INTRODUCTION

The Provident Bank (“Bank”) offers a number of services that allow you access to the funds in your account(s) by an electronic fund transfer. An electronic fund transfer (EFT) is a transfer of funds from or to an account through use of an automated teller machine (ATM), a point-of-sale (POS) terminal, a computer (including personal computers), or through a telephone. An EFT may also include preauthorized transfers to or from your account such as a direct deposit (credit) or recurring payment (debit).

This Disclosure contains information required to be furnished to you by federal regulation. It describes the types of transfers and services available to our customers and explains all of the rights and liabilities that apply. Additional information regarding ATM and debit cards, including but not limited to transaction limitations, liability limitations and other terms/conditions are included on the Cardholder Agreement and Disclosure for Consumer Accounts provided at account opening or upon issuance of your ATM or debit card.

Note: As used in this Disclosure, (1) account(s) means a checking, statement savings or other consumer asset account established primarily for personal, family or household purposes; (2) access device refers to The Provident Bank’s ATM or debit cards, Personal Identification Number (PIN), telephone, Internet, and mobile banking systems, or any other means to access your account(s), or any combination thereof, that can be used by you, the “consumer”, to initiate electronic fund transfers to or from your account(s) held at The Provident Bank (“Bank”).

Please read this Disclosure carefully and retain it for future reference.

SERVICES AVAILABLE

Automated Teller Machine (ATM)

ATMs are located in most of our branches and several other non-branch locations throughout our service area. All of our ATMs allow for routine banking functions at any time of the day. ATMs are accessed through the use of an ATM or debit card and PIN. Transactions conducted at Provident-owned ATMs are free to our customers.

Point-of-Sale (POS)

POS terminals allow you to pay for retail purchases with your Provident ATM or debit card. These terminals can be found at grocery stores, gas stations, and other retail locations. The amount of your purchase is automatically deducted from your deposit account. Debit cards must be linked to a checking account and may be linked to a statement savings account.

Telephone Banking, Online Banking & Online Bill Payment

You may make EFTs between your accounts and make payments from your deposit accounts to us and to third parties by telephone or online through your personal computer via the Internet. Telephone transfers not conducted through Telephone Banking are not considered EFTs.

Electronic Deposits & Payments

You can authorize a third party to deposit funds to your deposit accounts (e.g. Social Security payments and payroll deposits). You can also authorize third parties to initiate individual or recurring payments from your accounts (e.g. insurance premium and loan payments).
Transfer Types
You may use any access device authorized or issued by The Provident Bank to:

1. withdraw cash from your account(s) with us;
2. make deposits to your account(s) with us;
3. transfer funds between accounts held at the Bank that you own (identified by your Tax Identification Number as recorded on our account systems) by using an ATM, telephone, mobile device, or other appropriate electronic terminal to conduct Telephone Banking, ProvidentConnect Online Banking or Online Bill Payment, or Provident Mobile Services electronic fund transfers;
4. pay for purchases at places that have agreed to accept your access device;
5. authorize and instruct the Bank to conduct and/or allow preauthorized transfers to or from your account;
6. conduct other types of EFT transactions, as such services and features become available.

Some of the above listed services or transfer types may not be available at all electronic terminals and/or locations.

Note: Effective October 28, 2013, The Provident Bank no longer offers foreign remittance transfers initiated by consumers.

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 and to pay bills by authorizing the third party to convert your check to an electronic withdrawal.

Illegal Activities Involving The Use Of A Provident-Issued Access Device
You must not use any access device issued by The Provident Bank and/or your Provident account(s) to engage in activities deemed illegal by Federal and/or State laws, including but not limited to Internet gambling. If you use your access device or account to engage in activities deemed illegal by Federal and/or State laws, you understand that you will nevertheless be liable for any authorized transactions made by the use of your access device.

