BECU BUSINESS SERVICES

BUSINESS ONLINE BANKING DOMESTIC WIRE USER GUIDE

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Getting Started

Business Online Banking Domestic Wires

This user guide provides instructions for BECU's self-serve domestic wire service in Business Online Banking. You should be able to send domestic wires after you receive a notification from us that the service has been set up in your Business Online Banking profile.

If you have logged in to your Business Online Banking account, but you **DO NOT** see the **Cash Management** section on the left-hand navigation bar, please contact us at **800-704-8080**, so we can get you set up properly.

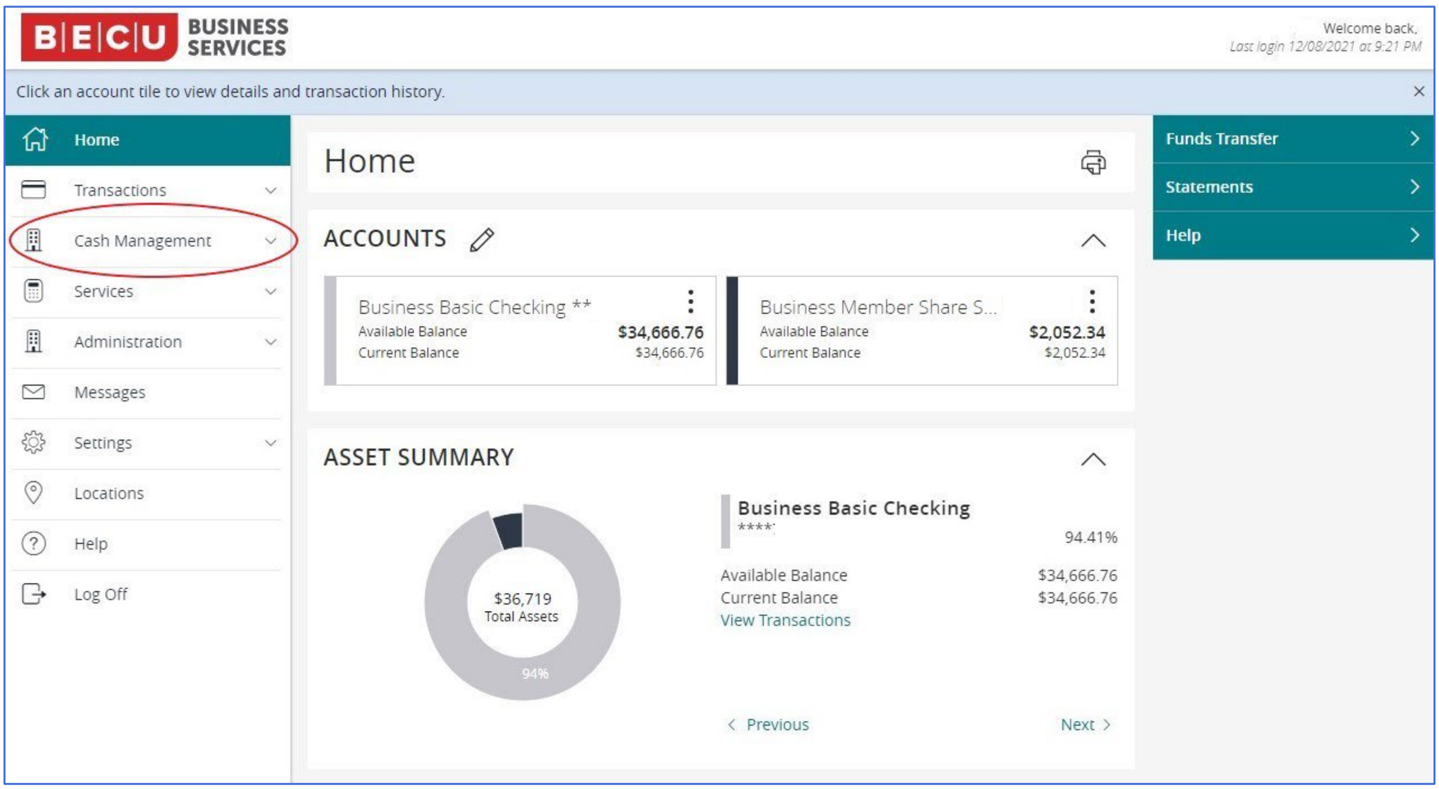


FIGURE 1

Terms and Conditions

You must accept the Business Online Banking Wire Transfer Service Terms and Conditions before you can begin using wires. To accept the BECU Online Domestic Wire Service:

1. Click **Cash Management** on the left-hand navigation bar.

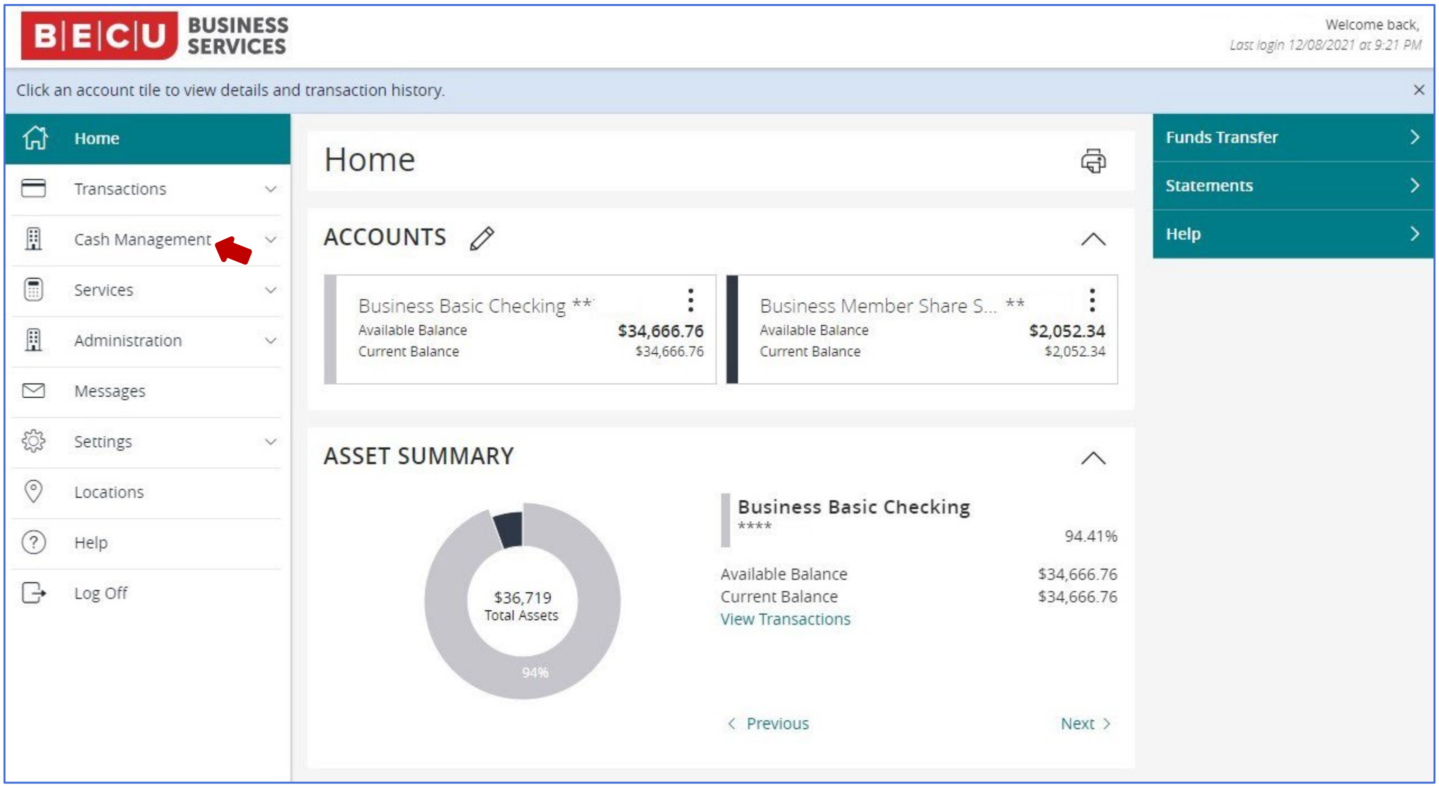


FIGURE 2

2. Click **External Payments**. This will display the latest version of the Terms and Conditions of the Business Online Banking Wire Transfer Service Terms and Conditions (see Figure 4).

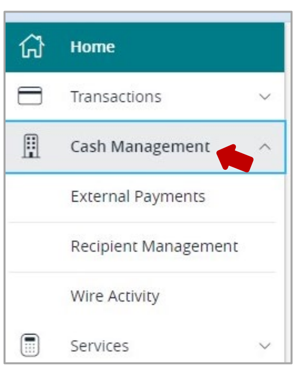
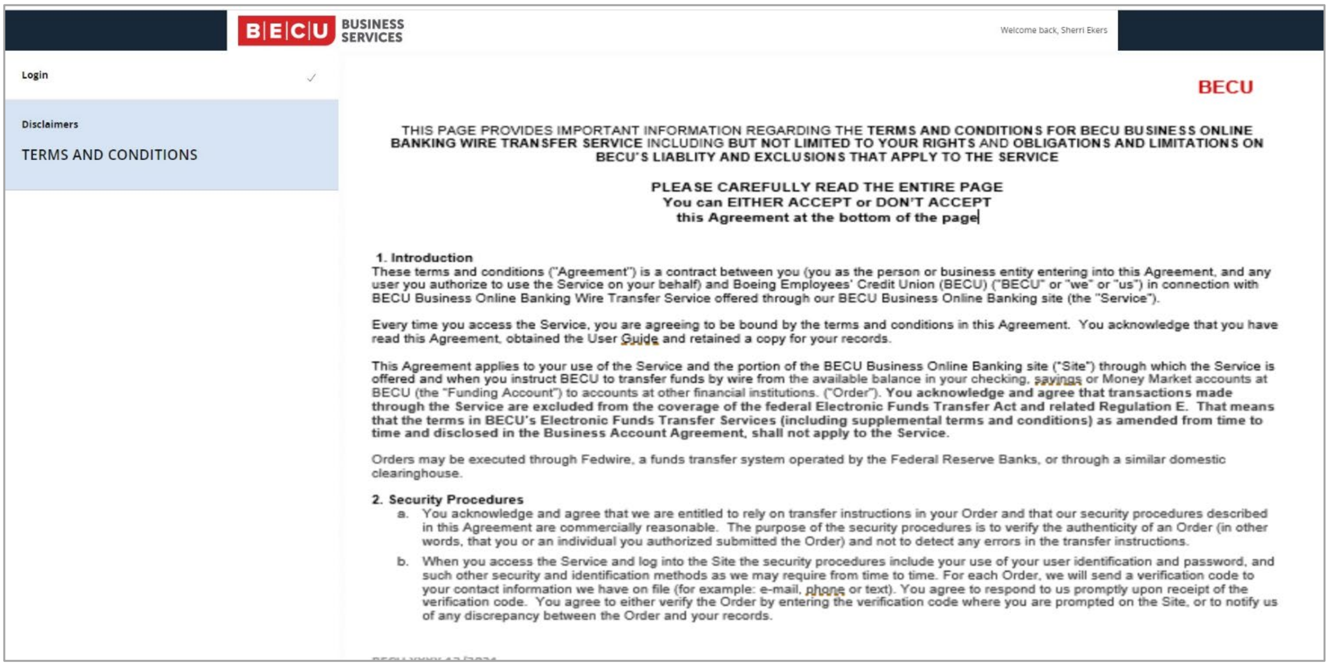


FIGURE 3



THIS PAGE PROVIDES IMPORTANT INFORMATION REGARDING THE **TERMS AND CONDITIONS FOR BECU BUSINESS ONLINE BANKING WIRE TRANSFER SERVICE** INCLUDING **BUT NOT LIMITED TO YOUR RIGHTS AND OBLIGATIONS AND LIMITATIONS ON BECU'S LIABLITY AND EXCLUSIONS THAT APPLY TO THE SERVICE**

PLEASE CAREFULLY READ THE ENTIRE PAGE
You can EITHER ACCEPT or DON'T ACCEPT
this Agreement at the bottom of the page

1. Introduction
These terms and conditions ("Agreement") is a contract between you (you as the person or business entity entering into this Agreement, and any user you authorize to use the Service on your behalf) and Boeing Employees' Credit Union (BECU) ("BECU" or "we" or "us") in connection with BECU Business Online Banking Wire Transfer Service offered through our BECU Business Online Banking site (the "Service").

Every time you access the Service, you are agreeing to be bound by the terms and conditions in this Agreement. You acknowledge that you have read this Agreement, obtained the User Guide and retained a copy for your records.

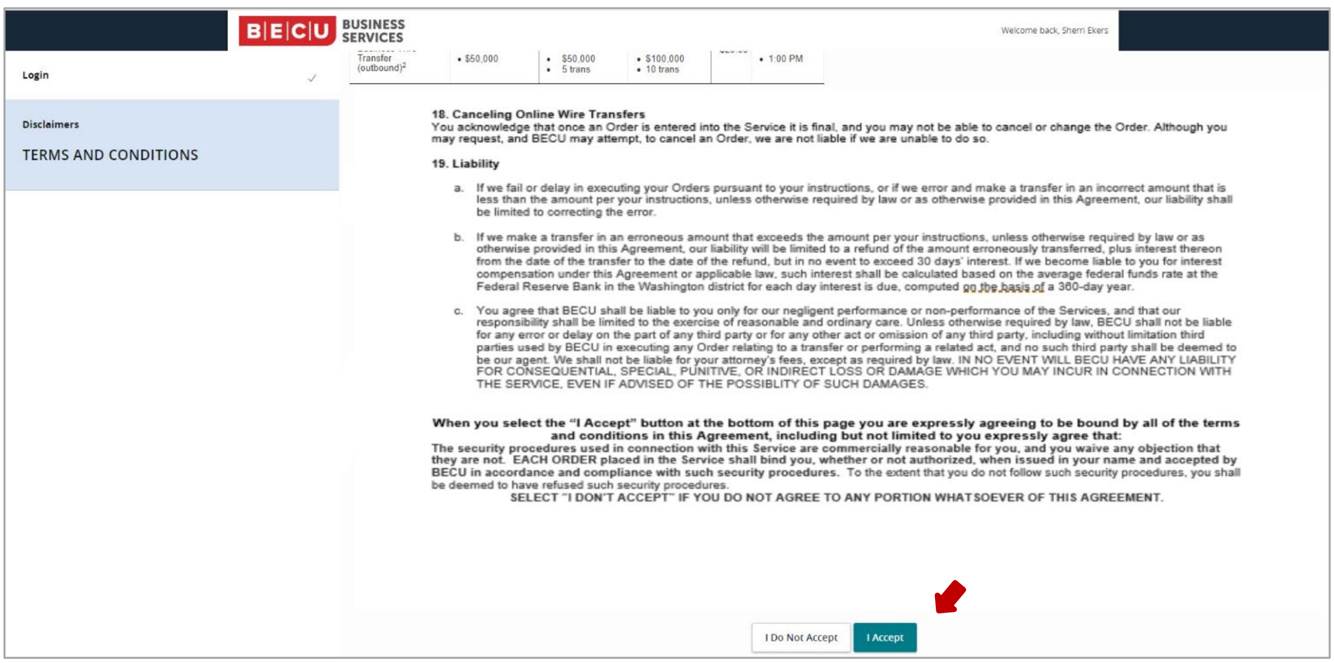
This Agreement applies to your use of the Service and the portion of the BECU Business Online Banking site ("Site") through which the Service is offered and when you instruct BECU to transfer funds by wire from the available balance in your checking, savings or Money Market accounts at BECU (the "Funding Account") to accounts at other financial institutions. ("Order"). **You acknowledge and agree that transactions made through the Service are excluded from the coverage of the federal Electronic Funds Transfer Act and related Regulation E. That means that the terms in BECU's Electronic Funds Transfer Services (including supplemental terms and conditions) as amended from time to time and disclosed in the Business Account Agreement, shall not apply to the Service.**

Orders may be executed through Fedwire, a funds transfer system operated by the Federal Reserve Banks, or through a similar domestic clearinghouse.

2. Security Procedures
a. You acknowledge and agree that we are entitled to rely on transfer instructions in your Order and that our security procedures described in this Agreement are commercially reasonable. The purpose of the security procedures is to verify the authenticity of an Order (in other words, that you or an individual you authorized submitted the Order) and not to detect any errors in the transfer instructions.
b. When you access the Service and log into the Site the security procedures include your use of your user identification and password, and such other security and identification methods as we may require from time to time. For each Order, we will send a verification code to your contact information we have on file (for example: e-mail, phone or text). You agree to respond to us promptly upon receipt of the verification code. You agree to either verify the Order by entering the verification code where you are prompted on the Site, or to notify us of any discrepancy between the Order and your records.

FIGURE 4

3. Read the document and click the **I Accept** button. You can always find the most current version of the BECU Online Domestic Wire Terms and Conditions on our website Forms page at **Business Forms** in the Miscellaneous section.



18. Canceling Online Wire Transfers
You acknowledge that once an Order is entered into the Service it is final, and you may not be able to cancel or change the Order. Although you may request, and BECU may attempt, to cancel an Order, we are not liable if we are unable to do so.

19. Liability

a. If we fail or delay in executing your Orders pursuant to your instructions, or if we error and make a transfer in an incorrect amount that is less than the amount per your instructions, unless otherwise required by law or as otherwise provided in this Agreement, our liability shall be limited to correcting the error.

b. If we make a transfer in an erroneous amount that exceeds the amount per your instructions, unless otherwise required by law or as otherwise provided in this Agreement, our liability will be limited to a refund of the amount erroneously transferred, plus interest thereon from the date of the transfer to the date of the refund, but in no event to exceed 30 days' interest. If we become liable to you for interest compensation under this Agreement or applicable law, such interest shall be calculated based on the average federal funds rate at the Federal Reserve Bank in the Washington district for each day interest is due, computed on the basis of a 360-day year.

c. You agree that BECU shall be liable to you only for our negligent performance or non-performance of the Services, and that our responsibility shall be limited to the exercise of reasonable and ordinary care. Unless otherwise required by law, BECU shall not be liable for any error or delay on the part of any third party or for any other act or omission of any third party, including without limitation third parties used by BECU in executing any Order relating to a transfer or performing a related act, and no such third party shall be deemed to be our agent. We shall not be liable for your attorney's fees, except as required by law. IN NO EVENT WILL BECU HAVE ANY LIABILITY FOR CONSEQUENTIAL, SPECIAL, PUNITIVE, OR INDIRECT LOSS OR DAMAGE WHICH YOU MAY INCUR IN CONNECTION WITH THE SERVICE, EVEN IF ADVISED OF THE POSSIBLITY OF SUCH DAMAGES.

When you select the "I Accept" button at the bottom of this page you are expressly agreeing to be bound by all of the terms and conditions in this Agreement, including but not limited to you expressly agree that:
The security procedures used in connection with this Service are commercially reasonable for you, and you waive any objection that they are not. EACH ORDER placed in the Service shall bind you, whether or not authorized, when issued in your name and accepted by BECU in accordance and compliance with such security procedures. To the extent that you do not follow such security procedures, you shall be deemed to have refused such security procedures.
SELECT "I DON'T ACCEPT" IF YOU DO NOT AGREE TO ANY PORTION WHATSOEVER OF THIS AGREEMENT.

FIGURE 5

Dual Control Security Procedure

Important: BECU now requires members to use Dual Control for security when sending online wires. This means there must be one user set up to draft wires and a second user set up to approve and send wires.

Members who cannot set up more than one user, or who do not wish to use Dual Control, are subject to additional liabilities as indicated in the Terms and Conditions and must submit a completed and signed Business Online Banking Domestic Wires Request Form that indicates they accept this liability.

BECU will disable Dual Control restrictions for members who opt out of this security procedure after we receive the completed and signed Business Online Banking Domestic Wires Request Form.

If you decide to opt out of the security procedure, you can either complete, sign, and submit the request form electronically online at **Business Forms**, or complete and sign the form in person at any BECU location. To find a location near you, visit **All BECU Locations**.

For more information on opting out of Dual Control, see the Appendix A section of this document.

Navigation and Display

You can access most of the online domestic wire service functions from the Business Online Banking dashboard.

