or call charges.

When you subscribe to the 2-Step Verification Service, you will receive a recovery code, which you should keep in a secure place. This code will let you regain access to your Mi Banco Online account in the event you lose access to your mobile device, or any phone registered in the Service or in the event you have no mobile service coverage. Nevertheless, it is important to know that once you use your recovery code, the 2-Step Verification Service will automatically deactivate; therefore, to keep using Mi Banco, you must subscribe once again to the 2-Step Verification following the original procedure – in My Information section on Mi Banco Online (web version). If you lose access to your registered mobile phones and your recovery code, you can contact our Customer Service Department (Telebanco) or visit any of our branches to regain access to your accounts through Mi Banco.

If you have any doubts or questions regarding the Service, you can call our Mi Banco Support Group at 787-724-3655 or 1-888-724-3655 (United States/Virgin Islands).

Push Notification
Push Notifications is a service offered by Popular to clients who signed up for the Mi Banco Mobile service, enabling them to receive alerts and notifications directly on their mobile devices' screens.

- **Usage Charges**
  The Push Notifications service is offered by Popular free of charge. However, You must have cellular or data service (as applicable) to receive Push Notifications. Your service provider may apply data usage charges according to the type of plan you have. Check with your service provider to learn more about your plan. Popular is not responsible for communication network problems between companies that provide Internet access.

- **Service Activation and Deactivation**
  You must make sure that you have enabled notifications on each mobile device in which you wish to receive Push Notifications and have also activated the alerts indicator in Mi Banco Mobile. You must activate the Push Notifications service within Mi Banco Mobile, in the Alerts and Notifications section. When you activate the Push Notifications service for a mobile device, you certify that you own the device or are its authorized user.

  - Push Notifications: If you choose to receive a specific alert via Push Notifications, you acknowledge that you will stop receiving the same notification via SMS (if so configured).

  - SMS: If you choose to receive a specific alert via SMS, you accept that you will stop receiving the same notification via Push (if so configured).

  You may cancel Push Notifications at any time by logging on to your profile at Mi Banco Online and Mi Banco Mobile in the Alerts and Notifications section. However, Banco Popular may still send informational Push Notifications associated to products or services already acquired by you, such as transaction confirmations, fraud notices and surveys. To disable all types of Push Notifications you must remove the service from your mobile device's settings.

- **Types of Alerts**
  Once the Push Notifications service has been activated, you can choose to receive alerts on account balances, payment and transfer confirmations and changes in your personal information. Each time one of the transactions you selected takes place, the service will send alerts and notifications to the device(s) your registered.

- **Alerts are subject to the following:**
  - POPULAR could add new alerts from time to time or cancel existing alerts without prior notification.

  - Alerts' delivery may be delayed or stopped due to several factors beyond POPULAR's control. Therefore, POPULAR cannot guarantee alerts' delivery or accuracy. It is possible that the content of an alert could not be up-to-date at the time it is sent or received as other activities may be taking place in your account or due to delays in data exchange between various systems.

  - Since alerts are not encrypted, we won't include your password or your full account number in them. However, depending on the type of alert, they may include information such as your account balance or transaction information. Anyone who has access to your alerts can see these messages' content.

  POPULAR reserves the right to automatically deactivate any inactive devices from the Push Notification service. We consider inactive devices those that haven't been used to connect to the Mi Banco Mobile app within a period of 30 calendar days.

ON/OFF service in Mi Banco Móvil

The ON / OFF feature allows Mi Banco Móvil users the option to use the OFF button to temporarily block the processing of certain debit card transactions. It also allows them to use the ON button to unlock a previously blocked card. The feature is available to account owners, signatories, and custodians only through the Mi Banco Móvil app.
If you choose to block a debit card, the following transactions and/or actions related to the blocked card will not be authorized by Banco Popular:

- Purchases over the phone or online using the blocked card number
- Card transactions present at the store or point of sale
- Cash withdrawals at ATMs or points of sale
- Enrollment or use of digital wallets (e.g. Samsung Pay or Google Pay)
- Add the blocked card to the ATH Móvil® service
- Complete the registration to Mi Banco using the blocked card as a card tied to the registration

Even if you block your debit card, Banco Popular will continue to process the following transactions or account activities:

- Payments and transfers through TelePago Popular® and/or Mi Banco
- Sending or receiving money through the Mobile Withdrawal and/or ATH Móvil® services
- Deposits via Mobile Easy Deposit
- Payments through ATH Móvil®
- Regain access to Mi Banco
- Recurring payments, such as subscriptions or monthly payments. It is the user's responsibility to verify with the merchant if the transaction is encoded as recurring
- Actions taken before you opted to block the card, i.e. those that are delayed in their authorization (such as transactions in process)
- Fees related to the service of your account such as monthly service

In the case of a card renewal or replacement of an existing card that you have previously blocked using the "OFF" functionality, you must proceed to the initial activation of the new card as you would normally do, but the existing card will continue to be "OFF" until you mark it "ON" in Mi Banco Móvil.
Any of the owners, signatories, and custodians of an active account in Mi Banco may use the ON/ OFF service to block and/or unlock any of the cards related to that account, even if the card that is blocked is the card used by someone else on the account. Banco Popular sends a notification to the owner, signatory or custodian who blocked or unblocked the card.
Banco Popular reserves the right to modify the terms and conditions of use of ON/ OFF, as well as to add or remove products from the service. Banco Popular is not responsible for the consequences resulting from the decision of the user of Mi Banco Móvil to block or unblock a card, including, but not limited to, recurring charges or payment obligations (e.g. paying for your gym membership) attached to the blocked card. It is the customer's responsibility to verify with the merchant that the transaction was successful.

This service does not replace your responsibility to notify Banco Popular if the card has been lost or stolen to prevent unauthorized use. In case your debit card has been stolen or lost, you must cancel it by calling TeleBanco Popular® at 787-724-3659.

Retiro Móvil Terms of Service Banco Popular customers

ATM withdrawals using Retiro Móvil

These terms govern cash withdrawals at designated Banco Popular de Puerto Rico ATMs when using a mobile device that meets the requirements set out in this contract (compatible mobile device). They should be read in conjunction with the disclosures and the terms and conditions of service of your Banco Popular debit card that is part of your Deposit Account Agreement.

Retiro Móvil allows you to withdraw cash using your mobile device and to send cash to a receiver to be withdrawn at a participating Banco Popular ATM. Both types of transactions are made through the Mi Banco Mobile App using a compatible mobile device. ATM withdrawals using a mobile device are equivalent to a withdrawal using an debit card.

Requirements for Banco Popular customers

The requirements you must meet to receive this service are:

1. Have a Banco Popular deposit account and be registered in Mi Banco.
2. Have an active debit card with assigned PIN tied to the Banco Popular deposit account.
3. Have a compatible mobile device.

- By providing your mobile phone number, you consent to receiving text messages or calls related to authentication.
- To validate your identity, in the registration process you will receive a verification code to the phone number you entered and then you must enter it into the app to complete your registration. If you do not receive a code within the next two minutes, you can request a new code or check with cellular provider if your phone can receive and send text messages.
- Check with your mobile operator to learn more about your text messaging plan. Any charges for data and messaging will appear on your mobile service bill or will be deducted from your prepaid plan. Remember that charges may apply depending on your mobile operator's plan for each text message received, or for wireless internet access.
- Participating mobile operators in Puerto Rico: AT&T, Sprint, T-Mobile, Open Mobile, Claro de Puerto Rico. You must have a cellular service to receive the messages. We are not responsible for problems in the communication networks between cell phone companies and messaging.

4. Install the Mi Banco Mobile app on your device. Retiro Móvil is one of the services you can automatically access in the application. When you connect to Mi Banco app, select Retiro Móvil to begin using the service.
5. Enable Touch ID/Fingerprint to access the Mi Banco Mobile App. After activating it, there is a 72-hour waiting period to use Retiro Móvil, and every time you change the fingerprint.
6. You or the receiver must make the withdrawal at the participating ATM on or before the expiration time described in the transaction authorization message. The debit will be processed to your account once the transaction is withdrawn at the ATM. If you miss the authorization time, the transaction will be automatically canceled.

