

Real-Time Payments Service (RTP)

General. PNC's Real-Time Payments Service (RTP) enables the customer to send Instructions to PNC for the transfer of funds via a real-time payment through The Clearing House (TCH) RTP® Network and provides additional related capabilities.

Definitions Applicable to the RTP Service:

- "Money Transmission Transaction (MTT)" means a transaction or series of transactions in which a Person serves as an intermediary in the transmission of funds or the value of funds between other Persons.
- "Non-payment Message" means a message that is not an RTP or response to an RTP that is transmitted in the TCH RTP Network, including but not limited to a Request for Information, a Request for Payment and a Request for Return of Funds.
- "Payment Service Provider" (PSP) means a Sender that regularly conducts MTTs for Persons that are not corporate affiliates of the Sender, when such transactions do not effectuate or are not integral and necessary to any service, sale or purpose (other than the MTT itself) between the Sender and the Person for whom the transaction is conducted. A Sender regularly conducts such MTTs if it typically sends such transactions on a weekly or more frequent basis. However, a Sender may also regularly conduct MTTs if it sends such transactions on less than a weekly basis, depending upon the facts and circumstances of the activity. The customer agrees that the customer will not regularly conduct MTTs when using the RTP Service.
- "PINACLE®" means PNC's online and mobile banking platform for businesses and institutions.
- "Person" means any natural person or corporation, partnership, sole proprietorship, joint venture or other form of entity or organization.
- "Receiver" means the Person that will receive an RTP through the Receiving Financial Institution.
- "Receiving Financial Institution" means the financial institution that holds the Receiver's Account, receives an RTP and participates in the TCH RTP Network.
- "Request for Information" means a message a Receiver can request that the Receiving Financial Institution submit to the TCH RTP Network to request additional information from the Sender in connection with an RTP.
- "Request for Payment" means a message that a Sender can request to submit to the TCH RTP Network to request an RTP from another Person.
- "Request for Return of Funds" means a message that the customer may request that PNC submits to the TCH RTP Network to request the Return of Funds related to an RTP.
- "RTP" means a real-time payment made through the TCH RTP Network, or internal book transfer (when both the Sender and Receiver have accounts at PNC).
- "RTP Day" means the calendar day in which an RTP is made, beginning at 12:00 AM ET and ending at 11:59:59 PM ET.
- "Sender" means the entity that will send a payment Instruction for an RTP. The customer will be the Sender for this Service.
- "Sending Financial Institution" means the financial institution that holds the Sender's Account and that initiates an RTP and participates in the TCH RTP Network.
- "TCH RTP Network" means The Clearing House's Real Time Payments Network or System, which enables financial institutions to send and receive RTPs, messages and other information.

Terms and Conditions. In the event of a conflict between Terms and Conditions in this Service Schedule and the Terms and Conditions in the Treasury Management Services Agreement, these Terms and Conditions shall control with respect to the RTP Service. More detailed descriptions of the Service and procedures for its use may be provided in implementation documents, which may be updated from time to time. The availability of certain features is subject to change at any time. The customer agrees to comply with the documentation PNC provides to the customer at implementation that will identify additional requirements for this Service.

Compliance. TCH RTP Network operating rules and standards apply to the RTP Service. The RTP Service should be used only by Persons that are residents or otherwise domiciled in the U.S., and with an account located in the U.S. The customer agrees to not effectuate or send an RTP on behalf of any Person that is not a resident or otherwise domiciled in the U.S. The customer agrees to not effectuate or send Instructions for any RTPs (including MTTs) that result in the customer meeting the definition of a PSP.

Reliance on TCH RTP Network. This Service relies on the TCH RTP Network. PNC shall have no liability to the customer in connection with any action, delay, performance or failure to perform, of the TCH RTP Network or other technology, provider or other financial institution used in connection with this Service. PNC and the TCH RTP Network may monitor RTPs in accordance with TCH's operating rules and standards and may reject an RTP or Non-payment Message that does not conform with such rules or standards.

Security Procedures. By using this Service, the customer agrees to be bound by the selected Security Procedures, including secondary authorization as applicable, and any additional Security Procedures or instructions that PNC may provide or require. By continuing to use this Service, the customer agrees that the applicable Security Procedures are suitable to its circumstances.

Client Administration. The customer must provide and maintain all hardware, software and applicable communication lines under the customer's control necessary to use the Service. The customer is responsible for the accuracy and completeness of any data transmitted to PNC.

Authorization. The customer authorizes PNC to debit the customer's account to send RTPs in the amount of the payment once each RTP has been initiated. PNC will not debit the customer's account if PNC is notified that the RTP was rejected. PNC may not process Instructions that will exceed available funds in the customer's Account or any applicable limits. Unless other arrangements are agreed to by PNC, PNC may, but shall not be obligated to debit any other PNC account the customer has. This authorization includes the right to debit investments which are linked to the customer's account or the customer's other PNC accounts.