Cash Management

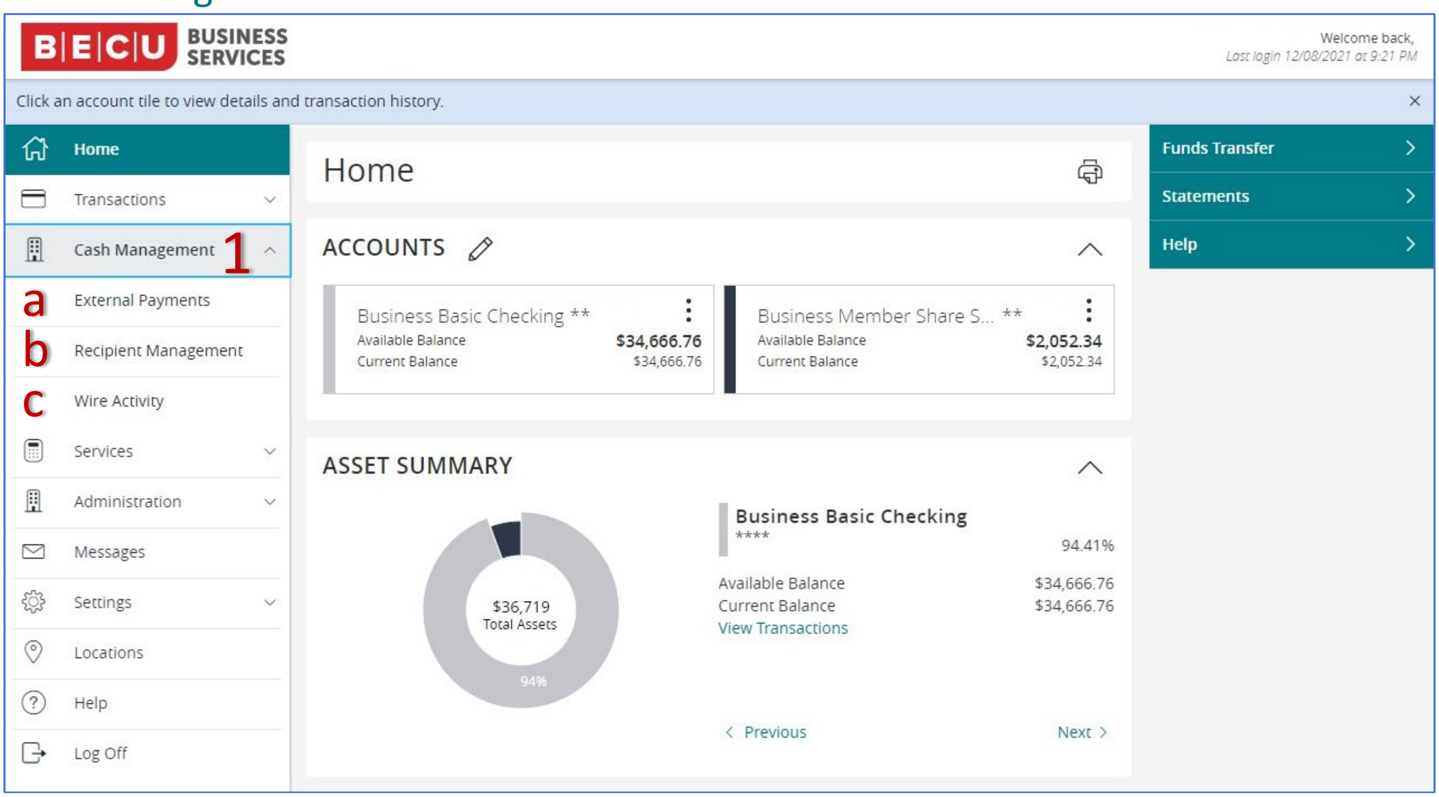


FIGURE 6

Note: In addition to the domestic wires service, the Cash Management section includes the following (more features coming later in 2022):

- External Payments
- Recipient Management
- Wire Activity

External Payments

From the Payments screen, you can start setting up your domestic wire payments or create payment templates for future use.

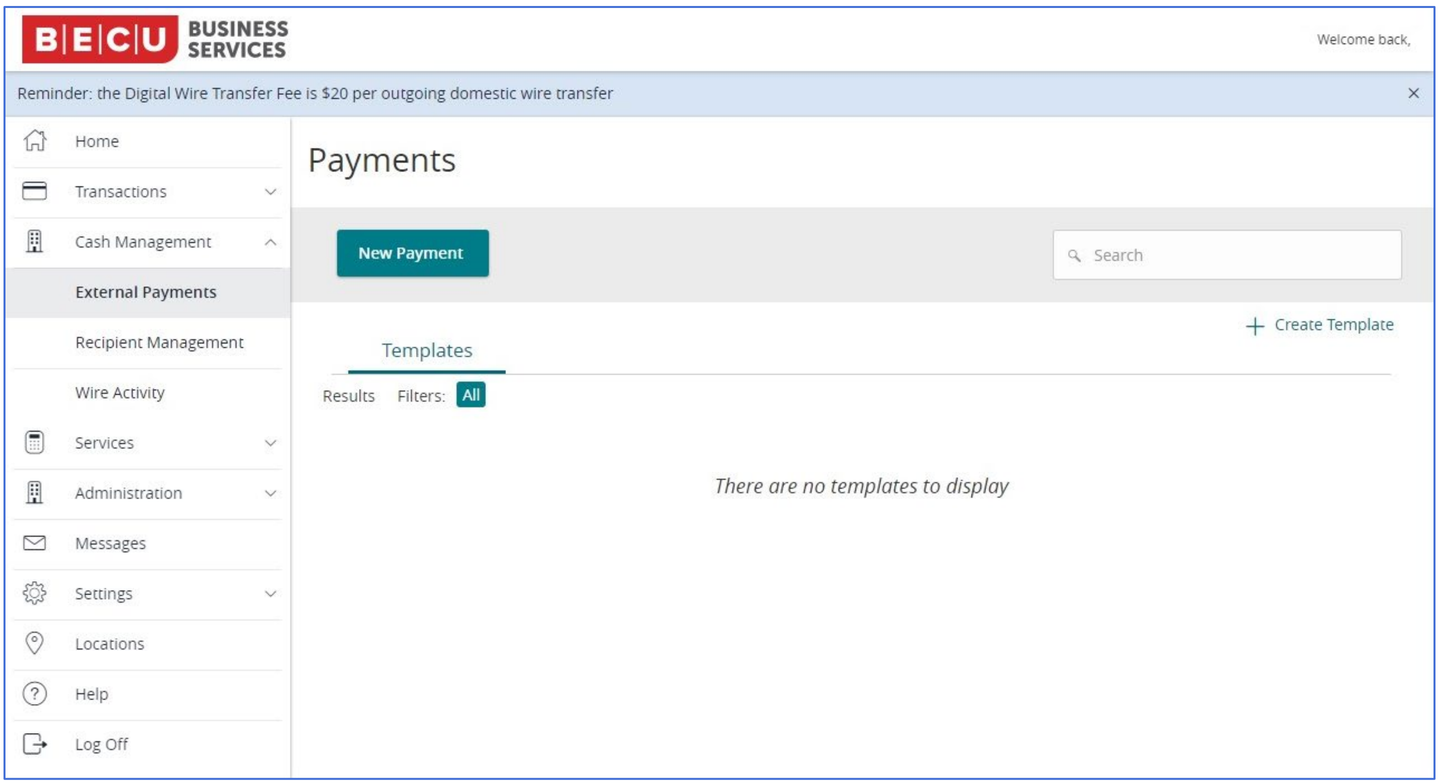


FIGURE 7

1. Click the **New Payment** drop-down to see the available payment types. Currently, you can only choose **Domestic Wire** under the **Wire** payment heading.
2. Click **Domestic Wire** to be taken to the screen where you can create your wires.

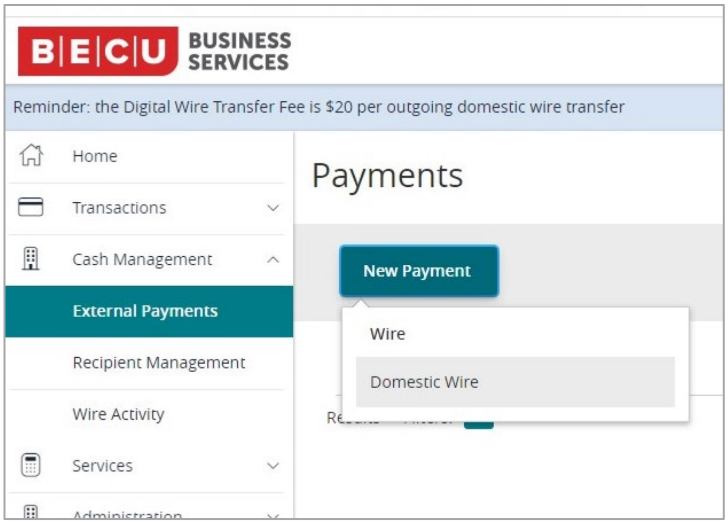


FIGURE 8

3. Click **Create Template** to expand a drop-down of payment template types. Currently, you can only choose the **Domestic Wire** template to complete and save for future use. Named and saved templates will be listed in the Template Display section below the Create Template drop-down.

   Note: You can search for templates you have created by entering the template name in the search bar above the Create Template drop-down.

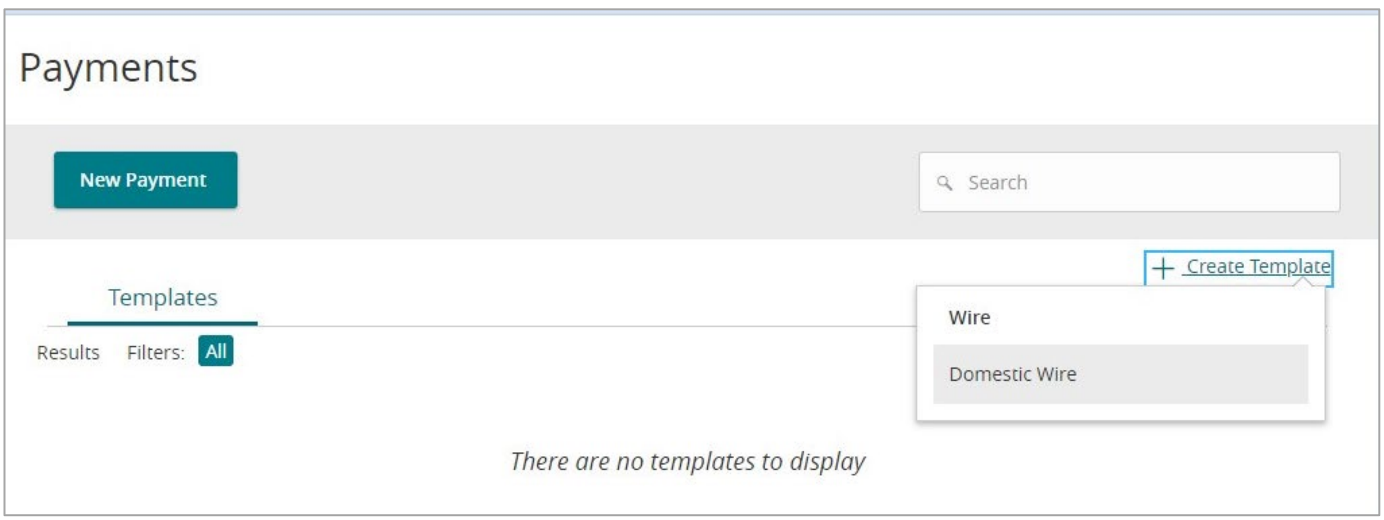


FIGURE 9

Recipient Management

From the Recipients screen, you can add your payment recipients and save them for future use.

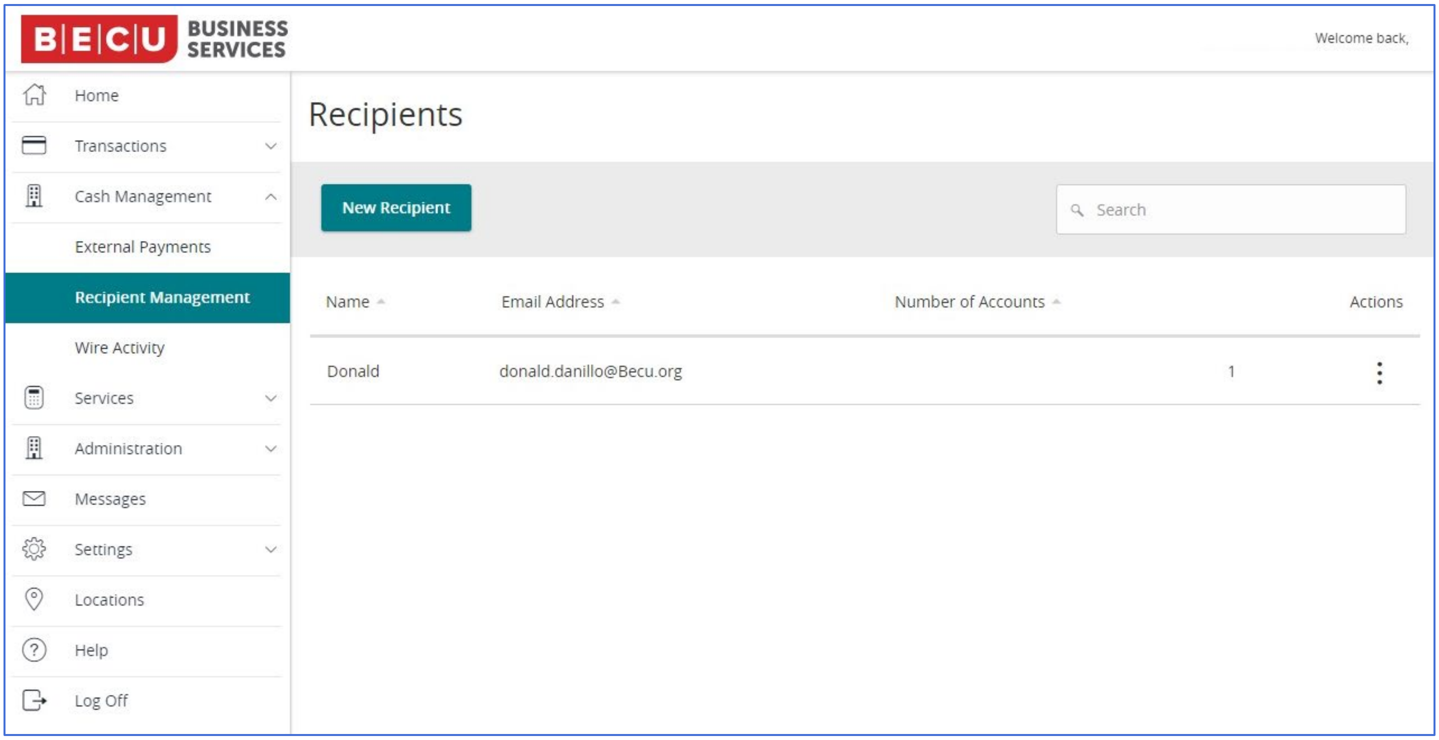


FIGURE 10

1. Click the **New Recipient** button to be taken to a screen where you can enter recipient information for wires payments. Any new recipients you save will show up in the display area.

   Note: You can search for saved recipients in the search bar above the recipient display area.
2. Click the three stacked dots under Actions to **Edit**, **Delete**, or view the wires **Payment History** for a particular recipient.

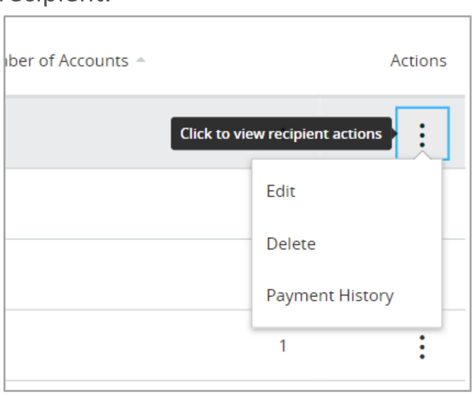


FIGURE 11

Wire Activity Page

From the Wire Activity screen, you can view sent wires to determine their status and look up any wire details. Wires that have been assigned an IMAD number have been completely processed and sent out to the beneficiary bank.

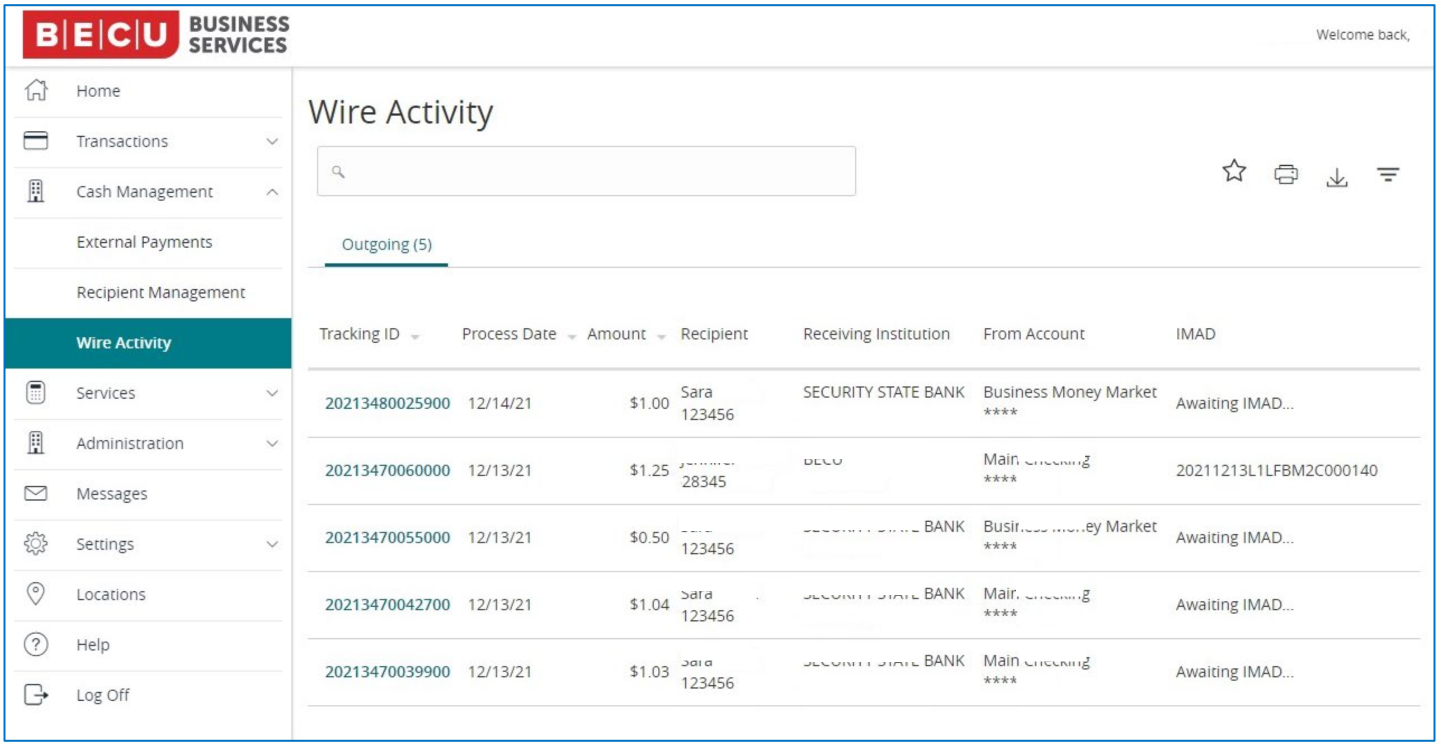


FIGURE 12

Note: Use the search bar above the Outgoing Wire Activity list to search for a specific transaction.

FIGURE 13

Note: Click the icons to the right of the search bar for the following functions:

Star: Adds the Wire Activity screen to your Favorites
Printer: Prints the list of transactions
Down arrow: Exports the information to .csv file format
Funnel: Filters the search criteria

Transactions

Activity Center

Wire activity may also be displayed in the Activity Center under Transactions on the left-hand navigation bar. Transactions in the Activity Center are organized by Single Transactions or Recurring Transactions. Wires display in the Activity Center as either Authorized or Processed. Completed wires will only display on the Wire Activity screen.

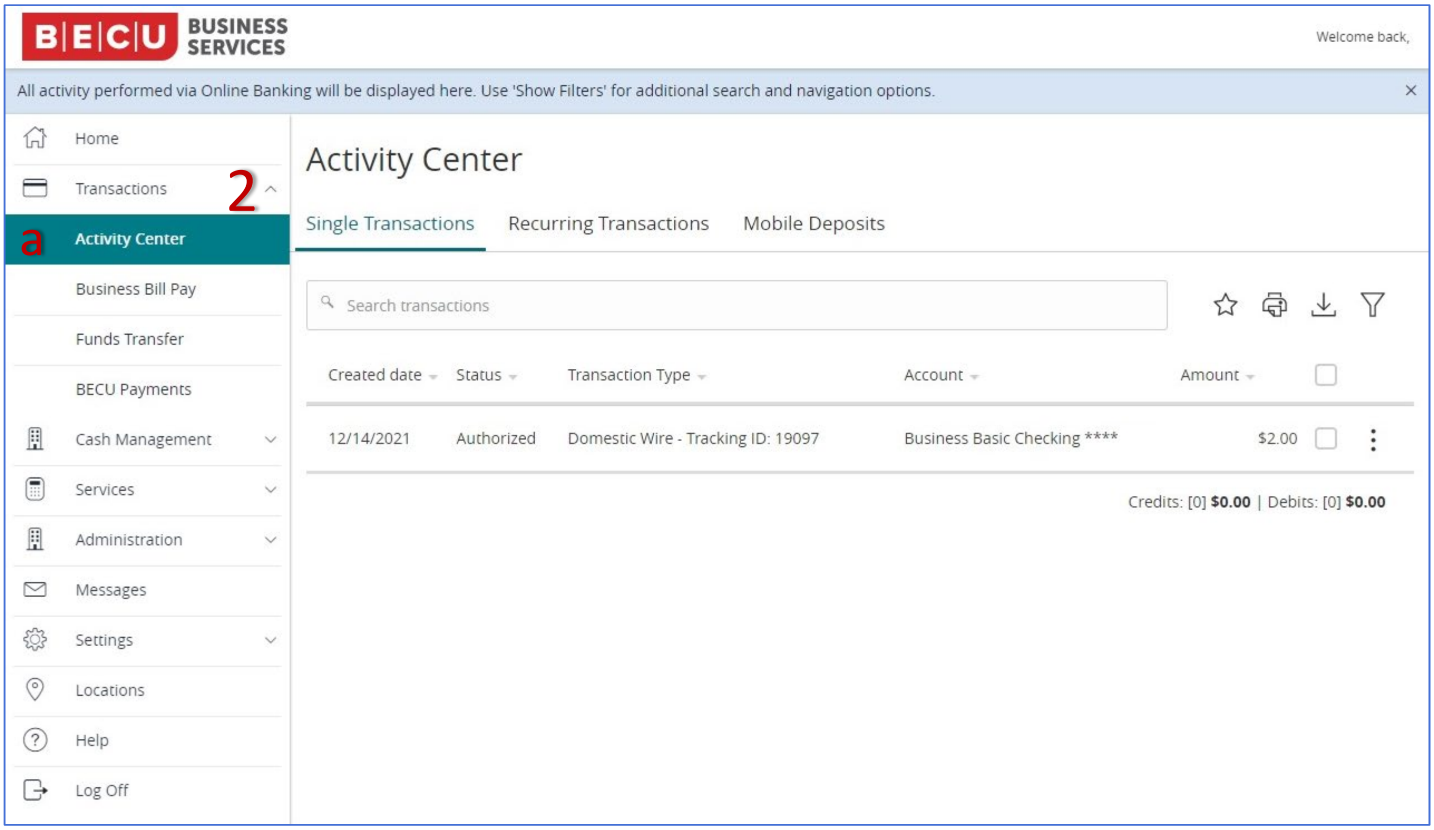


FIGURE 14

Administration

The Administration section on the left-hand navigation bar is where User Management and Alerts are located.