LIMITATIONS ON FREQUENCY & TRANSFER AMOUNTS

ATM & Debit Card Limits
The table below sets forth the daily transaction limitations (“Daily Limits”) that apply when using your ATM or debit card:

<table>
<thead>
<tr>
<th>DAILY LIMITS</th>
<th>PROVIDENT ATM CARD</th>
<th>PROVIDENT DEBIT MASTERCARD</th>
<th>PROVIDENT PLATINUM DEBIT MASTERCARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Cash Withdrawals</td>
<td>Unlimited</td>
<td>Unlimited</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Total Amount of Cash Withdrawn</td>
<td>$500</td>
<td>$500</td>
<td>$1,000</td>
</tr>
<tr>
<td>Total Amount of Purchases</td>
<td>$500¹</td>
<td>$1,500</td>
<td>$7,500</td>
</tr>
<tr>
<td>Total Cash Withdrawn and Purchases</td>
<td>$1,000</td>
<td>$2,000</td>
<td>$8,500</td>
</tr>
</tbody>
</table>

¹Restricted to point-of-sale transactions using cardholder’s PIN.
**External Transfers Conducted Through Online Banking**
External transfers conducted using The Provident Bank’s online banking service (ProvidentConnect) is limited to a daily limit of $2,000 from each of your Provident accounts. This daily limit is applicable to external transfers (i.e. transfers from your Provident account to an account at another financial institution) conducted Monday through Friday. Any transfers requested on Saturday, Sunday or a Federal holiday will be added to transfer requests made on the following business day. **Note:** This transaction limitation does not affect transfers to or between your Provident accounts.

**Other Limitations**
You will be denied use of our EFT services if: (1) you exceed any of the daily limits previously set forth; (2) you do not have adequate funds available in your account to conduct the requested transaction; or (3) you do not enter the correct PIN code or other required information.

The Provident Bank will not authorize overdrafts on your checking account for the following transactions, unless you specifically authorize us to do so by opting-in to our Overdraft Privilege service (ODP):
- ATM withdrawals and transfers
- One-time debit card transactions

To have ODP coverage available for these transactions, you must opt-in to Provident’s ODP Service. If you opt-in and one of these transactions overdraws your account, the Bank may pay the transactions at its sole discretion and charge you our standard overdraft fee. If you do not opt-in to our ODP Service, and you try to conduct transaction without sufficient funds on deposit in the affected account, your transaction will most likely be declined.

An overdraft occurs when you write a check, make an ATM transaction, use your debit card to make a purchase, or make an automatic bill payment or other electronic payment for an amount greater than the balance in your checking account.

There is a limit on the number of denied PIN code attempts that we will permit. Once this number has been reached, any further attempts to access your accounts may result in the capture and retention or disabling of the access device. For security reasons, the number of failed attempts that result in the retention or disabling of your access device is confidential.

**Statement Savings & Money Market Account Transaction Limits**
Federal regulations require us to limit the number of pre-authorized or automatic transfers that you may make from your statement savings or money market account during a month or statement period. Please see the account disclosure provided at account opening or our “Personal Deposit Accounts-Terms and Conditions Agreement” for details.

**FEES ASSOCIATED WITH THE BANK’S EFT SERVICES**
No fee is assessed for transactions processed at a Provident owned ATM using a Provident ATM or debit card. For selected account types, withdrawal transactions processed at non-Provident owned ATMs will result in a fee charged by Provident and/or other ATM service provider(s).

No fees are charged for EFTs conducted through Provident’s Telephone Banking, ProvidentConnect Online Banking, Online Bill Payment, and Mobile Banking services or for automated clearing house (ACH) transfers.

Please refer to our “Personal Accounts and Service Fees” brochure for a complete listing of ATM and debit card related fees charged by The Provident Bank. In addition, please see the account disclosure provided at account opening for information about ATM, POS, or other EFT fees assessed and refunded when the specific account qualifications are met during the applicable qualification or statement period.

An International Transaction Assessment (ITA) or International Service Assessment (ISA) fee will be applied to
each international transaction (i.e., a transaction occurring in any country outside the United States, Puerto Rico or the U.S. Virgin Islands, and/or where the card-issuing financial institution’s country is different than the merchant’s country), whether or not foreign currency is converted. Examples of international transactions may include but are not limited to transactions or cash withdrawals conducted while traveling outside the United States, Puerto Rico, or the U.S. Virgin Islands, (2) transactions conducted over the telephone, or (3) transactions conducted over the Internet. The ITA/ISA fee is a percentage of the transaction amount and may be included in the transaction amount or displayed as a separate transaction on your periodic account statement.