Issuing and Executing Instructions for the RTP Service. The customer may use PINACLE or API to issue Instructions for RTP or Non-payment Messages. To issue RTP Instructions, the customer may also use Direct File Transmission. To issue Instructions for the RTP Service, the customer must follow the procedures in the documentation, online or otherwise, including any specified formats. The customer must notify PNC immediately if there is a problem with issuing Instructions in any channel.

To issue Instructions, the customer must complete standard identity authentication protocols that PNC agrees the customer may use. An Instruction for an RTP or Non-payment Message shall not be considered received until PNC has performed all required Security Procedures. Secondary authorization is required for certain instructions for RTP issued via PINACLE. When secondary authorization is required, an instruction will not be

considered to be received until secondary (or tertiary) approval is complete. Instructions awaiting secondary (or tertiary) authorization, including without limitation future-dated Instructions, which have not been properly authorized on the date the Instruction is issued, may be canceled without further notice to the customer.

PNC will execute all properly authorized (and authenticated as stated herein) Instructions for RTPs on the date received, or, for future-dated transfers, on the date requested, provided that such Instructions are received by PNC as specified in the documentation. In executing any Instruction for an RTP, PNC may provide an option to use another payment method to complete the payment. PNC may include in an outgoing RTP all information required by applicable law, regulation, fund transfer system rule or which PNC believes is reasonably necessary to facilitate execution of the RTP. PNC assumes no responsibility to monitor, audit or report to the customer any information contained within the message text of any RTP.

Limits and Risk Management. PNC may impose limits for the customer's Instructions, including by dollar amount, number of or type of payee(s), Request for Payment criteria and/or any other criteria in PNC's sole discretion. PNC may impose other risk mitigation or monitoring procedures for the customer at any time.

Amendments of Instructions for RTP Service. The customer may not modify or cancel an Instruction once PNC sends the Instruction to the TCH RTP Network. For future-dated entries in PINACLE, the customer may submit a request to modify or cancel the Instruction if the request is submitted prior to the execution date, or if the Instruction has not been verified and approved by a second Authorized Person. The customer's request to modify or cancel an Instruction must be delivered to PNC in accordance with the requirements specified by PNC. The customer may request amendments, cancellations and Requests for Return of Funds for successfully submitted Instructions for RTPs. However, the customer acknowledges and agrees that the Receiving Financial Institution has no obligation to return any or all funds associated with that RTP.

By giving Authorized Persons the ability to initiate and/or approve payment orders, the customer acknowledges that the customer is granting Authorized Persons authority to independently request amendment, cancellation or recall of the payment Instruction. All payment Instruction change requests are subject to PNC's review and approval.

Confirmation. PNC will provide the customer with the status of Instructions for RTPs that are accepted by PNC in PINACLE or through another type of notification.

Request for Information Messages. The customer may view and respond to a Request for Information message to provide more information about an RTP that the customer sent. If the customer responds to Request for Information message, the customer is responsible for ensuring that the customer has the proper authority to provide such a response, and the customer must comply with all applicable laws, regulations and rules, including with privacy, confidentiality and data security.

Request for Payment Messages and Initiation of Request for Payment Messages. If approved by PNC, the customer may initiate a Request for Payment message to Persons that are known to the customer and who would reasonably expect to receive Request for Payment messages from the customer. Each Request for Payment message is a request that another Person sent an RTP to the requester. The customer represents and warrants that each Request for Payment message initiated by the customer is made for a legitimate purpose and is not fraudulent, harassing or otherwise unlawful. A legitimate purpose for a Request for Payment message means the message is to request an RTP Payment for (i) a current sale or transaction or (ii) an amount that is

due, owed or otherwise agreed to be paid to the requester. PNC does not guarantee that there will be a response to a Request for Payment message initiated by the customer.

The customer agrees to be responsible for any questions, disputes or issues that arise in connection with each Request for Payment message initiated by the customer. If the recipient of the Request for Payment message claims the Request for Payment was not made for a legitimate purpose, the customer agrees to provide any information and documentation supporting the Request for Payment message within the time limit PNC will communicate to the customer. If the customer does not provide information or documentation supporting the Request for Payment message within the time limit provided, any funds the customer received in response to the Request for Payment message may be returned. If PNC or TCH determines that any Request for Payment was not sent for a legitimate purpose, any funds received in response to the Request for Payment message will be returned. PNC will debit the customer's account or any of the customer's other accounts with PNC for the amount of the returned payment.

In addition to any other rights, PNC reserves the right to suspend the customer's ability to initiate Requests for Payment messages immediately upon PNC's determination (or the determination by TCH) that the customer's Requests for Payment messages are suspected to be misused.

Response to Incoming Request for Payment Messages. The customer may respond to incoming Request for Payment messages. After review of an incoming Request for Payment Message, the customer can: 1) accept the incoming Request for Payment message and the customer can submit an Instruction to send an RTP to the initiator of the message, 2) reject the incoming Request for Payment message or 3) take no action on the incoming Request for Payment message.