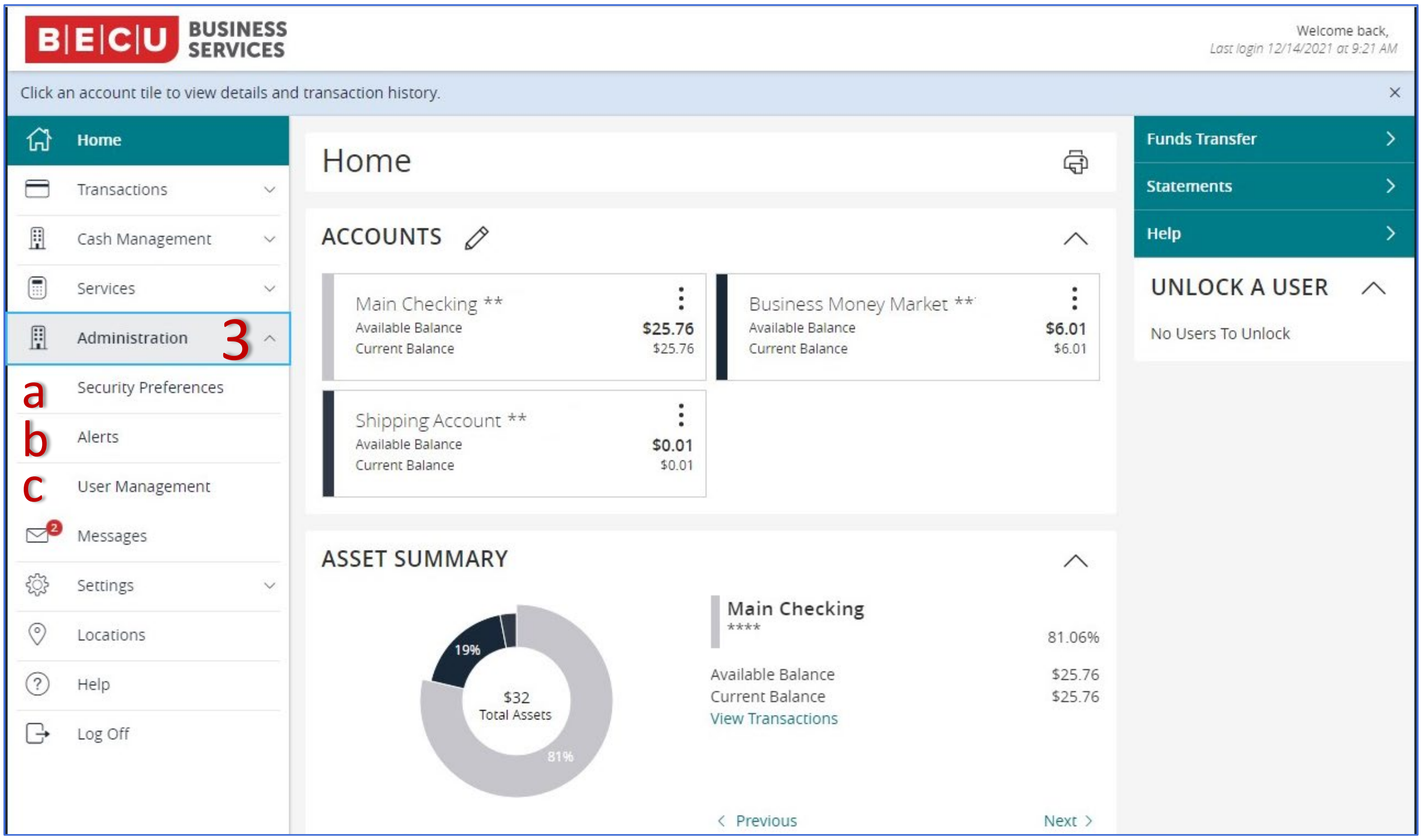


FIGURE 15

Security Preferences

Administrative users may change their Security Preferences

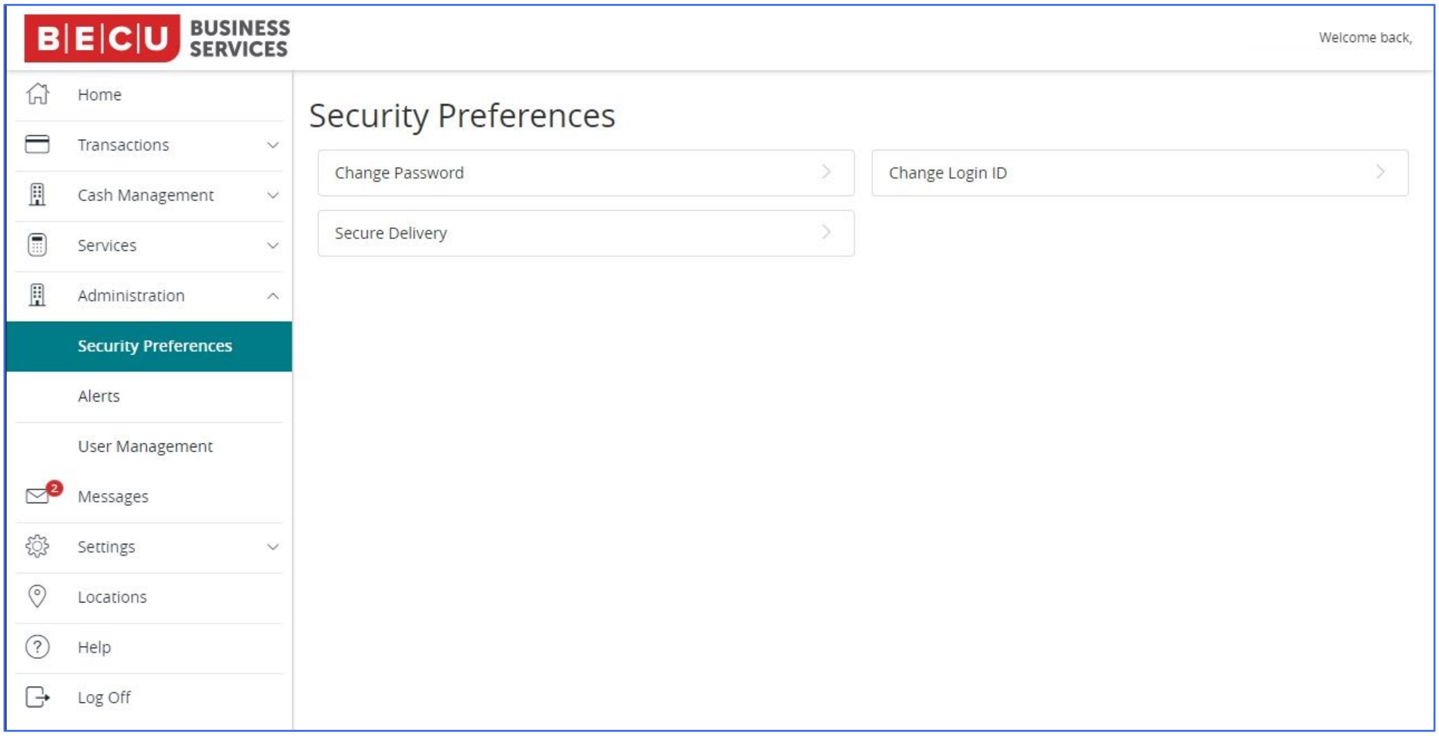


FIGURE 16

Alerts

Administrative users and other authorized users who have rights may set up wire-related alerts from the Alerts page.

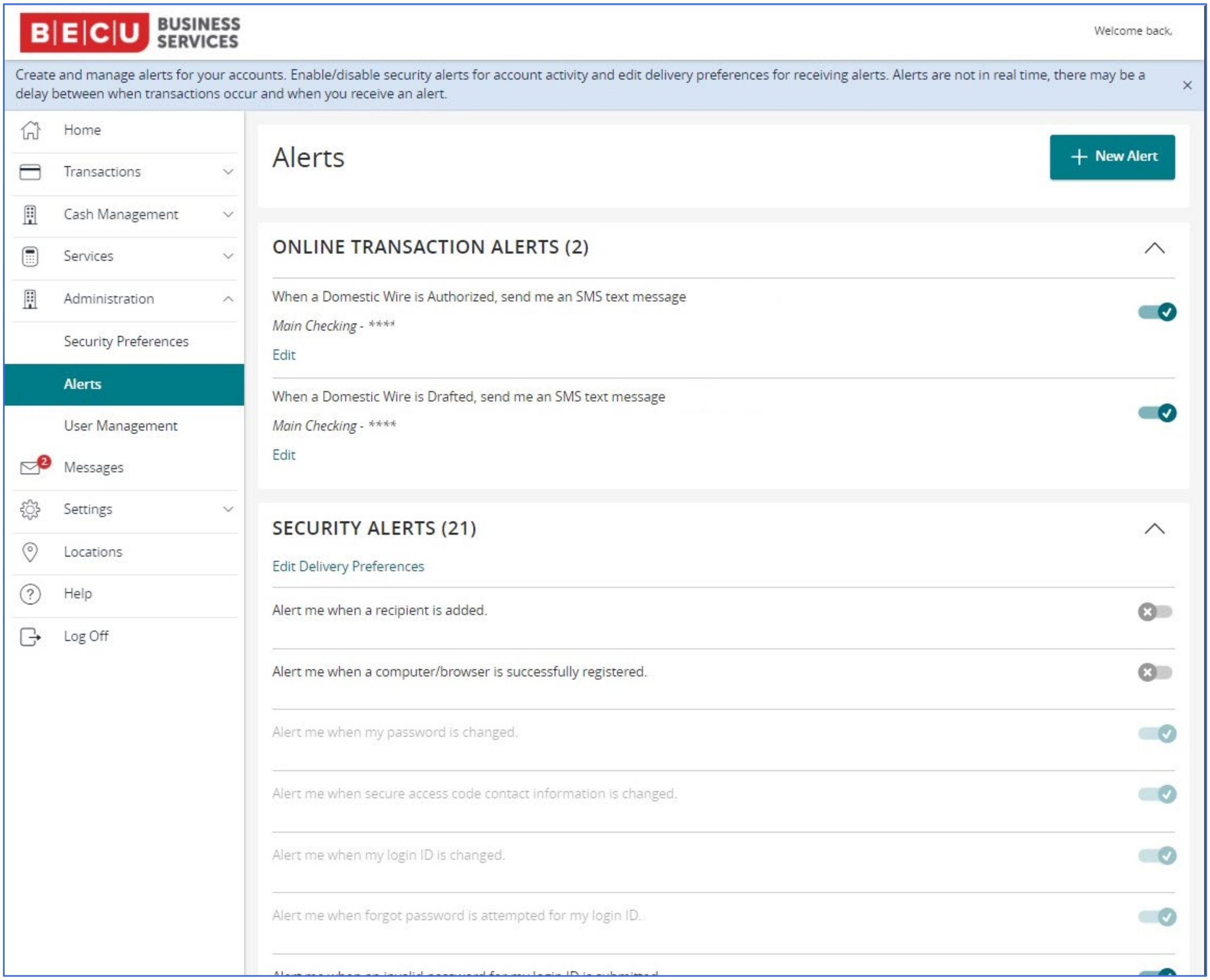


FIGURE 17

We recommend that administrative users set up the following types of standard alerts:

- Alerts to notify you if any password, user ID, or secure access contact information is changed or updated
- Alerts to notify you if there are any password changes or unsuccessful login attempts that result in an account lockout
- Alerts to notify you when you receive a secure message from BECU
- Alerts to notify you if your login ID is disabled

We recommend that administrative users set up customized alerts for wires and their accounts. To set up custom alerts, click the **New Alert** button and choose the type of custom alert you want to set up.

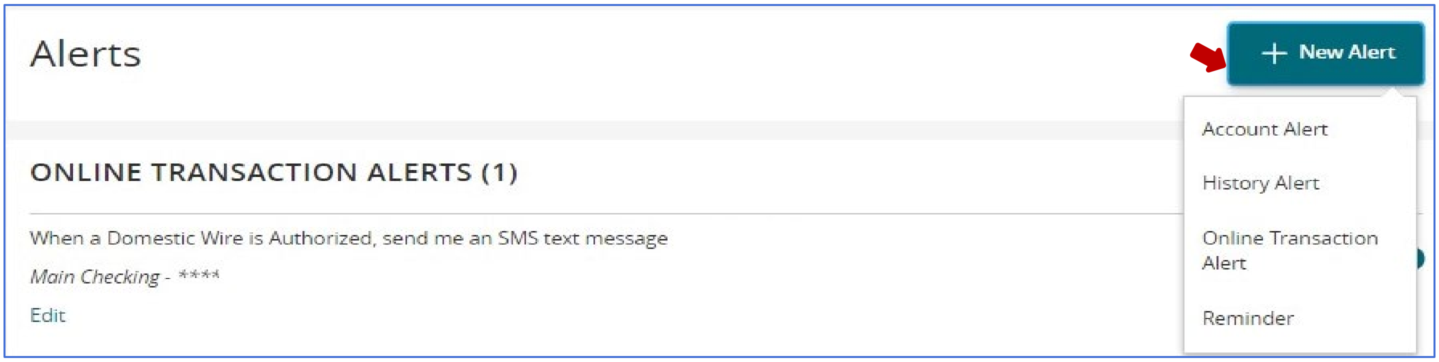


FIGURE 18

We recommend that administrative users set up the following customized alert types:

- Alerts to notify you if any of your balances drop below a certain threshold – Account Alert
- Alerts to notify you if a wire was authorized – Online Transaction Alert
- Alerts to notify you if a wire was drafted (if you are the approver) – Online Transaction Alert
- Alerts to notify you if a wire has failed or been cancelled – Online Transaction Alert

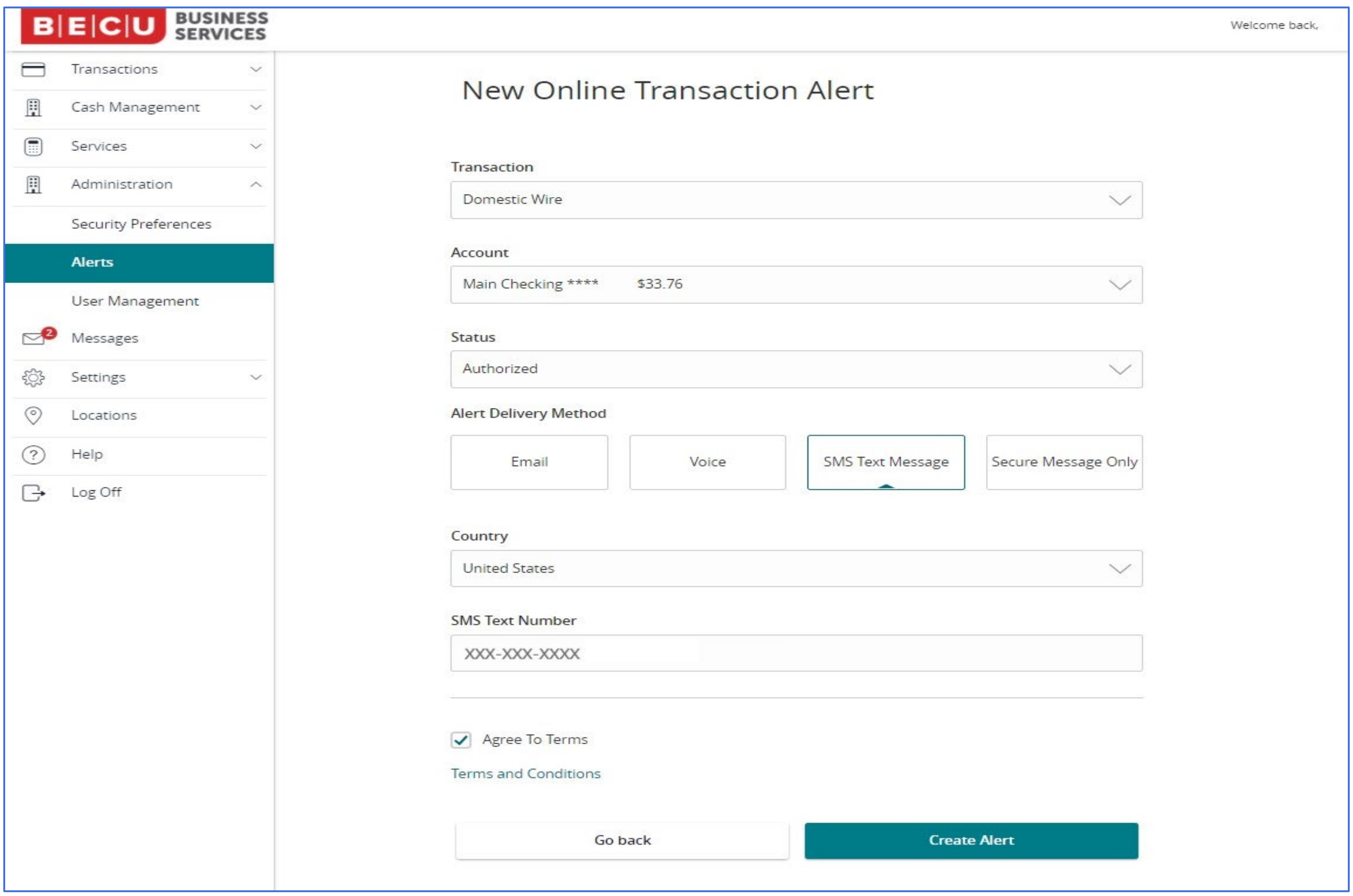


FIGURE 19

Note: Online Transaction alerts are account specific. We recommend you set up alerts for each funding account you have listed for online domestic wires even if you typically only send out wires from one account. Receiving alerts to notify you of activity on an account you don't typically use for wires transactions is a good way to prevent fraud.

For additional Fraud Mitigation best practices see the Appendix B section of this document.

User Management

Administrative users may also add and edit sub-users and give them rights to draft, approve, and view wire activity on the User Management screen.

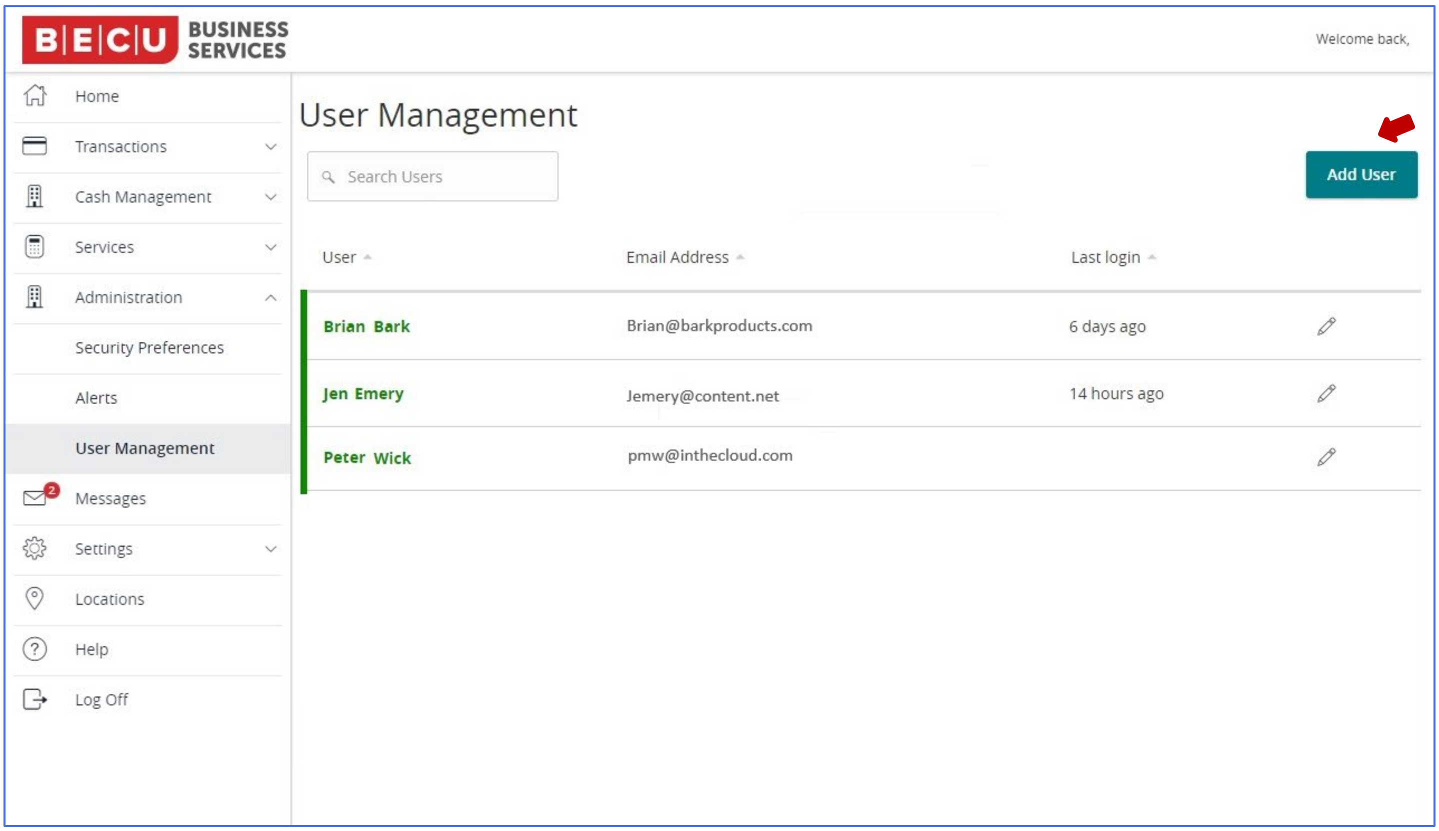


Figure 20

1. Administrative users may add new users by clicking the Add User button or edit users by clicking on the pencil image to the right of the existing user. Clicking on the Add User button will take you to a New User Details page.

