



## External Transfer Service Agreement

External Transfers are a convenient and safe way to move funds from your accounts at PlainsCapital Bank to your accounts at other financial institutions. External Transfers are designed to send money only to and from accounts that you own. External Transfers are not designed as a method to pay another person (P2P) or pay bills.

### Definitions

Business Day – Every Monday through Friday, excluding Federal Reserve holidays.

Customer Service Hours – Business Days between the hours of 8 a.m. and 6 p.m. Central Time.

External Transfer – Electronic Transfer of Funds to an owned account at another financial institution.

One-time External Transfer – An External Transfer that occurs once.

Recurring External Transfer – An External Transfer that occurs at a regularly identified interval.

Scheduled External Transfer – An External Transfer that is scheduled to happen once on a specific date in the future.

### Important Tips When Setting up and Using the External Transfer Service.

- External Transfers can only be created by an individual owner or joint owner of an account.
- External Transfers can only be sent to accounts within the United States.
- Only checking and savings accounts are eligible to send External Funds Transfers. Please refer to the Deposit Account Agreement for more information regarding monthly transaction limits for savings accounts.
- To make an External Transfer, you will need to know the account type (i.e. checking or savings), the routing number, and the account number of the external account.
- Once the External Transfer account information has been submitted, the Bank will conduct two small transactions (under \$1) to validate the account information. This process generally takes between one and three business days. You will need to verify the exact amounts of the small transactions by reviewing the account history of the external account.
- To complete the setup process, login to Online Banking, select Manage External Transfer Accounts, and enter the two amounts sent to the external account.
- Once the External Transfer account has been verified, it is available for External Transfer transactions. Transactions can be one-time, recurring, or scheduled.
- The cutoff time to process an External Transfer is 6 p.m. Central Time, on business days. If the External Transfer is completed before the cutoff time on a Business Day, your account will be debited that evening. If you complete an External Transfer after the cutoff time, your account will be debited the evening of the following business day.
- If sufficient funds are not available to complete a Scheduled or Recurring External Transfer, the transaction will not occur.
- An External Transfer can only be cancelled if it has not yet been processed.
- External Transfers count toward your monthly allotment of bill payments. Additional External Transfers over your allotment will be assessed a fee of \$1.00 per transfer. Please see your account details for more information on your total monthly allotment of bill payments, People Payments (P2P), and External Transfers.



You should review account-related agreements and fee schedules for any applicable fees for limitations on the number of transactions you can make, liability rules for electronic fund transfers, and for other restrictions that might impact your use of an account with Online Banking services or transfers outside of PlainsCapital Bank.

PlainsCapital Bank reserves the right to impose limits on the amount of money that can be transferred as well as the number of External Transfers performed per day and per month. Please contact Customer Service at 866.762.8392 for more information.

PlainsCapital Bank is not responsible for:

- How or when externally transferred funds are applied to the external account
- Inaccurate information, incomplete information, or misinformation entered by the customer
- Force majeure events causing delays or preventing the processing of an External Transfer
- External Transfers that are returned by another bank

### **In Case of an Error or Question About Your External Transfers**

In case of errors or questions about your External Transfers, notify us immediately by telephone at 1-866-762-8392 (Customer Service) or write us at PlainsCapital Bank, Attn: Electronic Services, 5010 University Avenue, Lubbock, TX 79413. Call or write as soon as possible 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 have sent you (or otherwise made available) the FIRST statement on which the problem or error appeared. When you call or write us, we will need the following information:

- Tell us your name, account number and, to the best of your knowledge, when the error occurred.
- Describe the error or transfer you are unsure about, and explain as clearly as you can why you believe the External Transfer is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send 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 hear from you and will correct any confirmed error. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. 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 provide provisional credit to your account. You agree to cooperate during the investigation and to complete all the necessary claim forms or similar affidavits. 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 any documents that we used in our investigation.

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