

<b>ACCOUNT OPENING AND USAGE</b>		
Minimum deposit needed to open account	\$15.00	
Monthly service fee	\$3.00	If the balance is \$250.00 or more in the statement period.
	\$5.00	If the balance is less than \$250.00 in the statement period.
Dormant account fee	\$0.00	If you do not make transactions in your deposit account (deposits, withdrawals, payments), inactivity charges will not apply to this account. However, the inactivity period remains in place, thus it is important that you continue making transactions in your account to avoid its status changing to inactive and your money being remitted to the Commissioner of Financial Institutions (OCIF, by its Spanish acronym), in accordance with the applicable laws and regulations. As a reminder, if you do not make any transactions in a 6-month period, your account will be considered inactive.
Debit card replacement	\$5.00	For each replacement due to loss, theft, damage and /or additional card. This fee does not apply to automatic renewals.
Electronic debit cancellation (EFT)	\$15.00	For each preauthorized electronic payment suspension for a specific merchant, whether temporary (only one payment) or permanent (cancellation of future payments).
<b>Automated Teller Machine (ATM) Fees</b>		
Withdrawals at ATMs belonging to Banco Popular in Puerto Rico (BPPR), in United States Virgin Islands (USVI) and in British Virgin Islands (Tortola). Withdrawals at ATMs belonging to Popular Bank or to other banks in the United States (US).	\$0.00	Withdrawals at ATMs (non Popular Bank) in the United States may be subject to charges from the ATM owner.
Withdrawals at ATMs belonging to other banks that are members of the ATH Network (Banks and Credit Unions associated to the ATH Network)	\$0.50	Applies to each withdrawal only when the account does not maintain a balance greater than \$250.00 every day of the monthly cycle. Also, the ATM owner may assess other fees.
Withdrawals at privately owned ATMs that are not members of the ATH Network	\$2.00	Applies to each withdrawal. Also, the ATM owner may assess other fees.
Withdrawals at ATMs and purchases in foreign countries	2.00%	Applies to the total withdrawal amount at ATMs and purchases outside the US, PR, USVI and at non-BPPR ATMs in Tortola. Charge applies per withdrawal and purchase. This fee includes 1% charged by VISA® and 1% charged by BPPR after conversion to USD Currency. Also, the ATM owner may assess other fees.
<b>Check related fees</b>		
Each drawn check	\$0.50	Charge per check drawn in excess of 10 during the statement period.
Checkbook Order	Varies	Depending on the style you select plus shipping costs.
Stop payment for 6 months	\$10.00	Per check or group of checks in sequence.
Stop payment extension	\$10.00	For extending the original stop payment period for 6 additional months.
Stop payment for 12 months (simultaneous stop payment and renewal)	\$15.00	Per check or group of checks in sequence.
<b>OVERDRAFT OPTIONS*</b>		
Electronic Transaction (Pay by Phone and / or Electronic Debit) and / or paid or returned check	\$0.00	Overdraft, insufficient funds, or unavailable funds charges will not apply. Likewise, the Bank Overdraft Policies will not apply to, nor will they be available for this account. This means that the Bank will decline and return as unpaid those transactions for which you do not have sufficient funds in your account.
Automated Teller Machines transactions and / or Purchases Paid with Debit Cards	\$0.00	Although the Bank will not allow overdrafts in your account, in most cases, it is possible for your account to have a negative balance; however, in those cases, we will not charge you overdraft fees. This could occur, for example, when you authorize a payment with your debit card for an amount less than the amount received by the bank for your payment (for example, the added tip for a payment at a restaurant)
Overdraft Maintenance	\$0.00	

## PROCESSING POLICIES

### What is the Posting Order?

This section summarizes how we generally post some common transactions to your account.

The Bank currently group the different types of transactions into categories. We use several different categories for holds, credits, and debits. Most categories include more than one transaction type. After the end of the business day, our automated systems assign a category to each transaction received for that day. The Bank generally post all transactions within a category, using the posting order or orders that apply to that category before we post any transactions assigned to the next category.