Terms of use

Retiro Móvil is subject to the same usage limitations and restrictions as the use of an debit card at an ATM, including how often you can make transactions or dollar amount you can withdraw. You can find these limitations and restrictions on the debit card disclosures included in your Deposit Account Agreement. Therefore, the withdrawals you make using Retiro Móvil are added to the total of withdrawals you make during the day with the debit card. For example, if the daily withdrawal limit on your Banco Popular debit card is $500, and you withdraw $100 by sliding or by entering your debit card at an ATM, then you can only withdraw up to $400 using Retiro Móvil from the same account on the same day.

Your responsibility for Banco Popular cash withdrawals using the Retiro Móvil mobile device service

The process for handling errors and/or unauthorized transactions in your account statement related to Retiro Móvil and your responsibility for these errors and/or unauthorized transactions will be handled exactly as if it were an error and/or an unauthorized transaction related to your Banco Popular debit card usage. Claims relating to transactions sent to non-customers should be made immediately by the customer who sent the transaction.

Service cancellation

You may cancel the service at any time by completing the following steps:

1. Accessing Mi Banco app.
2. Clicking on the "More" section on the app menu.
3. Selecting the Retiro Móvil Number Removal option.

Retiro Móvil Terms of Service for non-customers

ATM withdrawals using Retiro Móvil

These terms govern cash withdrawals at designated Banco Popular de Puerto Rico ATMs when using a mobile device that meets the requirements set out in this contract (compatible mobile device).

Retiro Móvil allows you to withdraw cash sent by a Banco Popular customer, using your mobile device at a participating Banco Popular ATM.

Non-Customer Requirements

The requirements for non-customers to withdraw cash sent by a Banco Popular customer are:

1. Have a compatible mobile device.
    - By providing your mobile phone number, you consent to receiving text messages or calls related to authentication.
    - To validate your identity, in the registration process you will receive a verification code to the phone number you entered and then you must enter it into the app to complete your registration. If you do not receive a code within the next two minutes, you can request a new code or check with your cellular provider if your phone can receive and send text messages.
    - Check with your mobile operator to learn more about your text messaging plan. Any charges for data and messaging will appear on your mobile service bill or will be deducted from your prepaid plan. Remember that charges may apply depending on your mobile operator's plan for each text message received, or for wireless internet access.
    - Participating mobile operators in Puerto Rico: AT&T, Sprint, T-Mobile, Open Mobile, Claro de Puerto Rico. You must have a cellular service to receive the messages. We are not responsible for problems in the communication networks between cell phone companies and messaging.
2. Have the Mi Banco Mobile app installed in your mobile device. Retiro Móvil is the only transactional service that a non-customer can access through the application.
3. Enable Touch ID / Fingerprint or Passcode to access your device.
4. Enter your name, last name, phone number and email and complete the application registration process.
5. Make the applicable withdrawal at the participating ATM on or before the expiration time described in the transaction authorization message. The debit will be processed to sender's account once the cash is withdrawn at the ATM. If you miss the authorization time, the transaction will be automatically canceled.

Terms of use

The service will be made available once mobile device registration requirements are completed, and once we confirm you are not included in the Office of Foreign Assets Control (OFAC) sanctioned list, and Fraud Risk validates the eligibility of your phone number.

Your responsibility for Banco Popular cash withdrawals using the Retiro Móvil mobile device service

Errors in your withdrawal, as well as any claims related to the Retiro Móvil service can only be handled by the customer who sent you the transaction. **Claims made by Banco Popular non-customers will be not registered.**

Service cancellation

You may cancel the service at any time by completing the following steps:

1. Accessing Mi Banco app.
2. Clicking on the "More" section on the app menu.
3. Select the Retiro Móvil Number Removal option.

VI. USE OF THE DESIGNATED ACCOUNT

A. Sufficient Funds

You must maintain sufficient funds at all times to cover the payments or transfers to be paid from the Designated Account under the Service. **IF THERE ARE INSUFFICIENT FUNDS IN THE DESIGNATED ACCOUNT, THE BANK WILL NOT HAVE ANY OBLIGATION WHATSOEVER TO COVER THE PAYMENTS OR PROCESS THE TRANSFERS.**

The Bank will charge a fee for each payment or transfer returned for insufficient funds, unavailable funds or for any other reason according to the Designated Account Agreement. Any modification to this fee will be notified to you, according to the terms of the Designated Account Agreement. Other charges can apply depending on the Designated Account

Agreement. You will also be responsible for any other fee imposed by third parties regarding transactions made against insufficient funds or not available funds.