PREAUTHORIZED DEPOSITS & PAYMENTS

Preauthorized 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 take the following actions to find out whether or not the deposit has been made:

• review your periodic statement;
• call us at 800.448.PROV (7768);
• call or visit any Provident branch; or
• if you are a ProvidentConnect Online Banking customer, review your account activity by signing on to our website via the Internet (ProvidentNJ.com) and follow the system prompts.

Right to Stop Payment & Procedure for 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 800.448.PROV (7768), or write us at The Provident Bank, Attn: EFT Operations Department, P.O. Box 1001, Iselin, New Jersey 08830-1001, in time for us to receive your request at least three (3) business days before the payment is scheduled to be made. If your stop-payment order is received by us less than three (3) business days prior to the date on which your payment is scheduled to be made electronically, the Bank may, at its sole discretion, honor your request, but it is not obligated to do so.

If you place your stop-payment order by telephone, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. Your written stop-payment order must be sent to: The Provident Bank, Attn: EFT Operations Department, P.O. Box 1001, Iselin, New Jersey 08830-1001. All stop-payment orders are valid until we receive instructions from you either correcting or cancelling the stop-payment order.

With respect to any preauthorized payments, unless you tell us that all future payments to a certain recipient are to be stopped, we will limit your stop-payment order to only the specific payment(s) mentioned in your request to us. If you wish to stop all future payments with respect to a particular recipient, within fourteen (14) days of your oral request you must provide us with a copy of your signed revocation letter, revoking the authorization you gave to make payments from your accounts. If we do not receive a copy of your signed revocation letter, we will not be liable for any payments made to the identified recipient and/or subject of your stop-payment order.

We will charge you a fee for each stop-payment order you give us. Please refer to the Bank’s “Personal Accounts and Service Fees” brochure to learn the amount of this fee.

Notice of Varying Amounts
If any preauthorized transfers out of your account are to vary in amount, then the individual or entity you are going to pay will have the responsibility to tell you, ten (10) days before each payment, when the payment will be made and how much the preauthorized payment will be. You may choose instead to get this notice only when a 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.
**Liability for Failure to Stop Payment of a Preauthorized Transfer**

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

**YOUR LIABILITY FOR UNAUTHORIZED TRANSFERS**

Tell us AT ONCE if you believe that any access device issued to you by the Bank has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check, or if you otherwise become aware that there has been an unauthorized transfer of funds from your account. Telephoning us is the best way of keeping your possible losses at a minimum.

You could lose all the money in your account(s), plus your maximum overdraft credit line, if applicable. The “General Liability” and “MasterCard® Zero Liability Policy” sections below set forth your liability with respect to unauthorized transfers from your account(s).

**General Liability**

If you tell us within two (2) business days after you learn of the loss or theft of your access device, you can lose no more than $50 if someone used your access device without your permission.

If you DO NOT tell us within two (2) business days after you learn of the loss or theft of your access device, and we can prove we could have stopped someone from using your access device 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, code or other means, tell us at once. If you DO NOT tell 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.

**MasterCard® Zero Liability Policy**

With respect only to Provident Debit MasterCard cardholders, you will not be liable for any unauthorized debit card transactions using your lost or stolen debit card if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of loss or theft, you promptly report (i.e. within two (2) business days as stated in the general liability section above) the loss or theft to us.

Note, however, that your maximum liability under this provision may be increased to the extent allowed under applicable law if the Bank has determined that you were grossly negligent or fraudulent in the handling of your account or your Provident Debit MasterCard.

Following the procedures outlined in the “General Liability” section will help to ensure you receive maximum protection under the MasterCard® Zero Liability policy. Accordingly, please refer to the provisions set forth for any and all unauthorized transactions on your account.

If a good reason, such as a long trip or a hospital stay kept you from notifying us, we may extend any of the notification time periods set forth upon receipt of proper documentation from you.