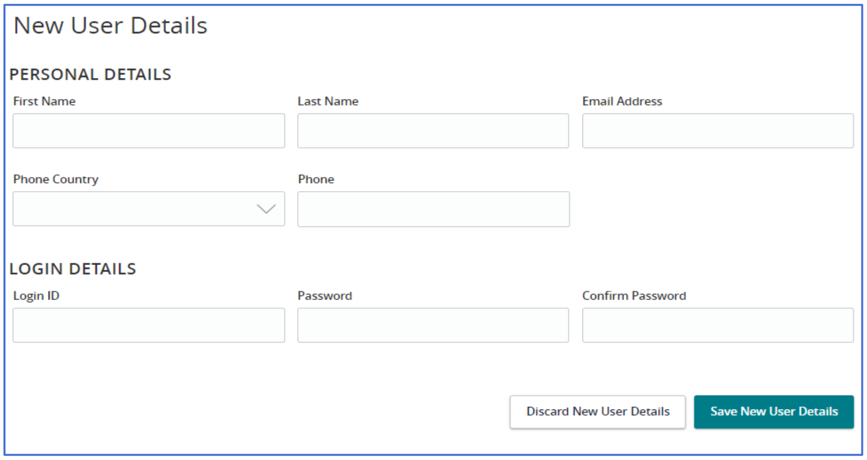


FIGURE 21

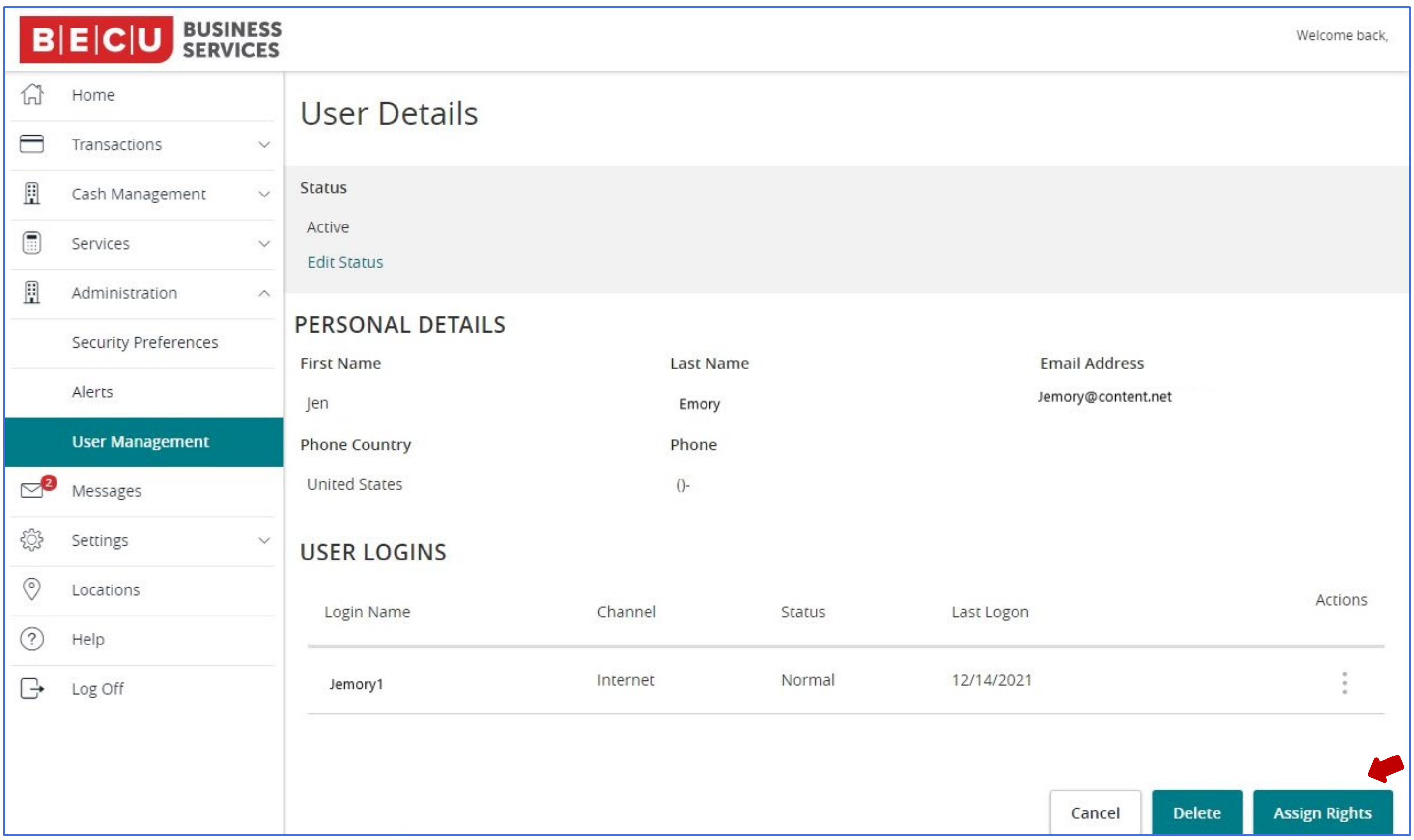


FIGURE 22

2. Once a user has been set up, clicking on the pencil to the right of the user will bring up the User Details page, Administrative users may add or edit details such as name, email and login name. Administrative users may also activate or deactivate users from this page. Clicking on the Assign Rights button will take you to the page where you may assign rights and access to features for that user.

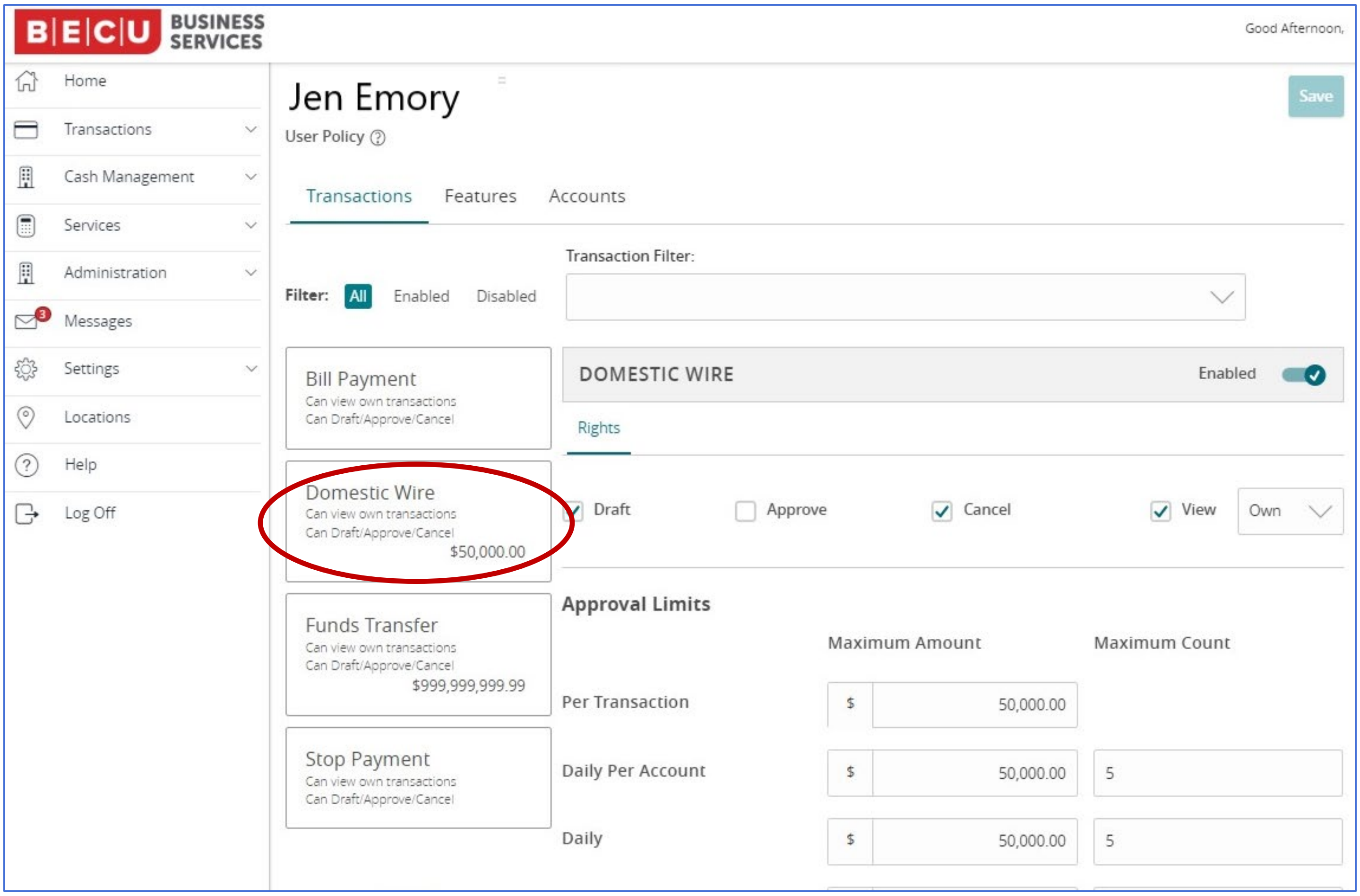


FIGURE 23

3. Clicking on the payment type under the Transactions heading brings you to a rights page where you can assign rights to a user such as Draft, Approve, Cancel or View a wire. You can also set financial limits or limit the number of wires that user may send. BECU requires Dual Control for sending wires so it is on this page that you may assign users who may Draft, Cancel and View wires and where you may assign different users who may Approve, and View wires.
4. Note that assigning all rights to all users will allow each user to both draft and approve wires but a drafted wire may not be approved by the user who drafted it, a second user will have to approve it.

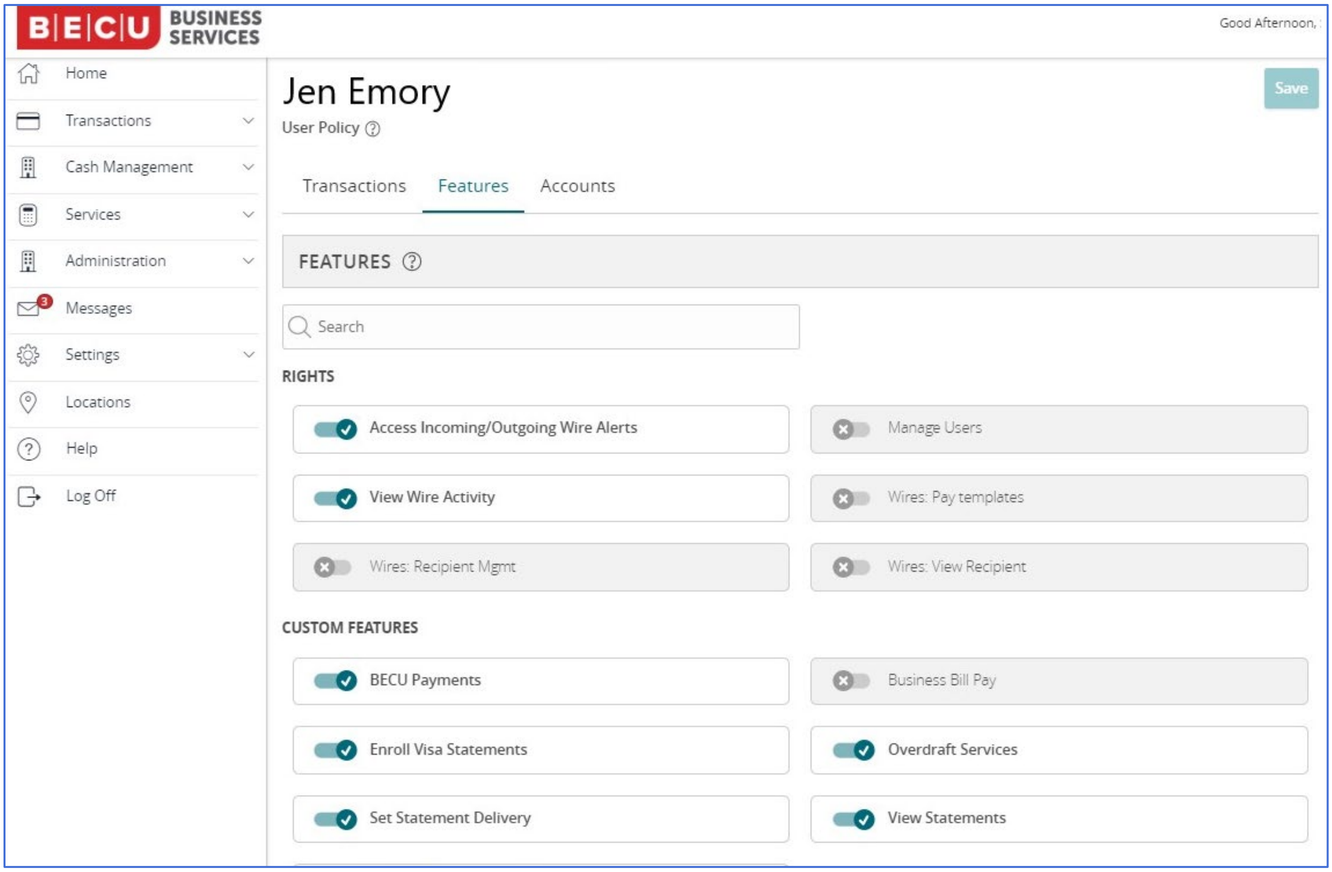


FIGURE 24

5. Clicking on the Features heading brings you to a different rights page where you can toggle on and off other rights beyond payment specific rights to a user and give them access to Custom Features.
6. Finally, clicking on the Accounts heading allows you to choose which accounts they have access to for Payments, Transfers, etc.

Note: It is imperative that you set up a minimum of 2 users for Business Online Banking Online Wires to function. This type of Dual Control is required unless you agree to additional liability and sign the Decline Dual Control section of the Domestic Wires Request Form. Please see the Appendix A section of this document on more information on how to opt out of Dual Control.

Creating and Sending a Wire

You can initiate one-time or recurring wire payments from the Cash Management External Payments screen.

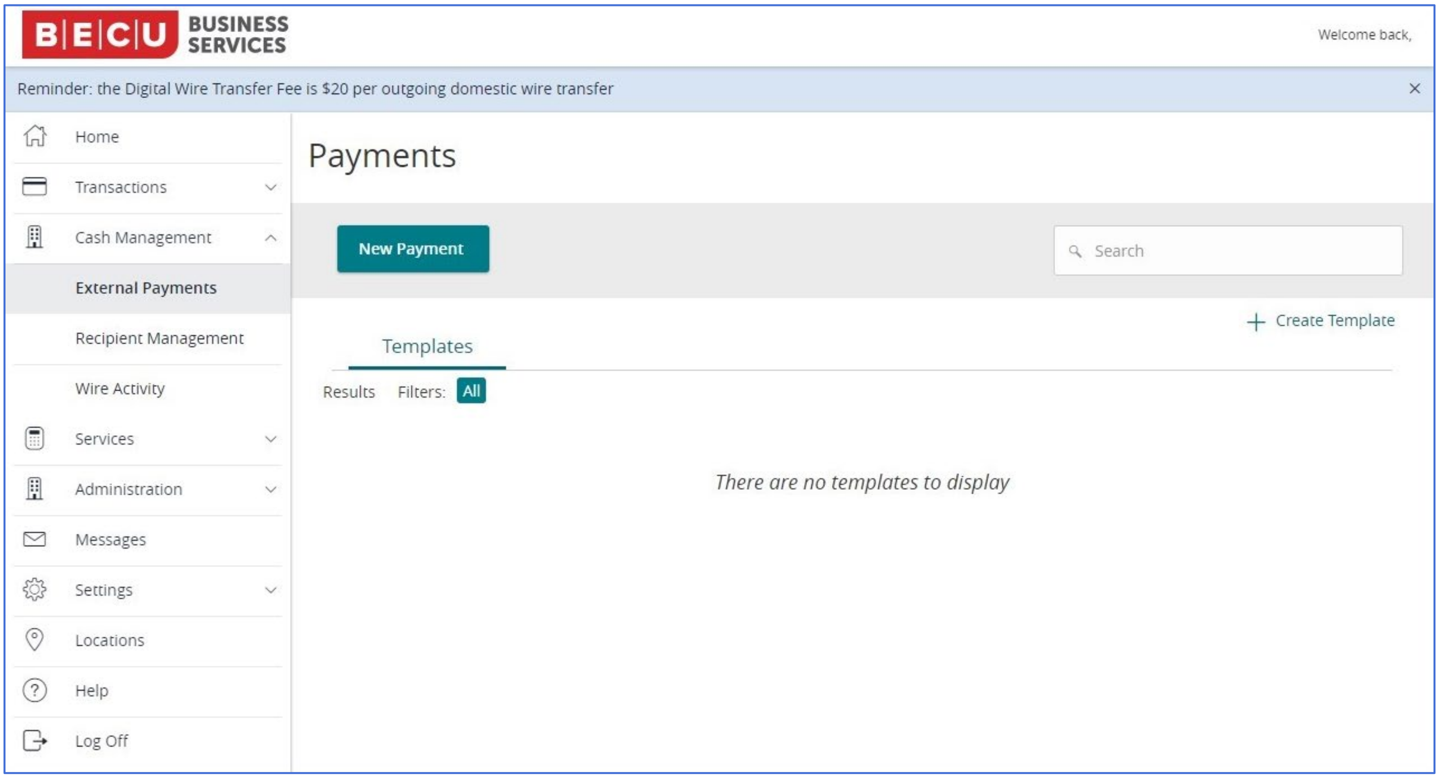


FIGURE 25

1. Click the **New Payment** button to see the **Domestic Wire** drop-down option under the **Wire** payment heading.
2. Click **Domestic Wire** to be taken to the **Domestic Wire** page where you can create and send wires.

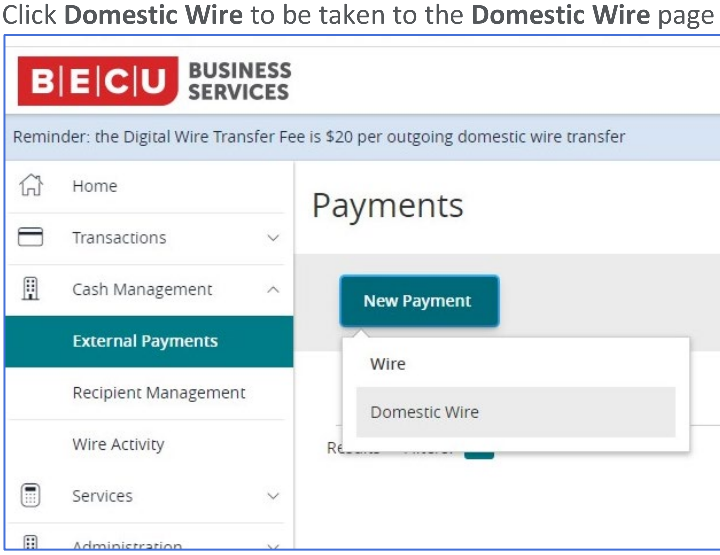


FIGURE 26

Domestic Wire Page

The Domestic Wire screen allows you to create a wire by entering information such as your account number, date, and the dollar amount of the wire. It also allows you to add recipient information if you have not created any stored recipients in the Recipient Management section.