B. Use of the PIN / Authorized Users

The Bank will determine the access parameters that will be required to use the Service (the "Access Parameters"). You agree not to disclose or otherwise make these Access Parameters available to any person. If there are other authorized users on the Designated Account, you hereby authorize each of them to use the Access Parameters and the Service.

C. Designated Account Statement

All payments and transfers processed by the Bank will be reflected in your monthly account statement corresponding to the Designated Account.

VII. INSTRUCTIONS TO THE BANK

A. Cut-off Time

The Bank will process payments and transfers Monday through Friday, excluding federal holidays (referred to herein as "Business Days"). Even though the Bank can offer service to the public some Saturdays, Sundays and holidays, these days are not considered Business Days.

Any instruction required or permitted according to the provisions of this Agreement that is received before 5:00 p.m. on any Business Day will be processed on the same day it is received. If your instructions are received after that time or during any non-business day, they will be processed on the next Business Day. However, depending on the nature of the transaction, the funds could be available immediately.

B. Honoring Instructions

The Bank will honor your instructions for payments or transfers only when you have complied with the terms and conditions of this Agreement. The Bank will be under no obligation to honor, either in whole or in part, any instruction that: (a) exceeds your available funds in the Designated Account; (b) is not in accordance with any condition indicated by you and agreed upon by the Bank; (c) the Bank understands or has reason to believe it was not authorized by you; (d) involves funds subject to a hold, dispute or legal process preventing their withdrawal from the Designated Account; (e) would violate any law, rule, or regulation applicable to the Service, to you or to the Bank; (f) is not in compliance with any other requirement stated in the terms and conditions of this Agreement or any of the Bank's policies, procedures, or practices; or (g) for your protection or the protection of the Bank, the Bank has reasonable cause not to honor.

C. Erroneous Instructions

If the Bank receives an instruction authorized by you and the instruction is erroneous, the Bank will have no obligation or liability for such error.

VIII. SERVICE FEES

You agree to pay the Bank the fees established for the Service and authorize the Bank to debit such fees from the Designated Account.

You agree to pay the Bank for: (a) any special service the Bank performs at your request, (b) requests for copies of transaction documents already filed, and (c) the costs the Bank incurs in responding to subpoenas and/or other legal documents to be processed related to your transactions. You can get information about these additional fees by referring to the Electronic Funds Transfers Disclosures and/or your Designated Account Agreement and by contacting TeleBanco Popular® or the Business Banking Center.

IX. ERRORS OR QUESTIONS ABOUT THE DESIGNATED ACCOUNT STATEMENT

In case of errors or questions about the Designated Account statement, you should contact the Designated Account-holding institution. If the Designated Account is a Personal Account held at the Bank, you can call TeleBanco Popular® at 787-724-3659 or 1-888-724-3659. If the Designated Account is a Commercial Account and is held at the Bank, you can call the Business Banking Center at 787-756-3939 or 1-855-756-3939, or you can also send the claim to the Bank to the following address: Banco Popular de Puerto Rico, Investigation and Adjustments Department, PO Box 362708, San Juan, PR 00936-2708.

For more information regarding the procedures applicable to **Personal Accounts** for the resolution of errors in electronic transfers, please refer to the Electronic Funds Transfers Disclosures at the bottom of this Agreement and/or your Designated Account Agreement.

X. LIMITATION OF LIABILITY

You are responsible for reviewing regularly your monthly statements corresponding to the Designated Account and for the safekeeping of your Access Parameters. For more information regarding your liability, please refer to the Electronic Funds Transfers Disclosures if the Designated Account is a Personal Account, and/or your Designated Account Agreement.

The Bank will make all reasonable efforts to ensure full compliance of its obligations under the Service and to resolve problems that could arise with the payments or the transfers. However, the Bank will not

be liable for damages or inconveniences of any kind whatsoever that you could be subject to, if the Bank proceeds in accordance with the instructions given by you.

