

**eSTATEMENT, COMMUNICATIONS AND DOCUMENTATION  
DELIVERY SERVICE AGREEMENT AND DISCLOSURE**

**PLEASE READ THIS AGREEMENT CAREFULLY BEFORE REGISTERING FOR THIS SERVICE**

This eStatement, Communications and Documentation Delivery (the "Service") is provided by the UMB Bank, n.a. Divisions shown below in the "Contacting Us" section ("we", "our", "us", and "Bank") to Customer ("you" or "your"). Access to and use of the Service is subject to all applicable federal, state and local laws and regulations. Unauthorized use of the Service or information accessed via the Service is strictly prohibited. Registering for the Service indicates your desire to replace your mailed (paper) statement(s), including other paper communications, such as tax documents and legal notices (together "Communications") with an electronic version (PDF) that you can view, save to your device or print at your convenience. Your eStatement will consist of what you currently receive in the mail. If you currently receive imaged copies of your checks with your paper statements, the same will be available with your eStatement. If you currently do not receive images of checks with your paper statement, your check images will not be available with your eStatement. In addition, any Communications, or other contractual notice or disclosure may be delivered to you electronically for any account that is set-up to receive eStatements as allowed under law. You can view your last 24 statements (24 months for monthly cycle, 24 weeks for weekly cycle or 24 days for daily cycles.)

**YOUR RIGHTS**

You have the right to discontinue the Service. This can be done by requesting this change through a Bank representative. When you request to turn off the Service you will automatically begin receiving mailed (paper) statements and Communications, or other contractual notices or disclosures with your next statement cycle. We reserve the right to continue sending email notices of amendments to any electronic Agreement at the email address you have provided. The Bank will not impose any fees for the cancellation of the Service. There may be other costs such as account ineligibility or interest rate changes to your account if you cancel the Service. Please review your account terms that you received when you opened your account. For an additional copy of those terms please contact your local branch. If at any time, in addition to the electronic eStatement, if you need a paper copy you may notify the Bank by sending an e-mail, calling or writing us at the UMB Bank, n.a. Divisions identified shown below in the

"Contacting Us" section, or by contacting a Customer Service Representative at any of the Bank's locations. Applicable fees may apply. By accepting this eStatement and Communications Delivery Agreement and Disclosure for the Service, I acknowledge that ALL accounts available through online Banking will be enrolled. This means the printing of statements, Communications, and other contractual notices or disclosures for all those accounts will be turned off going forward. In addition to the current accounts available through Online Banking, any NEW accounts opened or added in online Banking will AUTOMATICALLY BE ENROLLED for the Service. Only one email address will receive notification of eStatement availability per customer.

## **eMAIL COMMUNICATIONS**

By accepting this eStatement and Communications Delivery Agreement and Disclosure, you are verifying that as of the date of your acceptance, you have provided us with your most current email address, and you agree to promptly notify us of change to avoid interruptions with the Service and/or communication. You may change your email address from the My Info menu while logged into Online Banking or by calling or writing us at the division of UMB Bank, n.a. shown below in the “Contacting Us” section. You agree that we will be deemed to have acted reasonably if we attempt to deliver an email notice to your primary email address and that notice comes back to us as undeliverable. It is your responsibility to log into your Online Banking account after your statement cycles and retrieve your statement even if you do not receive the notice.

## **SYSTEM REQUIREMENTS FOR ACCESS AND RETENTION**

For all products, you understand that you are responsible for the installation, maintenance and operation of your device and its software. We are not responsible for any errors or failures to your device or its software. In order for the Service to work properly, you must have access to a computer or device with Internet access, web browser, and PDF reader that is supported by our application. For a current list of system requirements, please contact us at UMB Bank, n.a. Divisions identified shown below in the “Contacting Us” section. Unsupported browsers, operating systems, and PDF readers may still function, but we may not be able to resolve any issues attributed to the use of these software applications. You understand that you must complete the entire registration process to affirm your ability to receive, open and view your eStatement.

## **SECURITY AND ACCESS**

You are responsible for protecting your Login ID and Password - please use maximum caution in protecting this information. You are responsible for accessing, opening and reading your available statements, Communications, or other contractual notices or disclosures. It is your responsibility to notify us if any statement is not accessible, is incomplete or unreadable. In the event any of the above problems exist and you are unable to retrieve a copy of your statement, we will supply a paper copy of your statement at your request; however, a fee may apply subject to our current schedule of fees and we may not be able to provide you with that statement if a substantial period of time has passed from when that statement was first made available to you. We are not responsible to archive your statements beyond the time required by applicable law.

**SYSTEM CHANGES** If a change in the hardware or software requirements creates a material risk that you will not be able to access or retain a subsequent electronic record consented to in this Agreement we will provide you with a new Agreement with the revised hardware and software requirements. You have the right at that time to withdraw your previous consent without the imposition of any fees for such withdrawal. There may be other costs such as account ineligibility or interest rate changes to your account if you cancel the Service. Please review your account terms that you received when you opened your account. For an additional copy of those terms please contact your local branch.

## CONTACTING US

If you have any questions about this Service or this Agreement, you may contact us at the phone number or postal address below:

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