You are required to provide the Bank with a written statement in a form acceptable to the Bank regarding any and all claims of unauthorized transactions on your account.
DOCUMENTATION OF TRANSACTIONS

Terminal Transfers
You can get a receipt at the time you make any transfer to or from your account using one of our ATMs (including machines that only dispense cash). The receipt will identify: (1) the amount of the transfer; (2) the date of the transfer; (3) the access device used; (4) the type of transfer; (5) the type of account to or from which funds were transferred; (6) the last four (4) digits of the account number(s) to and/or from which funds have been transferred; and (7) the address and identifying number of the electronic terminal used.

Periodic Statements
You will get a periodic account statement unless there are no transfers in a particular statement period. In any case, you will get a statement at least quarterly. Statements will be mailed to you at the address we have on record for you, unless you have agreed to receive your statement electronically and/or have made other arrangements. It is your responsibility to promptly notify the Bank of any changes in your address or e-mail address.

Passbook Account with Preauthorized Credits
If you bring your passbook to us, we will record any electronic deposits that were made to your account since the last time you brought in your passbook.

THE BANK’S LIABILITY FOR FAILURE TO COMPLETE AN EFT
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 or damages. However, there are some exceptions. We will not be liable, for instance, if:

- through no fault of ours, you do not have enough money in your account to make the transfer and you have not authorized the Bank to honor ATM or one-time debit card transactions which result in an overdraft through the use of ODP;
- the transfer would go over the credit limit on your overdraft line of credit (if applicable);
- the ATM where you are making the transfer does not have enough cash;
- the ATM, computer system, electronic terminal or network was not working properly and you knew about the breakdown when you started the transfer;
- circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken;
- we do not receive sufficient information to complete the transfer;
- your account has been closed or your EFT privileges have been revoked or cancelled;
- your account is frozen because your co-depositor notified us of a dispute between you or because of a court order, legal process or other claim;
- the access device that you attempted to use to make the transfer was reported lost or stolen;
- we are protecting the security of any account, system, network or otherwise;
- as otherwise stated in The Provident Bank’s Cardholder Agreement and Disclosure for Consumer Accounts, and/or Personal Deposit Accounts - Terms and Conditions Agreement.

BUSINESS DAY
For the purposes of these disclosures, the Bank’s business days are Monday through Friday, Saturdays, Sundays and Federal Holidays are NOT included. Transactions completed after 3:00 p.m. (EST), or such later time that may be posted at a Provident-owned ATM, are considered to be conducted on the next business day.
CONFIDENTIALITY

We may disclose information to third parties about your account or transfers you make:
• where it is necessary for completing transfers or to resolve errors involving your account; or
• in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
• in order to comply with government agency or court orders; or
• if you give us your written permission.

REPORTING UNAUTHORIZED TRANSFER OR LOST-STOLEN ACCESS DEVICE

If you believe that any of your access devices have been lost, stolen, or compromised or that someone has transferred or may transfer money from your account without your permission, call us immediately at 800.448.PROV (7768) or write to us at The Provident Bank, Attn: EFT Operations Department, P.O. Box 1001, Iselin, New Jersey 08830-1001.

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.

When contacting the Bank concerning an unauthorized transfer or a lost, stolen or compromised access device, please review the Bank’s procedures for handling such inquiries which are set forth in the section found in this Disclosure titled: Procedures For Handling Errors Or Questions On Your Account.

PROCEDURES FOR HANDLING ERRORS OR QUESTIONS ON YOUR ACCOUNTS

In Case of Errors or Questions About Your Electronic Transfers:
• telephone us at 800.448.PROV (7768); or
• write us at
  The Provident Bank
  Attn: EFT Operations Department
  P.O. Box 1001
  Iselin, New Jersey 08830-1001; or
• contact us online by visiting ProvidentNJ.com and clicking the contact link at the bottom of the
  ProvidentNJ home page, and completing the contact form
as soon as you can, if you think your statement or receipt is wrong or if you need additional 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 on which the problem or error appeared.

When contacting us, please:
• tell us your name and account number (if any);
• 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;
• 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 hear from you and will correct any error promptly. If we need 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

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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, point-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.