If the Bank is negligent in complying with its obligations of processing and transferring the payments in accordance with this Agreement, the Bank's liability will be limited to the reimbursement to you of those late charges imposed against you by the corresponding creditor's agreement.

You agree that neither the Bank nor any party involved in creating or delivering the Service is liable for any direct, indirect, incidental, consequential or punitive damages arising out of your access to or use of the Service. The Bank assumes no responsibility and will not be liable for any damages to or any virus that could affect your computer equipment or any other property as a result of your access to, use of or downloading from the web page of the Service through www. popular.com.

XI. TERMINATION

The provisions of this Service Agreement will be in full force and effect until any of the parties notifies the other of the intention to terminate the Service. You can terminate this Service Agreement by giving written notice to the Bank by mail, fax or email or by simply calling TeleBanco Popular® or the Business Banking Center.

The Bank reserves the right to terminate this Service Agreement or suspend your participation in the Service at any time. The Bank could immediately terminate the Service: a) if you breach any agreement with the Bank; b) if the Bank has reason to believe there has been or could be an unauthorized use of the Access Parameters, the Designated Account, or the Service; c) if any party associated with the Designated Account requests that the Bank do so; or d) if there are conflicting claims to the funds in the Designated Account.

If you or another party asks the Bank to terminate the Service, or if the Designated Account is closed for any reason, you will remain liable for transactions previously authorized.

Likewise, you can cancel your e-Account and/or U-Save account by email, mail, fax, calling TeleBanco Popular® or visiting the branch of your preference. To begin the closing account process, access Mi Banco Online and select the Contact Us option and follow the instructions. Your account must be in $0 balance to close it. If your account is not in $0 balance, it will be required that you contact us to validate certain information. The Bank will send an official check by mail for the available balance in your account or will make a credit to another account that you have with the Bank. If the payment method is an official check, a fee will apply for the issuance of the check.

XII. AMENDMENTS

The Bank reserves the right to amend the terms of this Agreement at any time and will notify you of such changes by email. By making any transaction through the Service after the effective date of the change, you indicate your agreement to the changes.

THE FOLLOWING DISCLOSURE APPLIES EXCLUSIVELY TO PERSONAL ACCOUNTS

DISCLOSURE OF ELECTRONIC FUNDS TRANSFERS OF PERSONAL ACCOUNTS

In compliance with Regulation E, which regulates electronic transfers of funds in individual accounts, the Bank provides You with this disclosure about the terms and conditions under which the Bank provides the electronic funds transfer services and your rights and responsibilities under said Regulation. These provisions apply only to individual accounts, not to commercial accounts.

a) Responsibility

Please notify us IMMEDIATELY if you believe your card, PIN or code has been lost or stolen or if you believe an electronic funds transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum line of credit). If you tell us within two (2) business days after you learn of the loss or theft of your card, you may lose no more than $50 if someone used your card without your permission.

If you do NOT notify us within two (2) business days after you learn of the loss or theft of your card, code or PIN, and we can prove that we could have stopped someone from using your card, code or PIN without your permission if you had told us, you could lose as much as $500.

Also, if your statement shows transfers that you did not make, including those made by card, PIN or other means, tell us at once. If You do not notify us within sixty (60) days after the statement was mailed to you, you may not get back any money you lost after the sixty (60) days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as long trip or a hospital stay) kept you from telling us, we will extend the time periods.

b) Contact in event of Unauthorized Transfer

If you believe your card, code or PIN has been lost or stolen, call us at: (787) 724-3659 (mobile and metropolitan area in PR) or toll-free at 1-888-724-3659 (outside the metropolitan area, PR, USVI, and BVI) or write: Banco Popular de Puerto Rico, Customer Contact Center (714), PO Box 362708, San Juan, Puerto Rico 00936-2708.

You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission.

c) Business Days

For purposes of these disclosures, our business days are Monday through Friday, excluding federal holidays. Although the bank offers services to the public on some Saturdays, Sundays and holidays, these will not be considered business days.

d) Transfers types and limitations.

(1) Account access.