The Bank start the posting of transactions considering the balance in your account from the previous business day, then will post credits and debits within categories in the following order:

1. All deposits and credits to your account will post based on our Funds Availability disclosure.
2. The following provisional holds and/or debits will post, within each category, in the order in which each is authorized/received (date/time). If the debit is received without the time of the transaction, it will be posted per category after transactions with information on the time of the transaction.
  - Any overdraft balance from the previous day if at the end of the previous day you incur in transactions against insufficient or non-available funds.
  - Provisional holds - Debit card authorizations, check deposit holds, etc.
  - Transactions within our branches through a Bank Representative. This includes debit card transactions and check cashing within the branch (if your Account provides checks)
  - Automated Teller Machine (ATMs) withdrawals
  - Debit Card purchases
  - Other debits (Telepago/Pay by Phone, transfers between accounts, wire transfers and debit notices)
  - Last, ACH debits, whether one time or recurrent, in the order received
3. Checks (in those accounts that offer checks) are processed in numerical order from lowest to highest check number. Checks presented without a number will post after the numbered checks and will post from highest to lowest dollar amount.
4. Most account related fees (such as monthly service fees, pending service fees, overdraft line of credit finance charge) are posted last in the order established by the Bank.

**Overdraft Fee** - We determine at the time we post the transaction into your account whether it creates an overdraft and whether an overdraft fee applies. If there are insufficient funds to pay a presented debit, we may pay it and overdraw your account. In such case, you may incur in an overdraft fee. The fee will be reflected in your account after the transaction is paid.

### When your funds will be available \*

#### Available for withdrawal the same date of the deposit:

Electronic funds transfers such as Social Security benefits and Direct Deposit payroll.

#### Available for withdrawal on the next business day:

Cash, Wire Transfer, and Checks drawn against any Banco Popular branch located in Puerto Rico or the US and British Virgin Islands. The first \$5,525 of US Treasury Checks; Postal Money Orders; Federal Home Loan Bank Checks; and Federal Reserve Bank Checks, Certified Checks, Official Checks and Checks from the Government of the Commonwealth of Puerto Rico made payable to the owner of the account and presented directly to a Bank Representative using the Bank's Special Deposit Slip. The first \$225 of the total deposit of other checks drawn on banks other than Banco Popular.

#### Availability for other deposited checks:

The first \$225 of the aggregate sum of other checks deposited on any business day will be available in the following manner: If the total is \$225 or less, the entire amount will be available on the next business day. If the total is more than \$225, \$225 will be available on the next business day, \$450 will available on the second business day after the deposit date, and the remainder of the deposited funds will be available on the third business day following the deposit date.

## ERROR AND DISPUTE RESOLUTION\*

If you believe that there is an error in your account statement or the receipt issued by an ATM or POS terminal:

Call Us at 787-724-3659 (Mobiles and PR Metropolitan Area) or toll-free 1-888-724-3659 (Outside PR Metropolitan Area, USVI and BVI). Telephone available for the hearing impaired (TDD): 787-753-9677 (PR Metropolitan Area) or toll-free 1-800-981-9666 (Outside PR Metropolitan Area, USVI and BVI). 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 the complaint within sixty (60) days following the day the first account statement containing the error was sent.

In the event a dispute shall arise between the parties to Banco Popular de Puerto Rico's Deposit Accounts Agreement eligible to be resolved in our court system, you may pursue the claim accordingly.

### \* For more details or information, refer to the Deposit Accounts Agreement for Individuals.

For updated information, call Telebanco Popular at (787) 724-3659 (Mobiles and PR Metropolitan Area) or 1-888-724-3659 (Outside PR Metropolitan Area, USVI and BVI). Telephone available for the hearing impaired (TDD): 787-753-9677 (PR Metropolitan Area) or toll-free: 1-800-981-9666 (Outside PR Metropolitan Area, USVI and BVI).

Terms, conditions and fees for accounts, products, programs and services are subject to change.

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Cuenta Popular® is the first account in Puerto Rico that meets the national standards of the Bank On program for affordable, convenient, and moderate-cost accounts. For additional information about Bank On, go to [popular.com/en/bankon](https://popular.com/en/bankon).