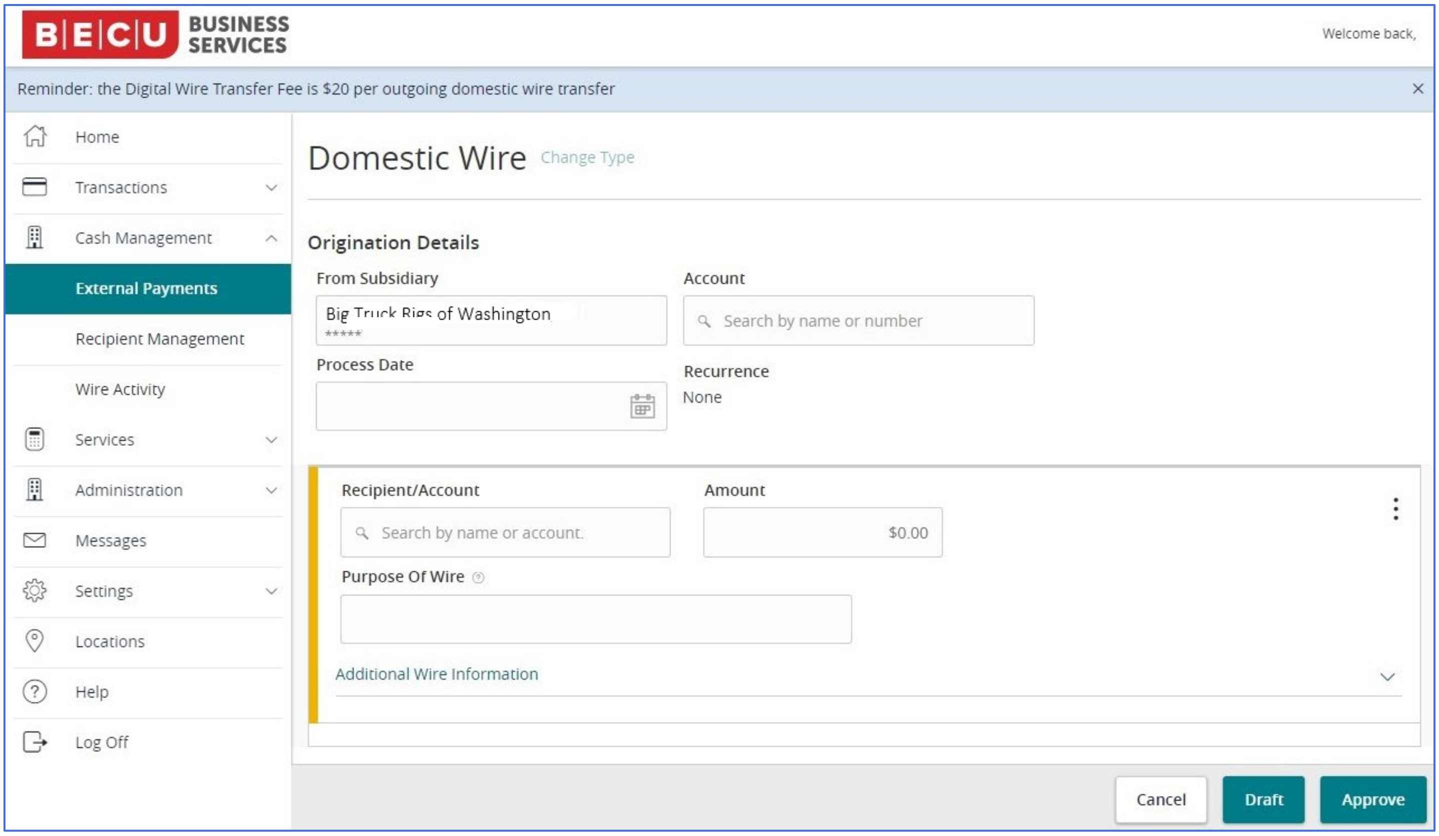


FIGURE 27

1. In the Origination Details section of the Domestic Wire page, your business account will be displayed in the **From Subsidiary** field. If you have multiple subsidiary businesses, you can click in the **From Subsidiary** field and a drop-down allows you to choose the subsidiary account you want to use to send a wire.
2. Click the **Account** field for a drop-down of all your checking, savings or money market accounts from which you can send wires.

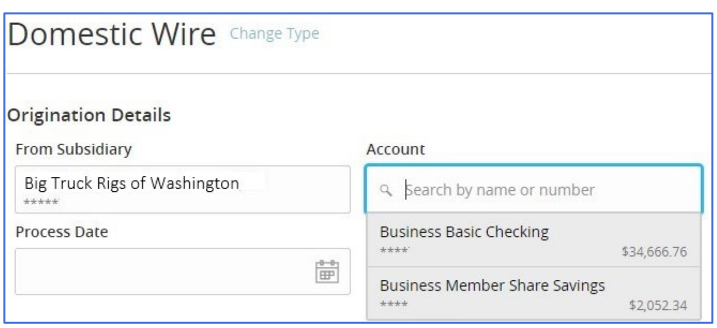


FIGURE 28

3. Once you have chosen the account, click in the **Process Date** field and select a date to process the wire from the calendar that displays.

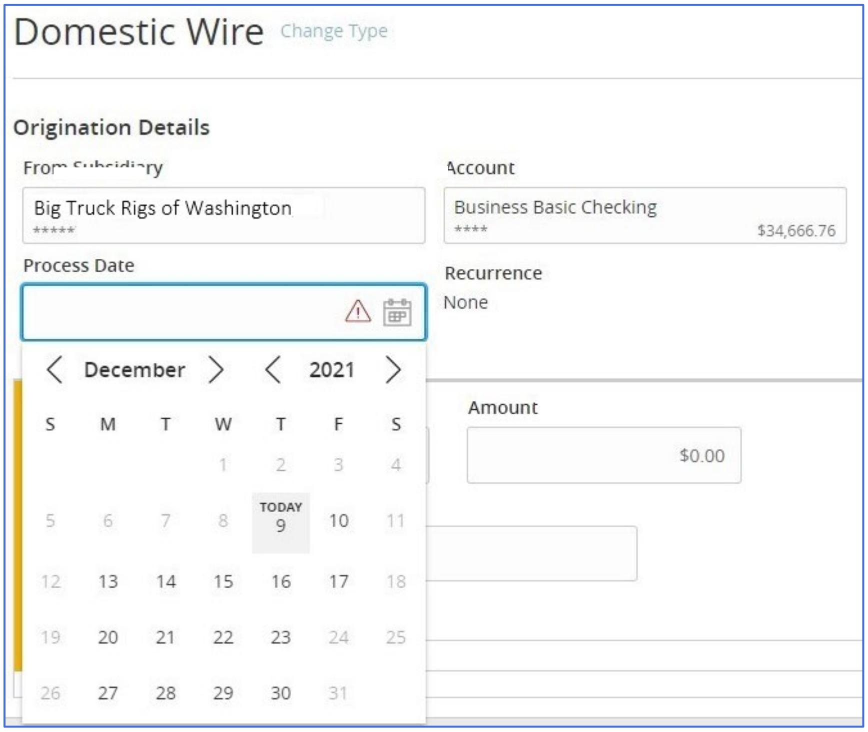


FIGURE 29

Note: You can choose to send a same-day wire up to 1 pm Pacific Time. After that, the calendar will not allow you to choose the same day, and the wire will be sent the next day. If you prefer to set up a wire to be sent later, you may set it for a future date. Wires cannot be sent on weekends or holidays because the Federal Reserve does not process wires on those dates.

4. When you have chosen the account from which to send the wire and a date, you have the option to make the wire recurring by clicking the **Set Schedule** link under the **Recurrence** heading.

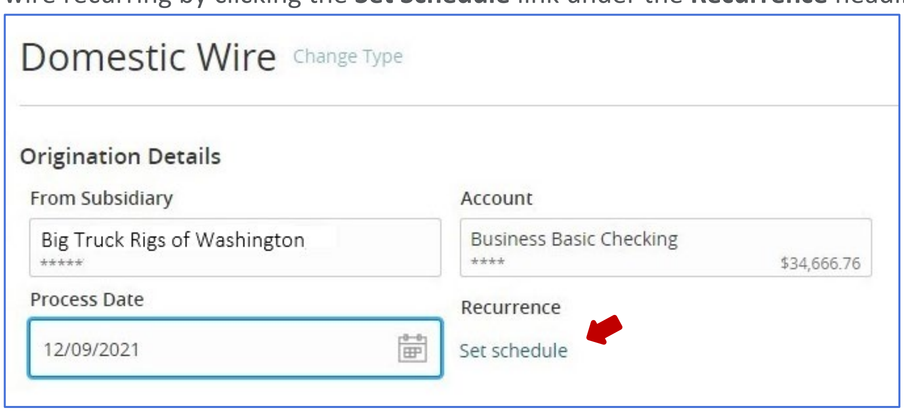


FIGURE 30

Recurring Transactions

1. Click the **Set Schedule** link to open the Schedule Recurring Transaction pop-up box.

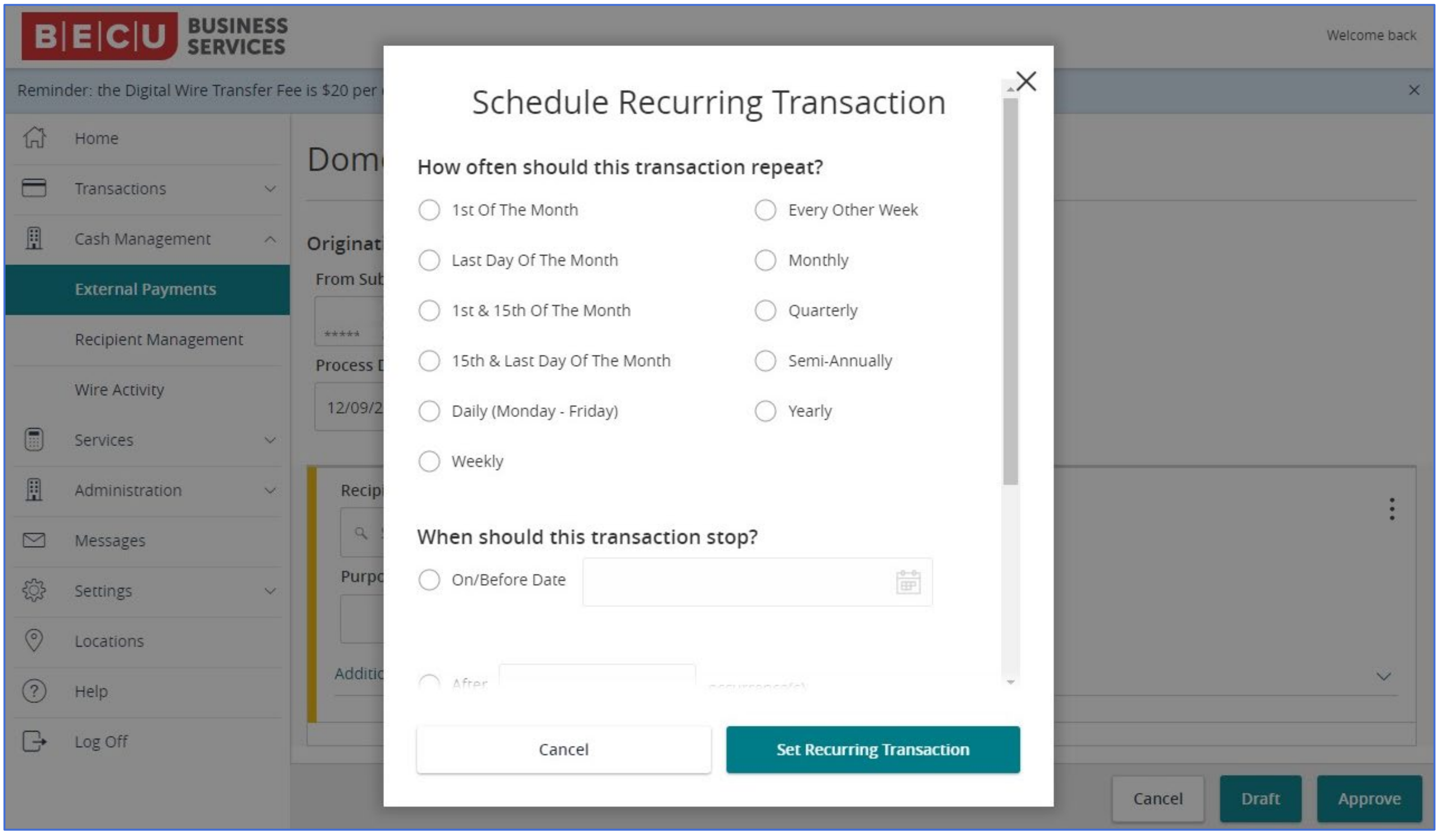


FIGURE 31

2. **For recurring wires**: Set the frequency and stop date, and then click the **Set Recurring Transaction** button to schedule your automatic wire payments.
3. **For single payments**: Click **Cancel** to exit the Schedule Recurring Transaction pop-up and return to the Domestic Wire page.

Setting Up Recipients

You are now ready to set up a recipient for your wire payment.

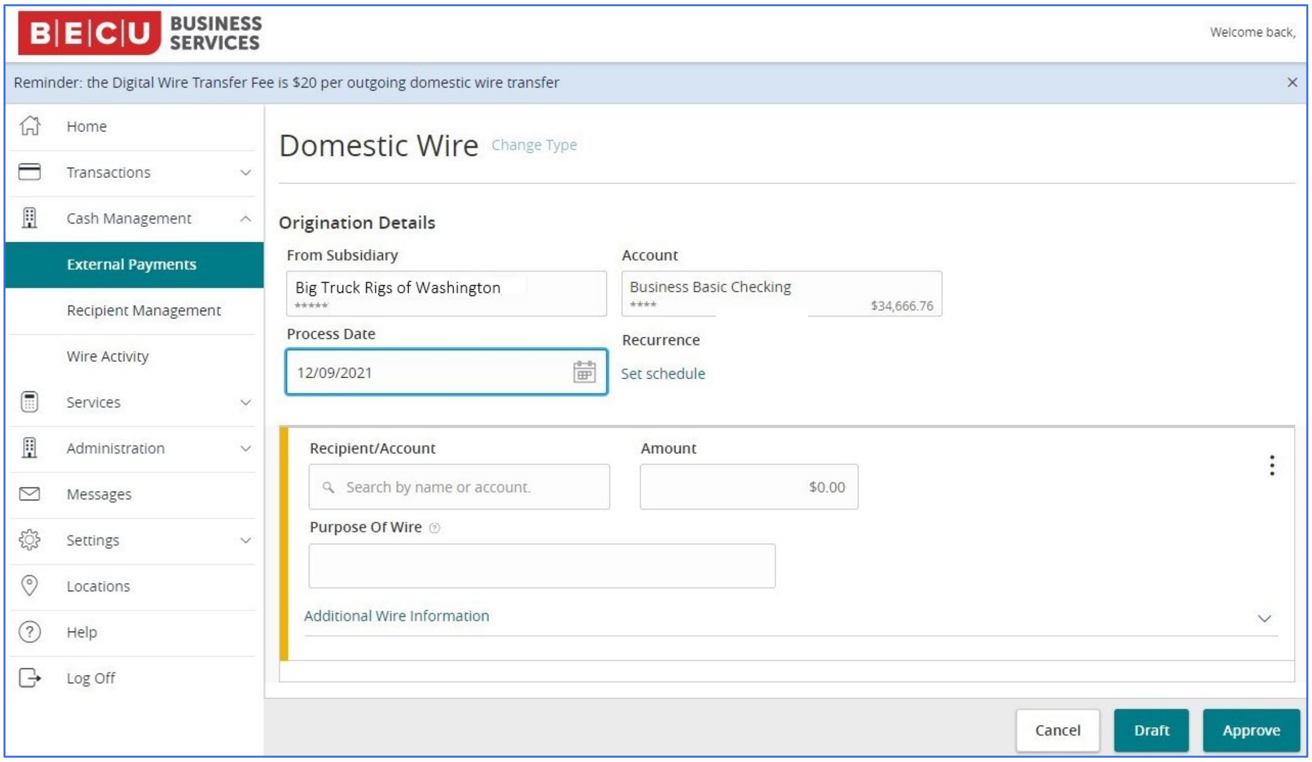


FIGURE 32

1. To add a new recipient, click **+ New Recipient**. If you previously saved any recipients, click in the **Recipient/Account** field and select a recipient from the drop-down. Either option will open the **Recipient Details** screen (see Figure 30).

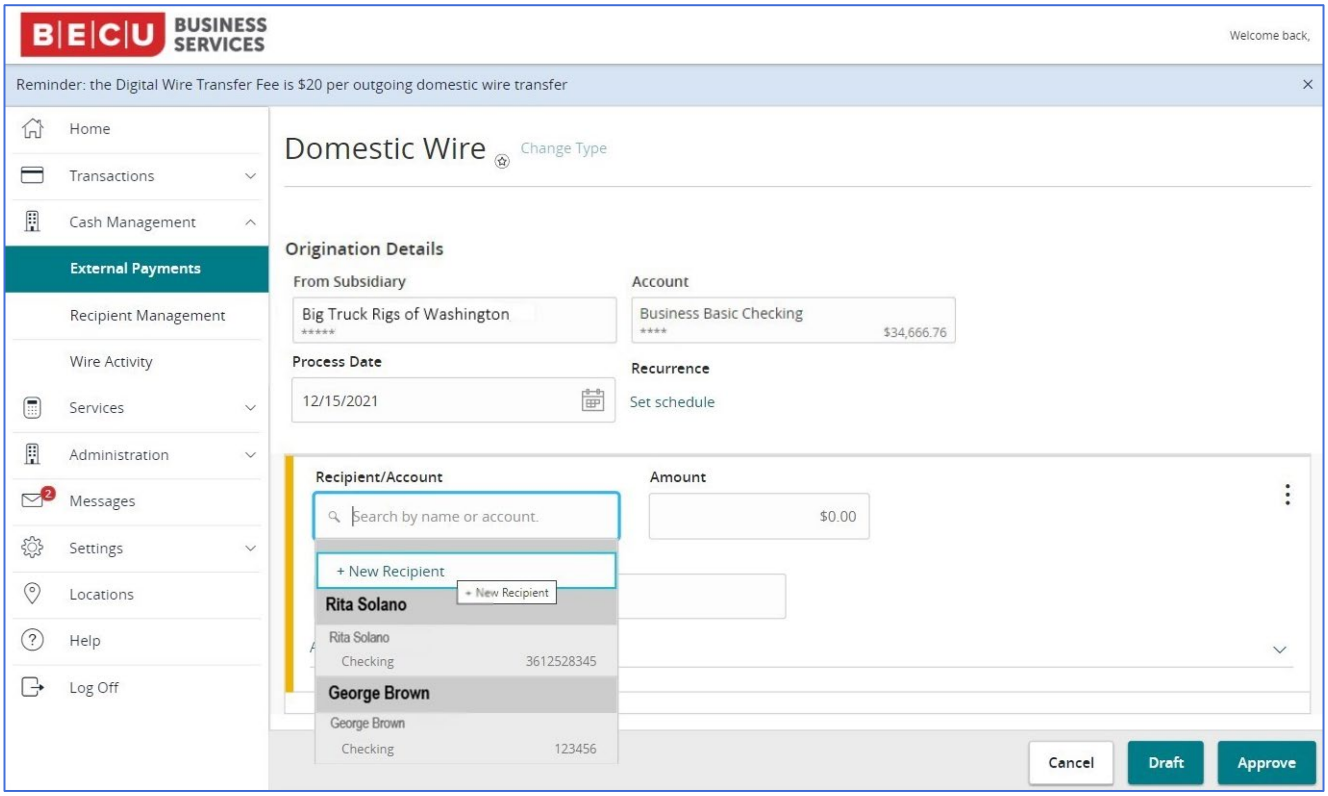


FIGURE 33

Recipient Details

You will enter recipient information on the Recipient Details page.

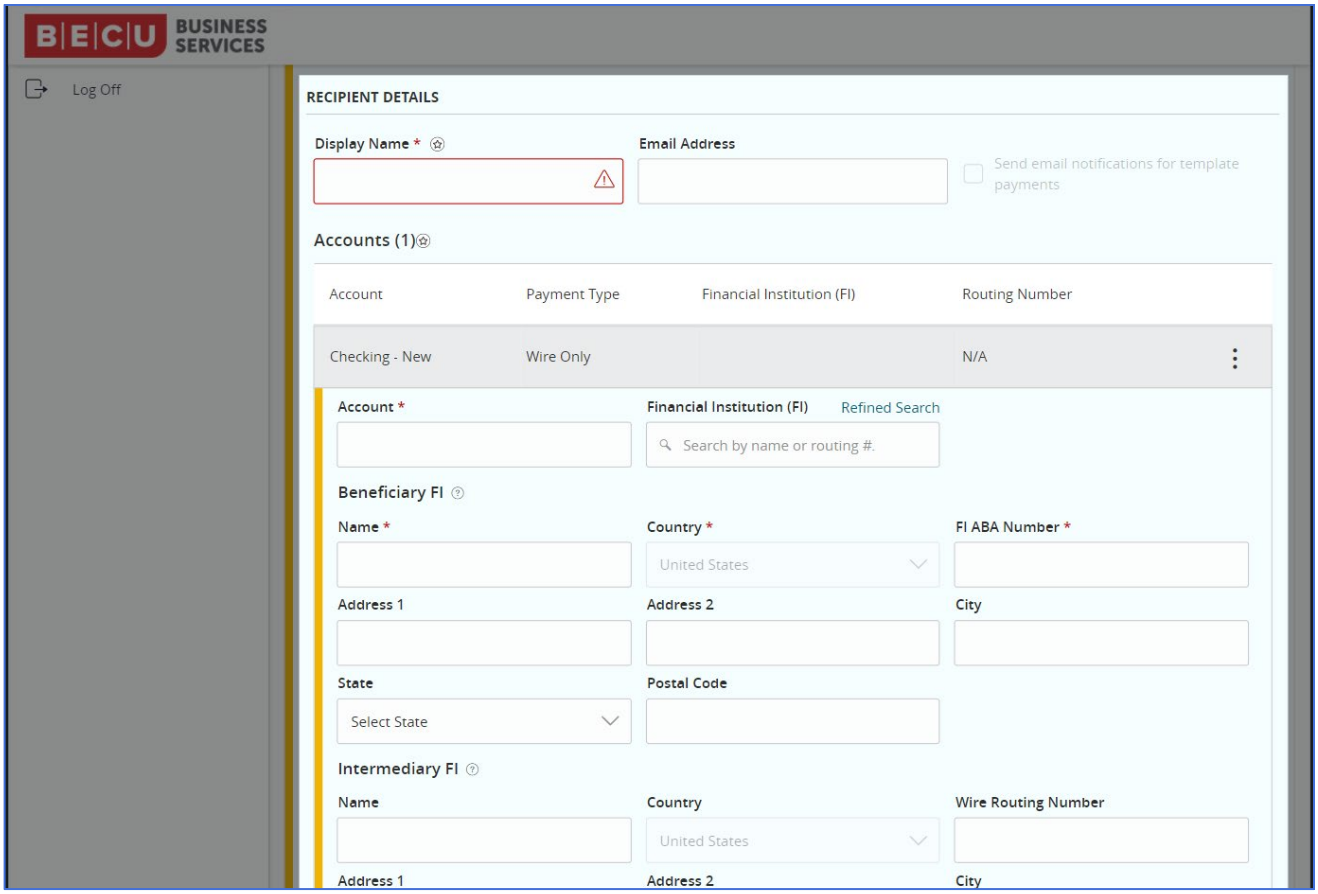


FIGURE 34

1. In the required **Display Name** field, enter a nickname for the recipient in Business Online Banking for domestic wires.
2. Enter an email address for your recipient (optional) so they can be notified of payments or payment status.