Bank ATM – You may use your debit card, validated at any of our ATM's for the following purposes:

(i) Withdraw cash from your checking or savings account

(ii) Make deposits to your checking or savings accounts*

(iii) Transfer funds between your checking and savings accounts whenever you request

(iv) Balance inquiry*

(v) Make payments to participating merchants*

(vi) Get cash advances

(vii) Pay bills directly by phone from your checking or savings accounts in the amounts and on the days, you request

*Some of these services may not be available at all ATM's

Points of Sale (POS) - You can use your validated debit card to pay for purchases at merchants that have agreed to accept it as a payment method.

Pre-authorized Debit and Credit Transfers

Other Authorized Payments

(2) Electronic check conversion

You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills.

(3) Limitations on dollar amounts of transfers

You may withdraw up to $500 from our ATM's per day when you use the debit card or PIN.
For Popular Plus and Private Management accounts, you may withdraw up to $1,000 per day.
In the Popular TelePago and Internet Banking Service, real-time funds transfers (debit or credit) apply as follows:

Transfers between Accounts in which the Client is a Signatory			
Account Type	Debit (Sent Transfers)	Credit (Transfers Received)	Daily Total Maximum Amount
Individual Checking and Savings	$10,000	$10,000	$20,000
Private Management Account	Unlimited	Unlimited	Unlimited
Transfers to Third Party Accounts			
Individual Checks and Savings	$2,500	$2,500	$5,000
Private Management Account	Unlimited	Unlimited	Unlimited

e) Fees

Applicable charges per transfers are provided in the Characteristics and Fees document applicable to your account. Each bank may impose a charge on your debit card for each transaction you make. This fee is charged by the Bank or ATM owner.
Any ATM operator outside the Bank's ATH Network may impose a charge on your account for each electronic fund transfer, regardless of the amount of the transaction.

f) Confidentiality

We will disclose information to third parties about your account or the transfers you make:

(i) Where is necessary for completing transfers, or

(ii) In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant, or

(iii) In order to comply with government agency or court orders, or

(iv) If you give us your written permission.

g) Documentation

(1) Receipts

By using the Bank's ATM's or POS terminals, you can obtain a receipt of the transaction. However, providing this receipt is not a requirement for transfers of fifteen dollars ($15) or less.

(2) Pre-authorized credits

If you have arranged to have direct deposits made to your account at least once every sixty (60) days from the same person or company, you can call: TeleBanco Popular at (787) 724-3659 (mobile and metropolitan area in PR) or toll-free at 1-888-724-3659 (outside the metropolitan area, PR, USVI and BVI); phones available for hearing impaired audio (TDD): (787)753-9677 (metropolitan area in PR) or toll-free at 1-800-981-9666 (outside the metropolitan area in PR, USVI and BVI) to find out whether or not the deposit has been made.

(3) Periodic statements

You will get a monthly account statement showing all transactions processed by the bank and the dates on which they were processed. If there are no transfers in a particular month, you will get the statement at least quarterly.

h) Preauthorized payments

(1) Right to stop payment and procedure to doing so

If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how: Call us at (787) 724-3659 (mobile and metropolitan area in PR) or toll-free at 1-888-724-3659 (outside the metropolitan area, PR, USVI and BVI). Phones available for hearing impaired audio (TDD): (787)753-9677 (metropolitan area in PR) or toll-free at 1-800-981-9666 (outside the metropolitan area in PR, USVI, and BVI), or write us at: Banco Popular de Puerto Rico, Customer Contact Center (714), PO Box 362708, San Juan, Puerto Rico 00936-2708, in time to receive your request three(3) business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. We will charge you $15.00 for each stop payment order you give.

(2) Notice of varying amounts

If these regular payments may vary in amount, the person you are going to pay will tell you, ten (10) days before each payment, when it will be made and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.

(3) Liability for failure to stop payment of preauthorized transfer

If you order us to stop one of these payments three (3) business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses and damages.

i) Financial institution's liability

If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses and damages. However, there are some exceptions. We will not be liable, for instance:

(1) If, through no fault of ours, you do not have enough money in your account to make the transfer;

(2) If the ATM where you are making the transfer does not have enough cash.

(3) If the transfer would go over the funds available in your checking, savings or credit line;

(4) If the ATM is not working properly and you knew about the breakdown when you started the transfer.

(5) If you had not notified the Bank of the theft, loss or possible unauthorized use of your card.