**GENERAL TIPS**

## How to avoid charges in your account

- Pay through more than 5,000 business in Pay by Phone, obtain a confirmation number of the payment made and avoid charges for drawn checks.
- If a check was lost (in the accounts that applies for checks), try to locate it before proceeding with the suspension. In case of loss or theft of more than one check, be sure to include them all in the same request if they are in the same sequence.
- Withdraw cash at over 600 ATMs owned by BPPR to avoid charges at other ATMs. Find the nearest ATM from you through [www.http://locator.popular.com](http://locator.popular.com)
- Make transfers between your accounts through Internet banking.
- Make sure you receive and verify your monthly statement or use Telebanco or Mi Banco Online to validate your transactions. If the required account balance is maintained you will avoid overdrafts charges.
- Use Mi Banco Alerts where you will be notified by text message or email every time you use your debit card or exceed your budget.
- Avoid photocopy fees; use Internet Banking to obtain up to 13 months of payment history and up to 18 months of transaction history with images of checks and deposit slips.
- Never provide personal information over the phone, of your accounts or cards.
- If you change your address be sure to notify the bank.
- Keep your debit card in a safe place. Also, use the envelope provided and this will prevent damaging the magnetic stripe.
- Cancel your electronic transactions (EFT) directly with the business.

**AVAILABLE OPTIONAL SERVICES**

SERVICE	FEE	WHICH SERVICES ARE PROVIDED?
<b>Wire Transfers*</b>		
Incoming Domestic and International	\$15.00	Fund transfers to your account from any place in the US and foreign countries.*
Outgoing Domestic and International	<b>Commissions:</b> For accounts in Puerto Rico, minimum: \$25; maximum: \$35, based on the amount. For accounts in USVI and Tortola, minimum: \$25; maximum: \$40, based on the amount. <b>Transmission:</b> For PR, USVI, and Tortola: \$25	Fund transfers from your account to any place in the US and foreign countries.*
<b>Foreign Currency</b>		
Purchase and Sale of Foreign Currency	1% of the equivalent in dollars Minimum: \$10 Maximum: Based on the amount	Currency exchange from U.S. currency to foreign currency or vice versa.
<b>Official or Provisionals Checks / Check Books / Debit Cards</b>		
Official Checks	\$10.00	Official Check Purchase.
Money Orders	Fluctuates from \$4 to \$10, based on the amount. For Acceso Popular and Acceso Universitario it fluctuates from \$3 to \$10, based on the amount.	A money order can be used instead of a check.
Provisional Checks**	\$2 each page of 4 checks	Checks are provided at the branch when the customer does not have available checks.
International Debit Card Urgent Request	\$25 Cost may vary depending on the international address destination	FedEx delivery could take between 1-2 business days.
<b>Confirmation Letters / Processing Charges</b>		
Confirmation Letter	\$5.00	Letter to certify that the customer has a product or service. For example: direct deposit, account balance, active account, ACH (EFT) transactions, among others.
Consulate Letter	\$10.00	A balance certification required by a Consulate for a customer that has deposit accounts with the Bank and requests entrance to the United States and Puerto Rico.
Non-Customer Certification	\$15.00	The letter certifies that the person does not have an account with the Bank.
Garnishment	\$75.00	Applies to any garnishment issued by the Court, CRIM-PR (Centro de Recaudación Municipal), Internal Revenue Service (IRS), Treasury Department-PR(Departamento de Hacienda), ASUME-PR (Administración para el Sustento de Menores) and any other government agency.
<b>Photocopies</b>		
Check Photocopy	\$5 in paper / \$4 in CD/DVD	This charge is per page. For the CD/DVD, must request 10 items or more.
Account Statement Photocopies	\$10 per printed statement or CD/DVD	Does not apply to IRA statements photocopies neither Payroll Cards. For the CD/DVD option, must request 10 statements or more.
Miscellaneous Photocopies	\$5 in paper / \$4 in CD/DVD	Among others, applies to deposit slips, credit or debit notices, savings withdrawals and deposited checks.

\* Wire transfers to or from sanctioned countries are not permitted by the Department of Treasury of the United States (OFAC).

\*\* The provisional checks applies to the following accounts: Cuenta Popular, Multicuenta, Popular Plus, Popular Securities Investor Plus, Private Management Account, e-account.