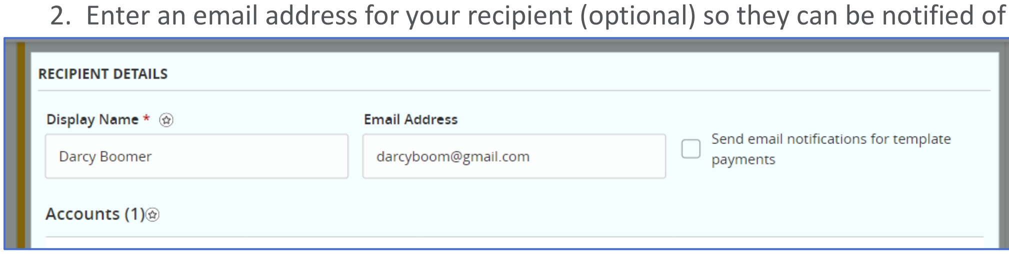


FIGURE 35

3. Enter the bank account information for your recipient. The Financial Institution (FI) field displays any previously saved information. A list of potential bank choices will display in the drop-down when you begin entering the bank name or the routing number.

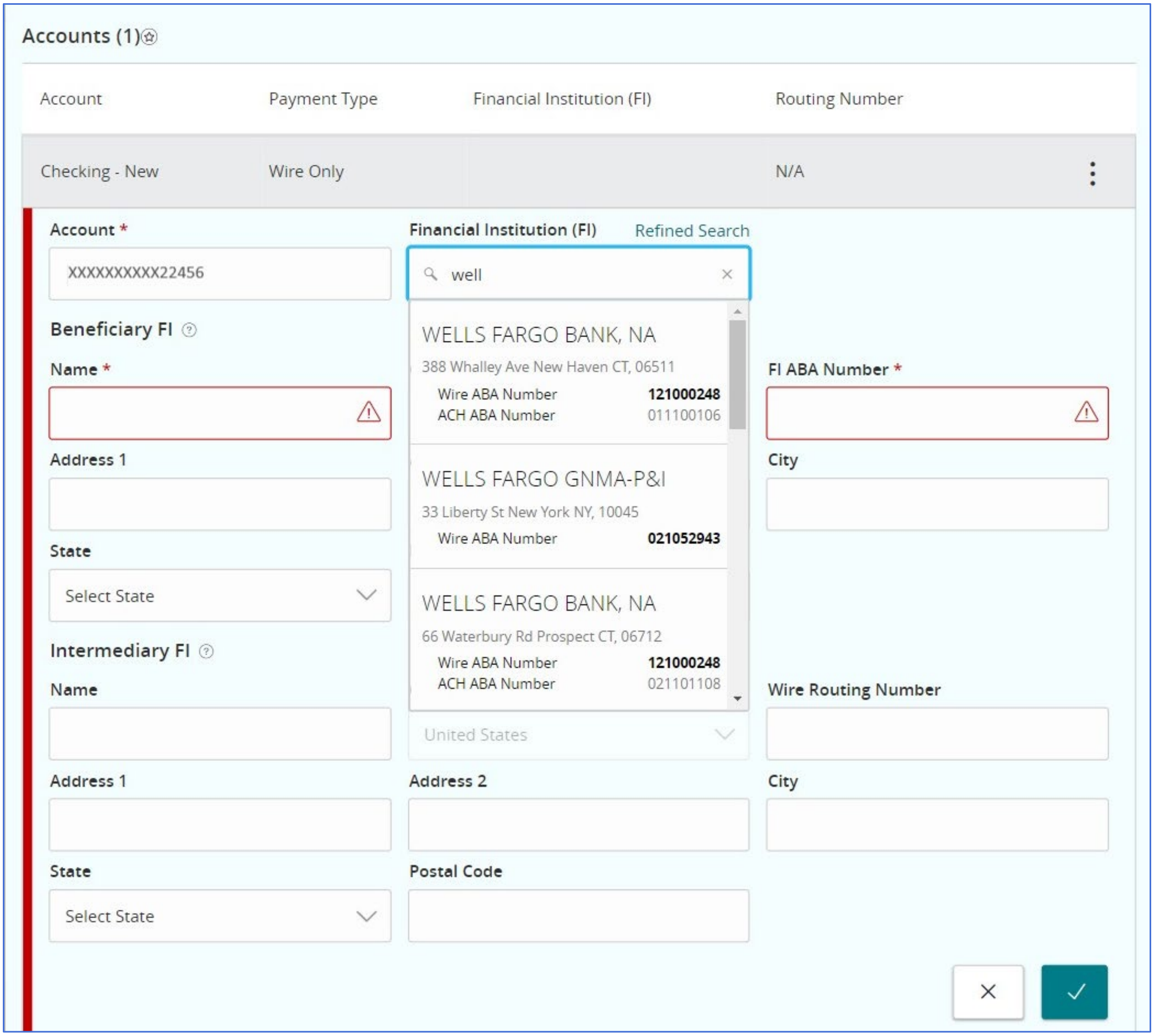


FIGURE 36

4. When you choose a Financial Institution from the drop-down list, the correct address and Wire ABA number will display in the FI ABA Number and Address fields.

Note: In most cases, you will not need to include information in the **Intermediary FI** section. An Intermediary FI is used when the recipient's primary bank/financial institution does not receive wires directly, but uses a different and, generally larger, financial institution to process wires on their behalf.

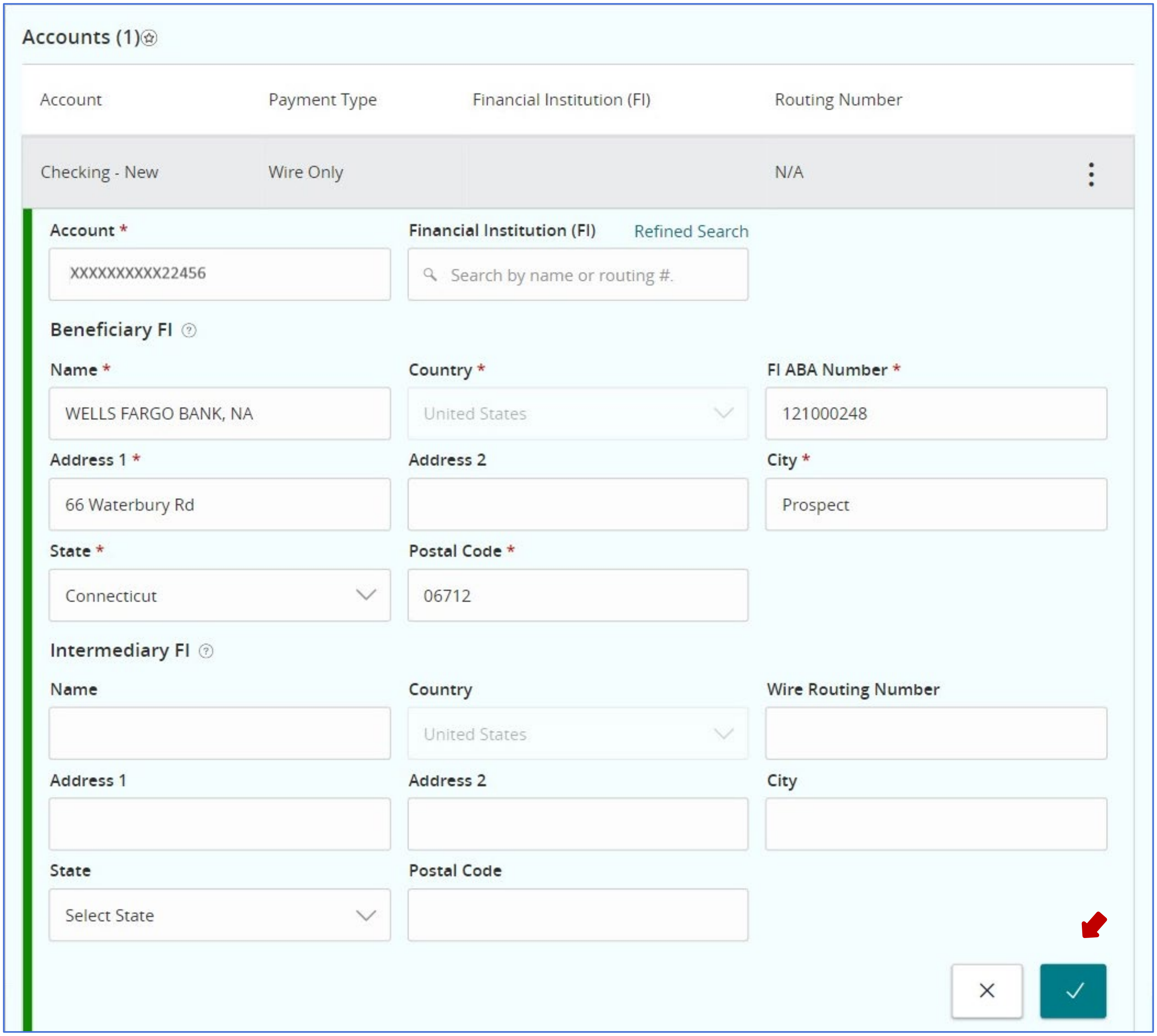


FIGURE 37

5. When you have entered the **Financial Institution(FI)** and **Account** information, click the check box to return to the **Recipient Details** page to complete and finish adding the recipient information.
6. When you see a green bar to the left of the **Account** details, the Account and Financial Institution details are complete.
7. Enter the recipent's name in the Wire Name field and enter the address details for the recipient in the fields below.

   Note: The **Wire Name** is the official name of the account holder at the bank/financial institution where the recipient has an account. This is different than the Display Name, which is your nickname for that recipient.
8. Click **Save Recipient** to return to the Domestic Wire page.

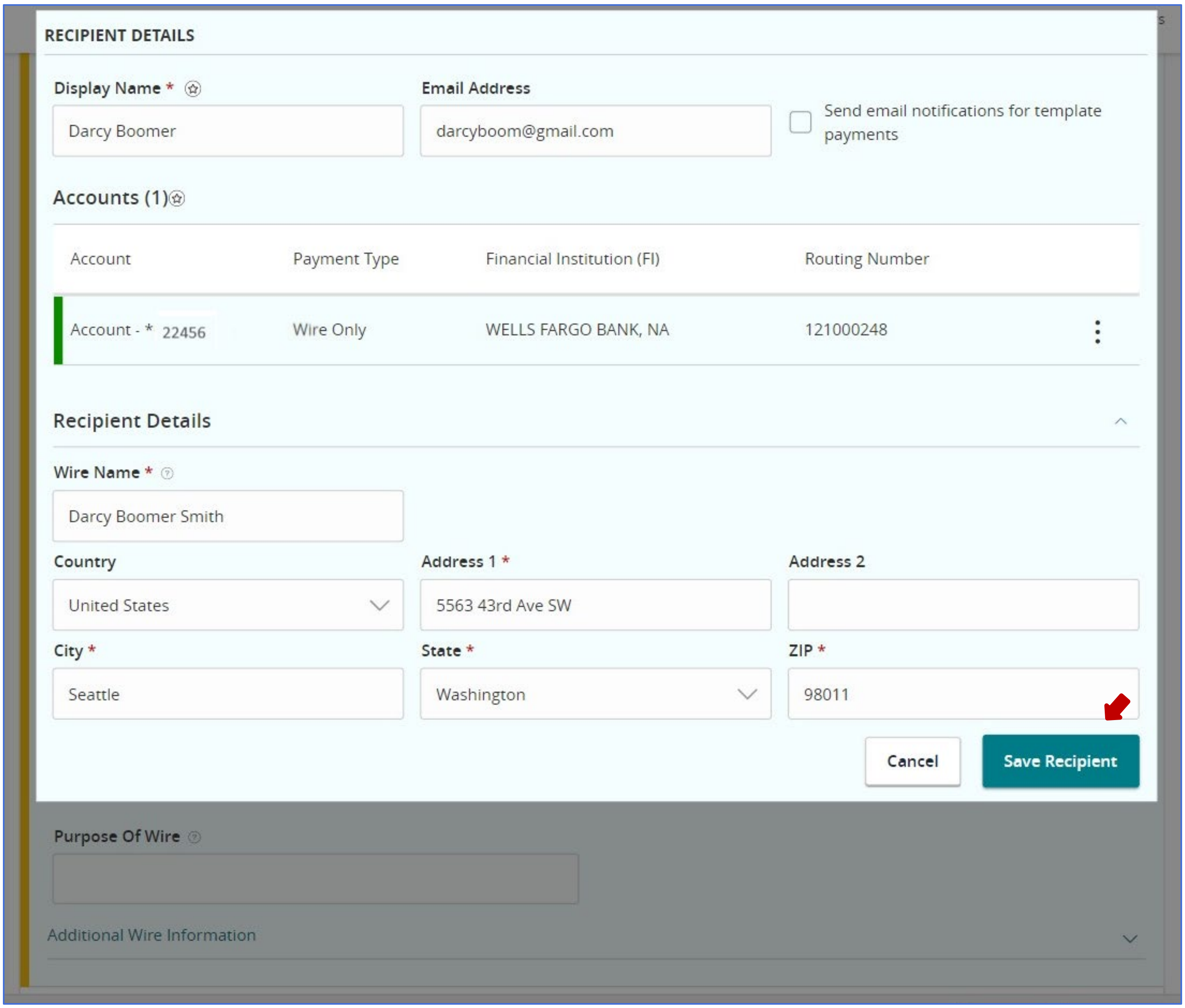


FIGURE 38

Sending the Wire

1. Return to the Domestic Wire screen and enter the **Amount** and **Purpose of Wire** (required) in the corresponding fields.

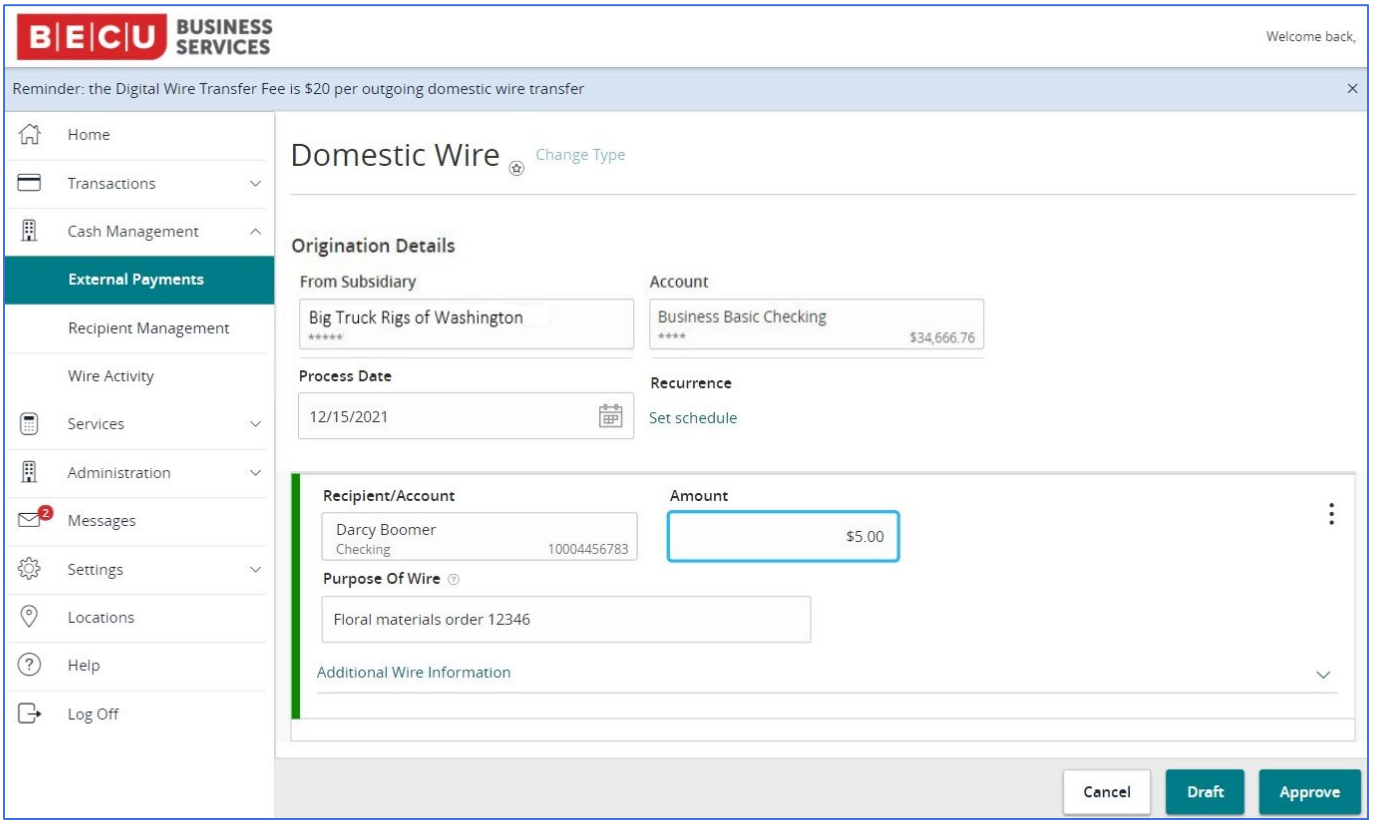


FIGURE 39

2. By clicking on the **Additional Wire Information** line you may also provide optional information about the wire, such as a message about the wire in the **Message to Beneficiary** field and a **Description** field for your notes.

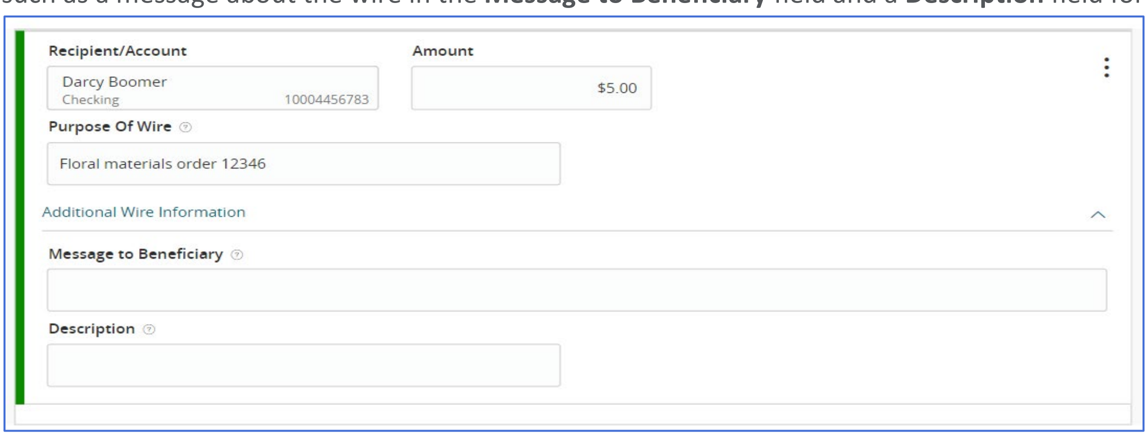


FIGURE 40

3. Click the **Draft** button to save the wire without sending it. Your user with approval rights can send it when you are ready by finding the Drafted transaction in Transaction Activity Center and then Approving the transaction.