(6) If circumstances beyond our control (such as fire or flood) prevent the transfer despite reasonable precautions that we have taken;

(7) If the funds in the account are subject to a legal procedure, restriction or garnishment that prevents the transfer of funds.

Error Resolution Notice

In case of errors or questions about your electronic transfers call us at: (787)724-3659 (mobile and metropolitan area in PR) or toll-free at 1-888-724-3659 (outside the metropolitan area, PR, USVI and BVI); phones available for hearing impaired audio (TDD): (787)753-9677 (metropolitan area in PR) or toll-free at 1-800-981-9666 (outside the metropolitan area in PR, USVI and BVI); or write us at: Banco Popular de Puerto Rico, Customer Contact Center (714), PO Box 362708, San Juan, Puerto Rico 00936-2708, as soon as you can if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than sixty (60) days after we sent the FIRST statement in which the problem or error appeared.

(1) Tell us your name and account number (if any),

(2) Describe the error or transfer you are unsure about and explain as clearly as you can why you believe it is an error or why you need more information.

(3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will determine whether an error occurred within ten (10) business days after we heard from you and will correct any error promptly. If we needed more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account.

For errors involving new accounts, points of sale, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error.

We will tell you the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

DISCLOSURE FOR DIRECT ACCESS (PAYROLL) CARD - PREPAID ACCOUNT

In compliance with Regulation E, which also regulates electronic funds transfers for Prepaid Accounts, the Bank provides this disclosure on how to obtain documentation or verification regarding transactions with the Banco Popular Direct Access (Payroll) prepaid card and the applicable resolution of errors procedure:

How to Obtain Account Information of Direct Access Accounts

You can obtain information about the money remaining in your account and transactions made with your Direct Access Card through: TELEBANCO POPULAR®, (787) 722-7219 (cell phones and Metropolitan Area in PR) or free of charge at 1-866-900-7219 (outside the Metropolitan Area). Telephones available for audio impaired (TDD): (787) 753-9677 (Metropolitan Area in PR) or free of charge at 1-800-981-9666 (outside the Metropolitan Area). This information, along with the 12-month transaction history, is also available through the Internet at the following address: www.popular.com, covering the 12 months prior to the date you have electronic access.

Even if you are registered with your card and can view the transaction history through www.popular.com, you also have the right to obtain the transaction history in writing for at least the 24 months preceding the date the Bank receives your request. In this period, all the transactions received and the dates in which they were processed will be reflected. You can visit any Banco Popular branch to obtain the history in the branches. You can also request a copy of your file by calling TELEBANCO POPULAR®, (787) 722-7219 (cell phones and Metropolitan Area in PR) - free of charge at 1-866-900-7219 (outside the Metropolitan Area). Telephones available for audio impaired (TDD): (787) 753-9677 (Metropolitan Area in PR) or free of charge at 1-800-981-9666 (outside the Metropolitan Area). This information is also available electronically, accessed through the Internet at the following address: www.popular.com. You cannot be charged for the records unless you request this information more than once a month.

Procedure for Resolution of Errors in Direct Access accounts

In case of errors or questions about your transaction history or the receipt issued by an ATM or POS terminal, call us at: (787) 722-7219 (Mobiles and PR Metropolitan area) or toll-free 1-866-900-7219 (Outside PR Metropolitan Area). Telephone available for the hearing impaired (TDD): (787) 753-9677 (Metropolitan Area) or toll-free 1-800-981-9666 (Outside PR Metropolitan Area). You can also send your claim to the following address: Banco Popular de Puerto Rico, Customer Contact Center (714), PO Box 362708, San Juan, Puerto Rico 00936-2708. The Bank must have knowledge of your claim within 60 days after the date you had electronic access to your history where the error appears, if the error can be seen in the electronic history, or the date on which we sent the FIRST transaction history where the error appears, whichever comes first. When you contact the Bank, you must provide:

- your name and Direct Access Payroll Card Number
- describe the error or the transfer you are unsure about and explain as clearly as you can why you believe it is an error or why you need more information
- the date on which the alleged error occurred and the dollar amount.

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will credit your account for the amount you think it is in error, so you can use the money during the time it takes us to complete our investigation.