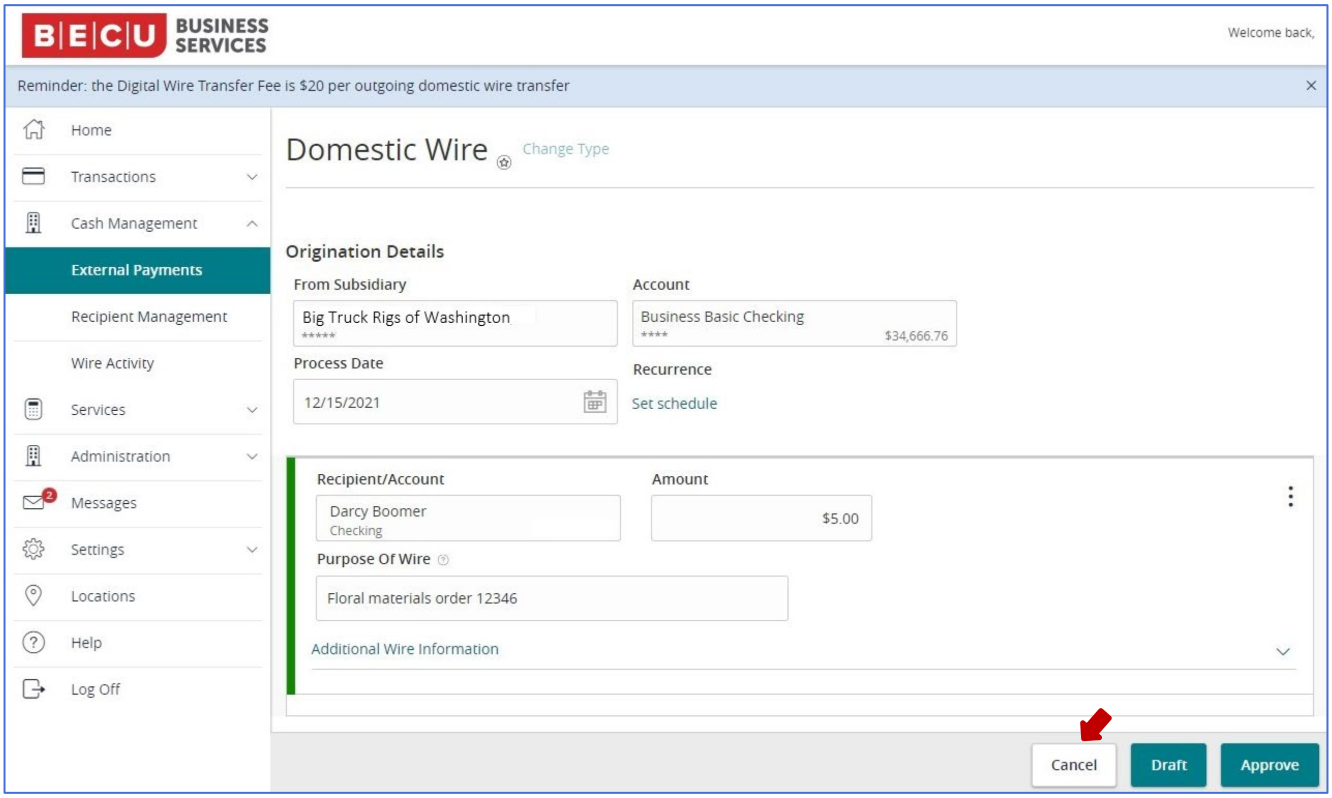


FIGURE 41

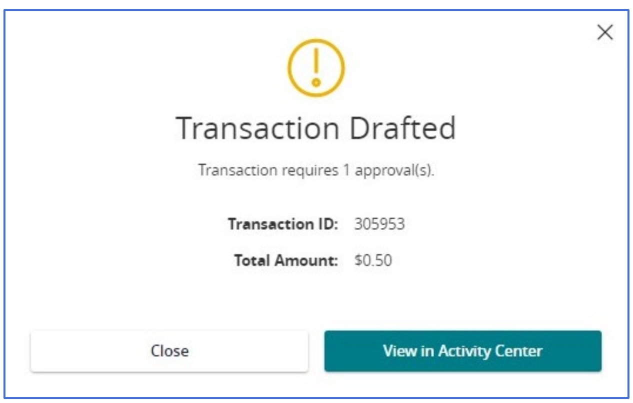


FIGURE 42

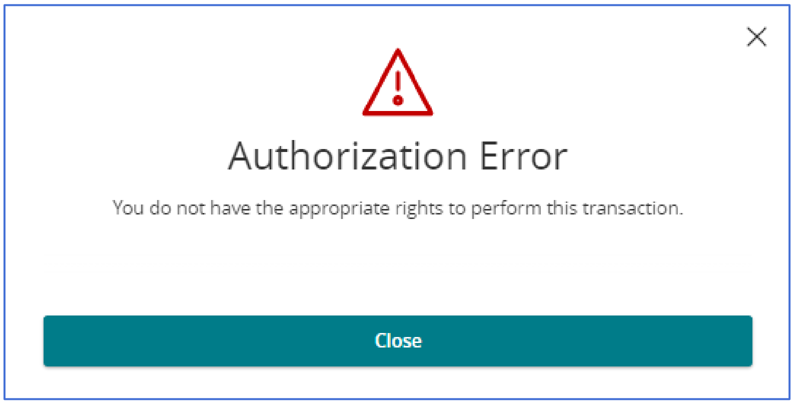


Figure 43

Note: You will get an error message if the user who has drafted the wire tries to approve and send it.

Viewing and Approving Drafted Wires

1. Click the **View in Activity Center** button to return to the **Activity Center** screen under the **Transactions** heading.

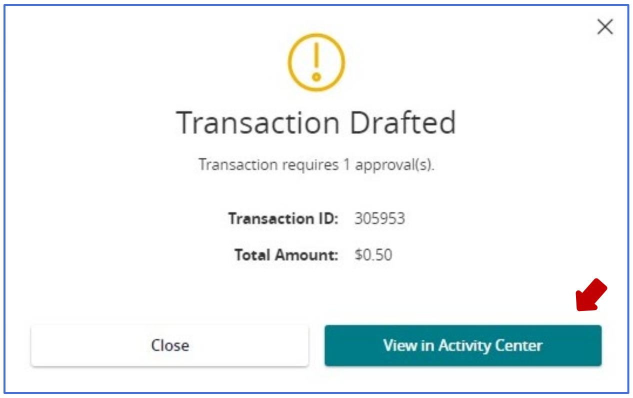


FIGURE 44

Activity Center

You will see the drafted wire with wire details listed. The wire status will be **Drafted**.

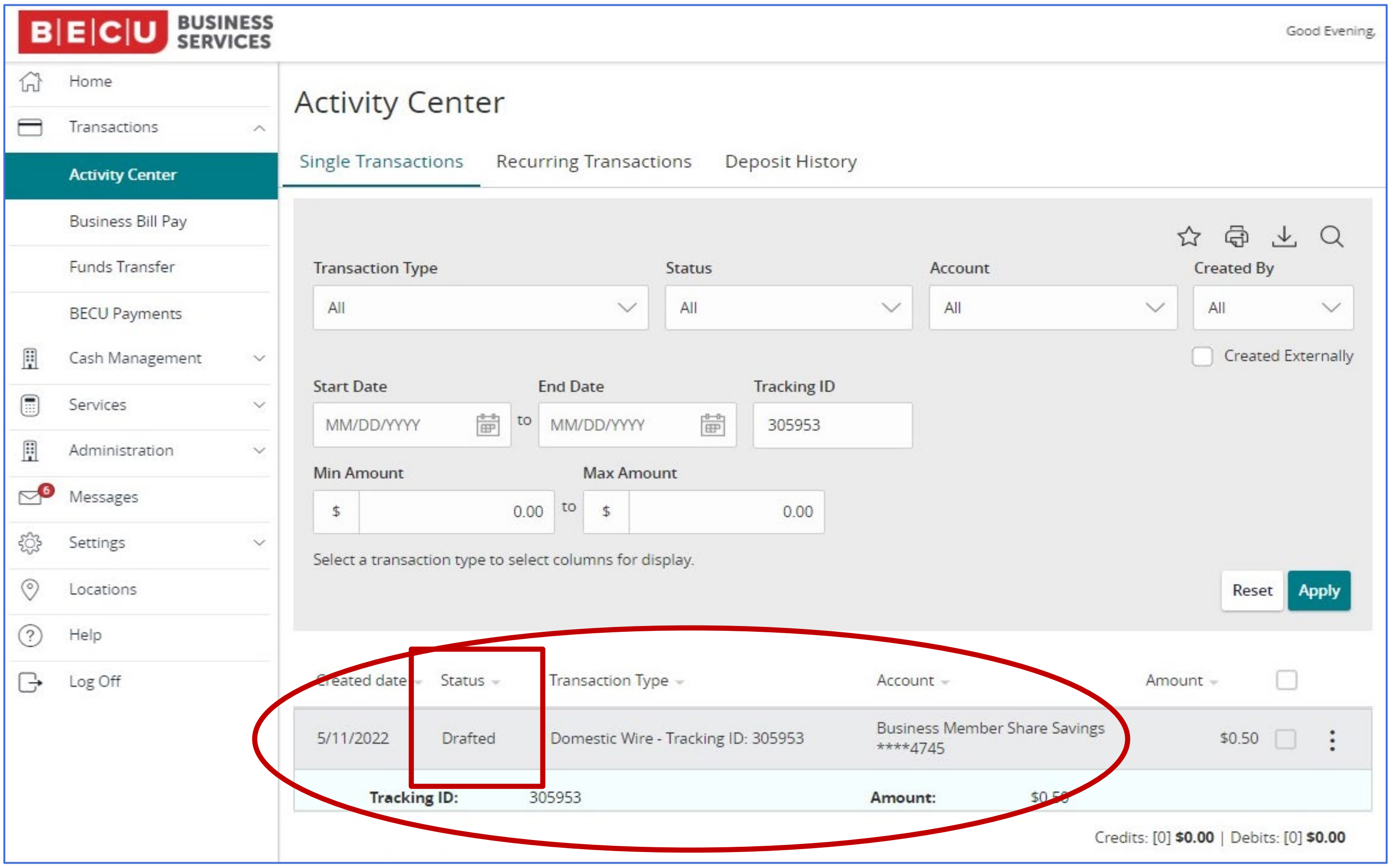


FIGURE 45

You may approve Drafted wires by clicking on the far right stacked dots that toggle on additional actions for that wire.

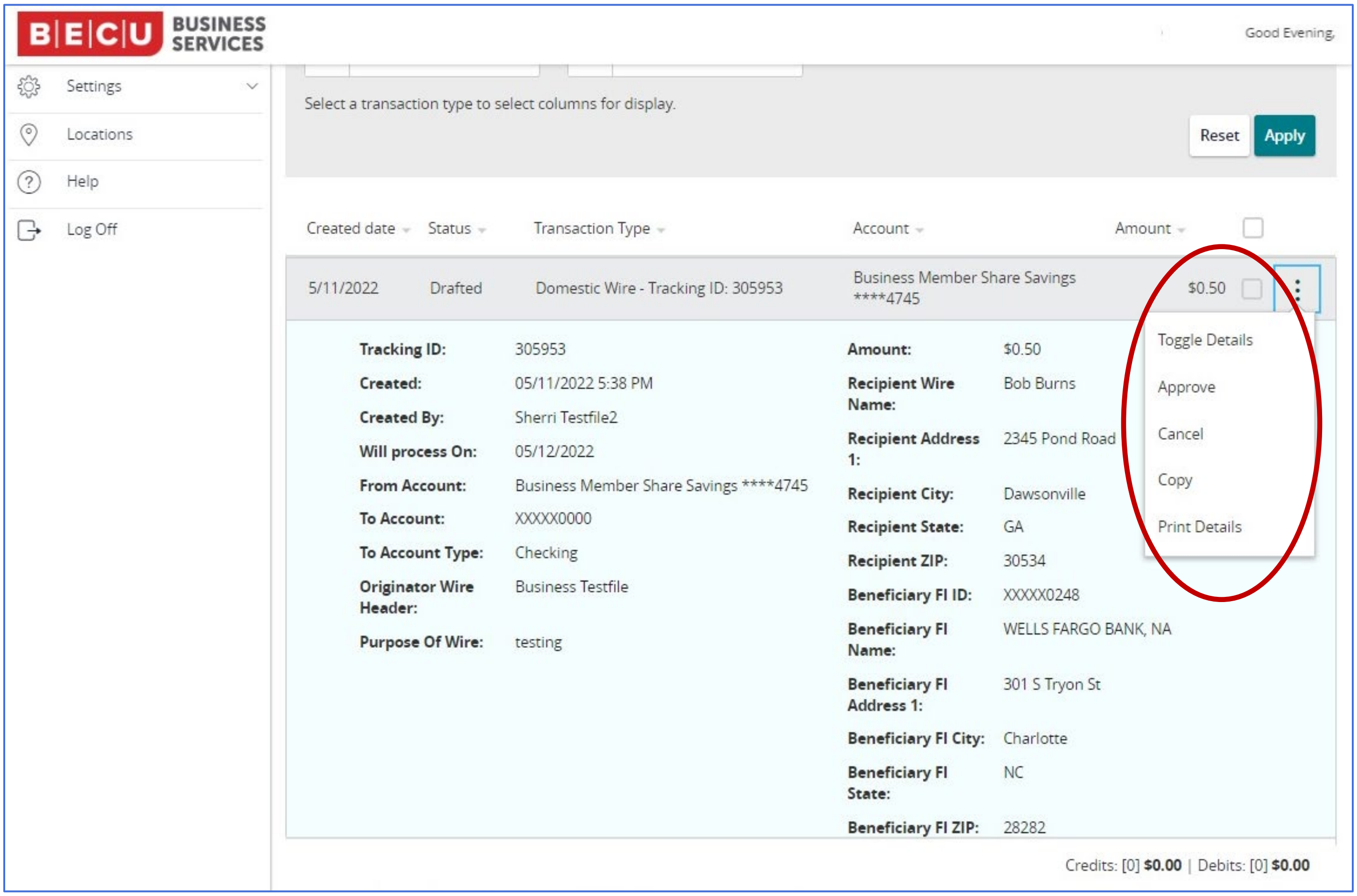


FIGURE 46

Clicking on Approve takes you to a confirmation pop up.

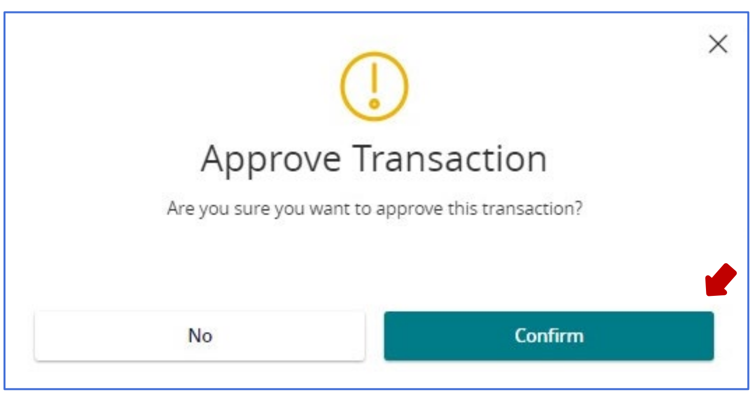


FIGURE 47

Clicking on Confirm takes you to the two -factor authentication pop up.

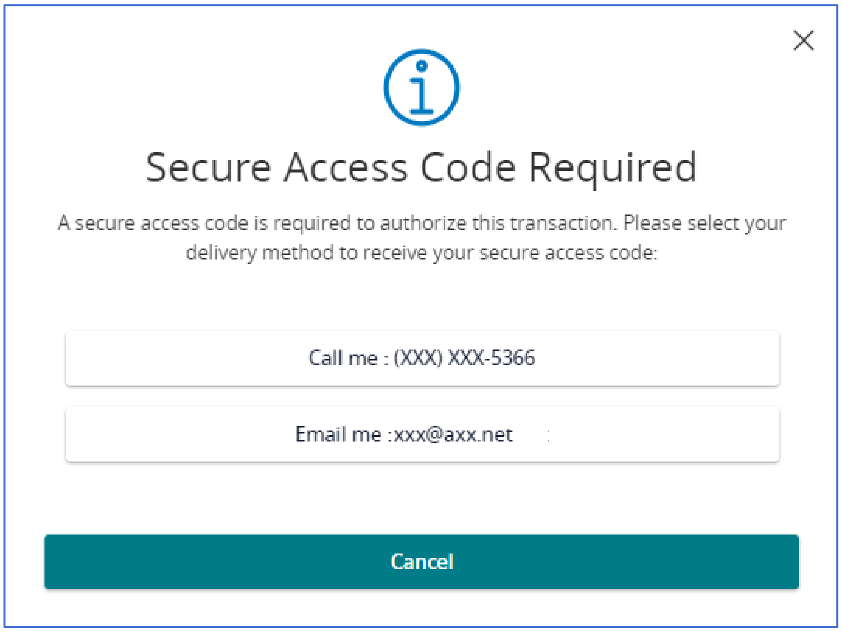


FIGURE 48

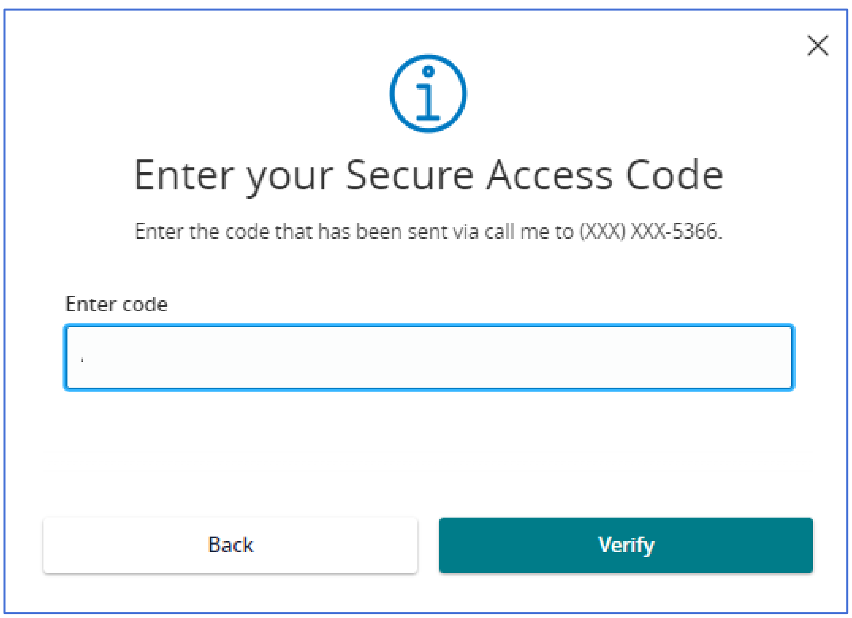


FIGURE 49

Verifying the correct code will take you to a Transaction Approved pop up box.

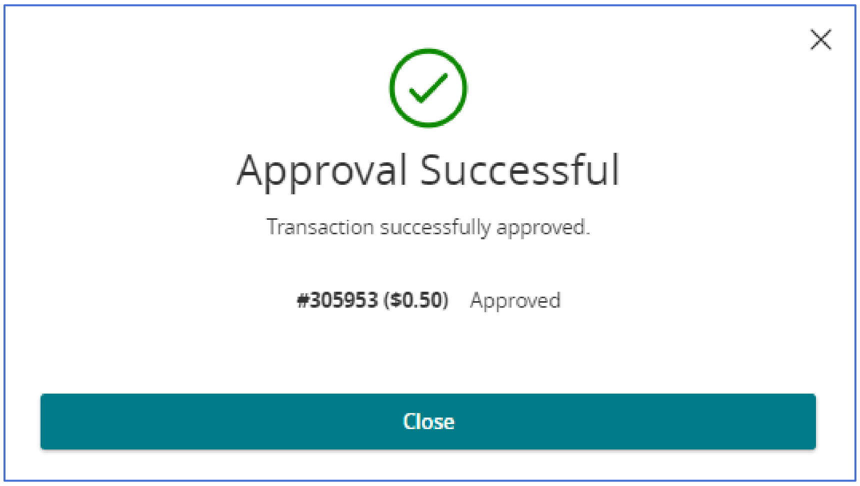


FIGURE 50

You can now see that the transaction status has changed from Drafted to Authorized.

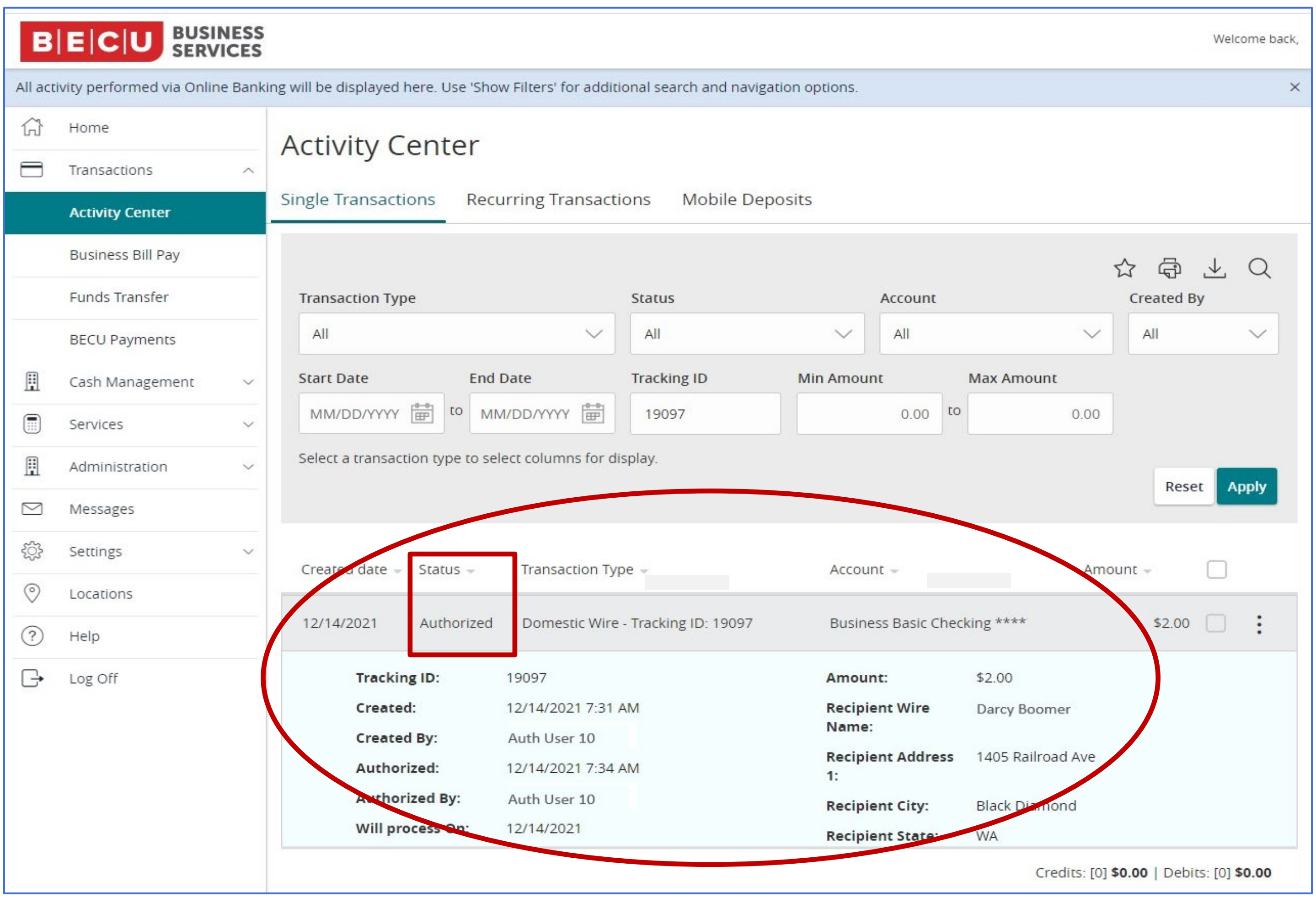


FIGURE 51

When the wire begins processing, the status of the wire will change to **Processed**.

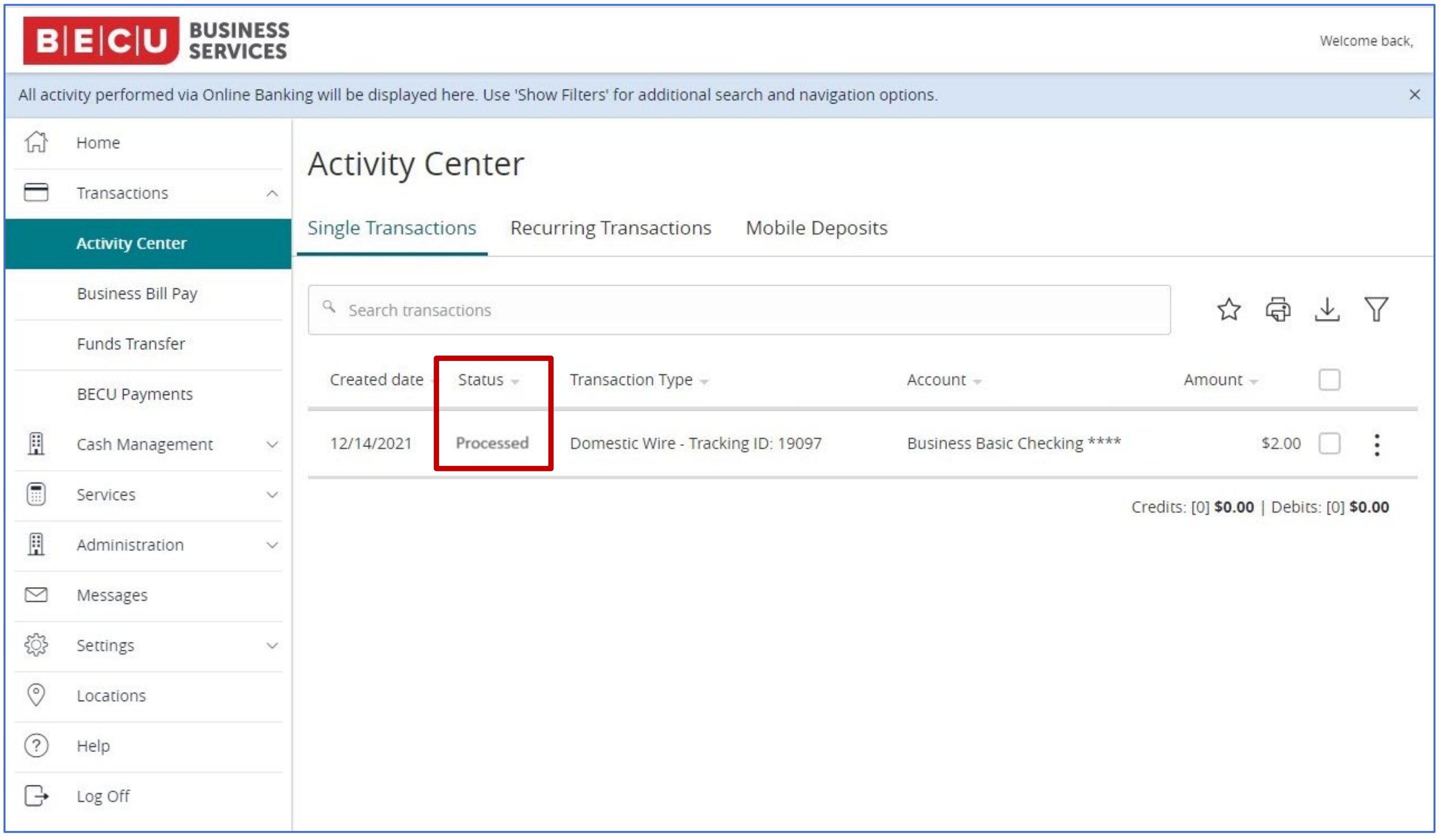


FIGURE 52

Note: The wire status in the Activity Center will remain as Processed no matter what happens to the wire after this point. A wire can be completed or cancelled, but the updated status will not display in the Activity Center. To view the final status of a wire, go to the Wire Activity Page under Cash Management.

Wire Activity

All processed wires will display on the Wire Activity screen as they move through wire processing. Completed wires will display a long IMAD number that indicates the wire has been completed, sent to the FedWire, and sent on to the beneficiary financial institution. Wires not displaying an IMAD are still being processed. Typically, it can take a few minutes to an hour or more for a wire to process, based on whether it goes through any type of manual or automated review before release.

Note: If you have not received an IMAD by the end of your process date, then an error has occurred. In this situation, contact the Business Support group at **800-704-8080**.

1. Click on a Tracking ID number to see all the details of that wire.

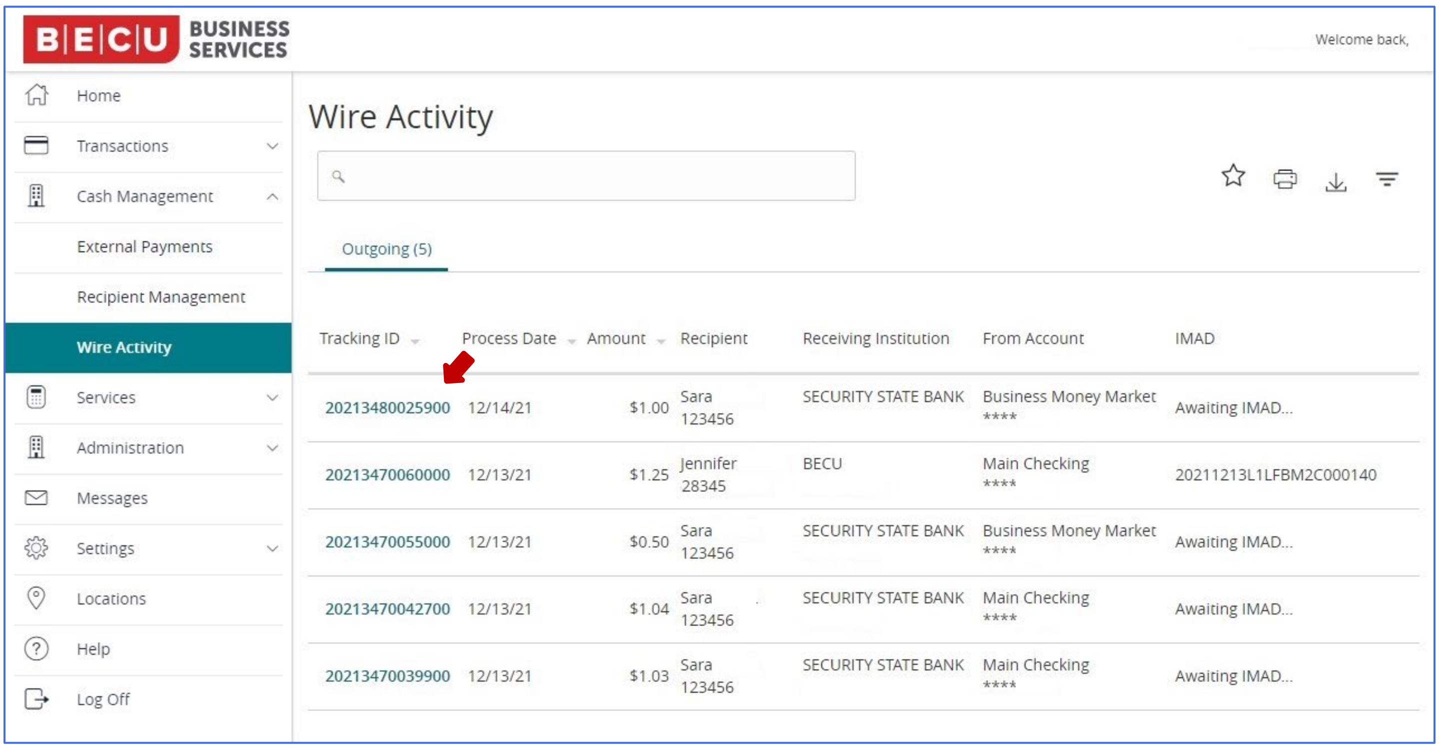


FIGURE 53

Setting Up Recipients and Templates

You can set up your recipients and wire templates ahead to save time when sending wires to the same person or when sending similar wires with different amounts.

Recipient Management

The process for setting up a new recipient in the **Recipient Management** section is the same as adding a new recipient.

1. Click the **New Recipient** button to add a new recipient.

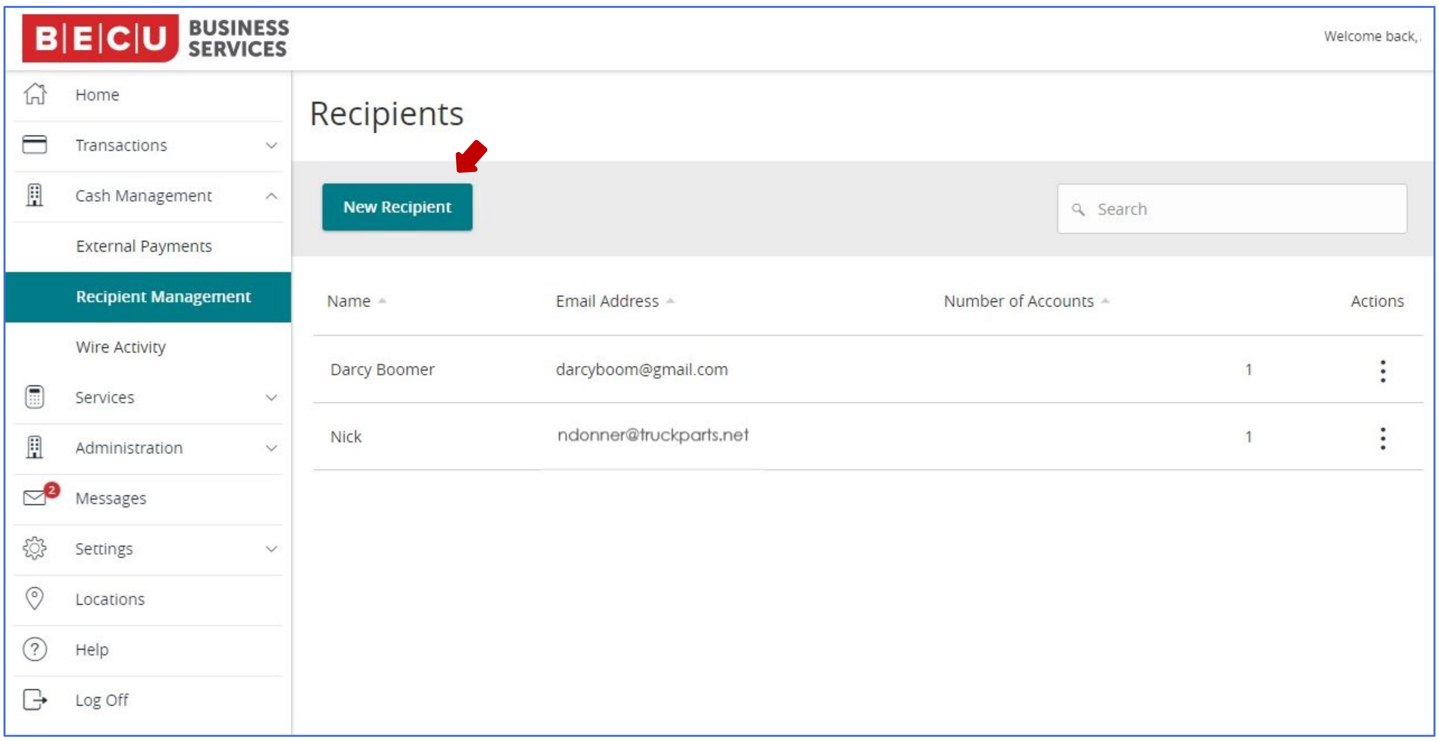


FIGURE 54

2. Enter the Beneficiary and Financial Institution information on the Recipient Management screen.

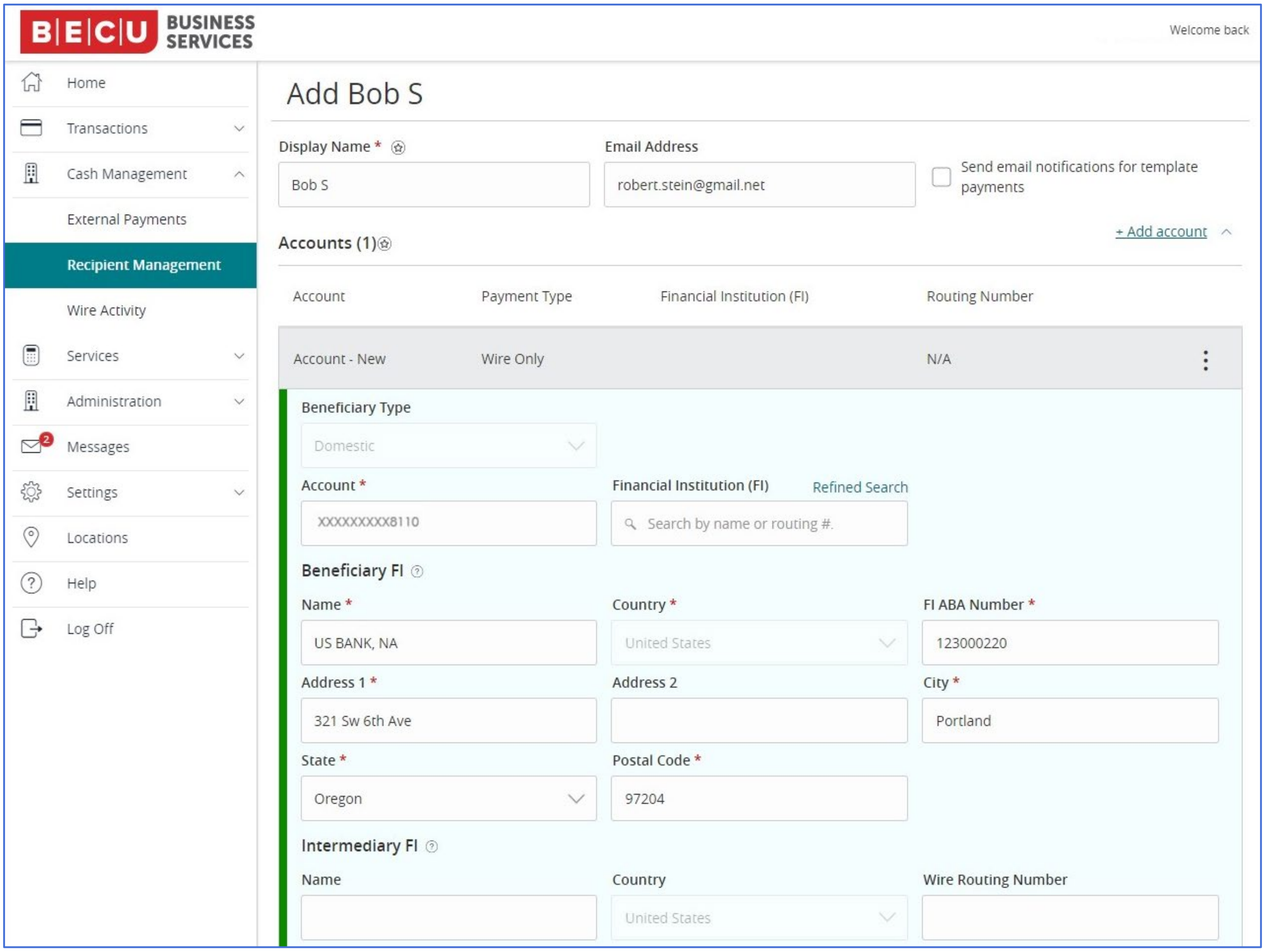


FIGURE 55

3. Click the **Add Account** drop-down to open a new Account screen.

Note: You can add more than one financial account and financial institution for each recipient.

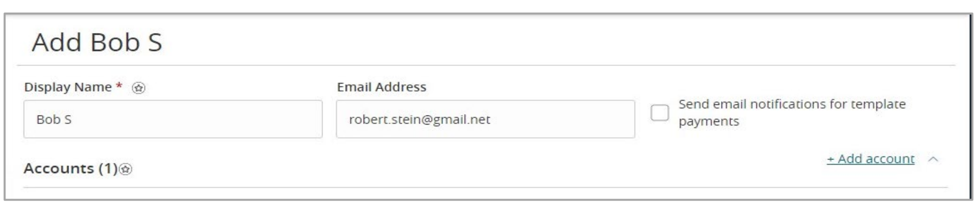


FIGURE 56

Below is an example of a recipient with two accounts to choose from when sending a wire payment.

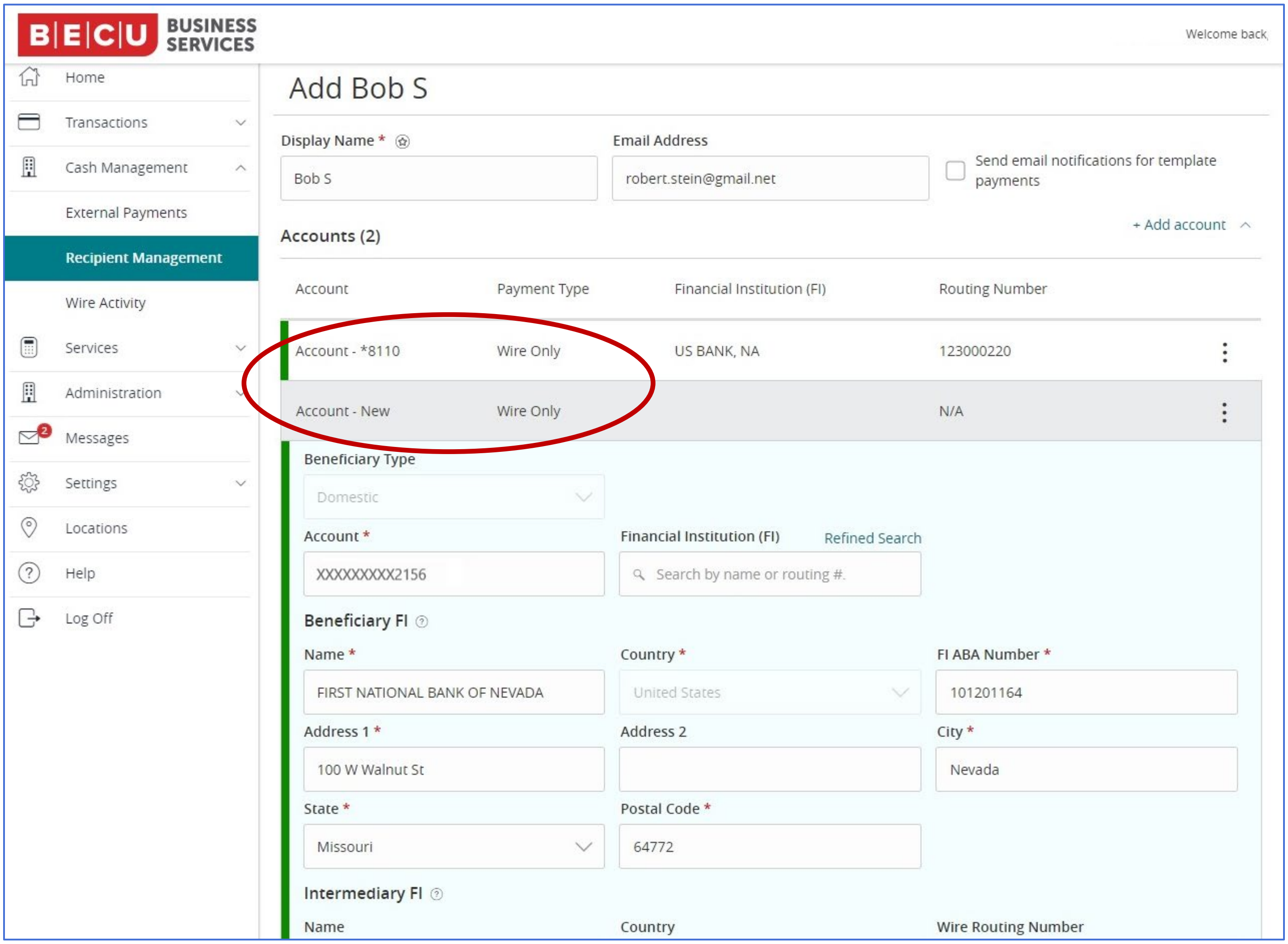


FIGURE 57

4. Add the recipient details including the name they use with their financial institution and their address. When the information is complete, click **Save Recipient.** A Recipient Saved pop-up box will display (see Figure 45).

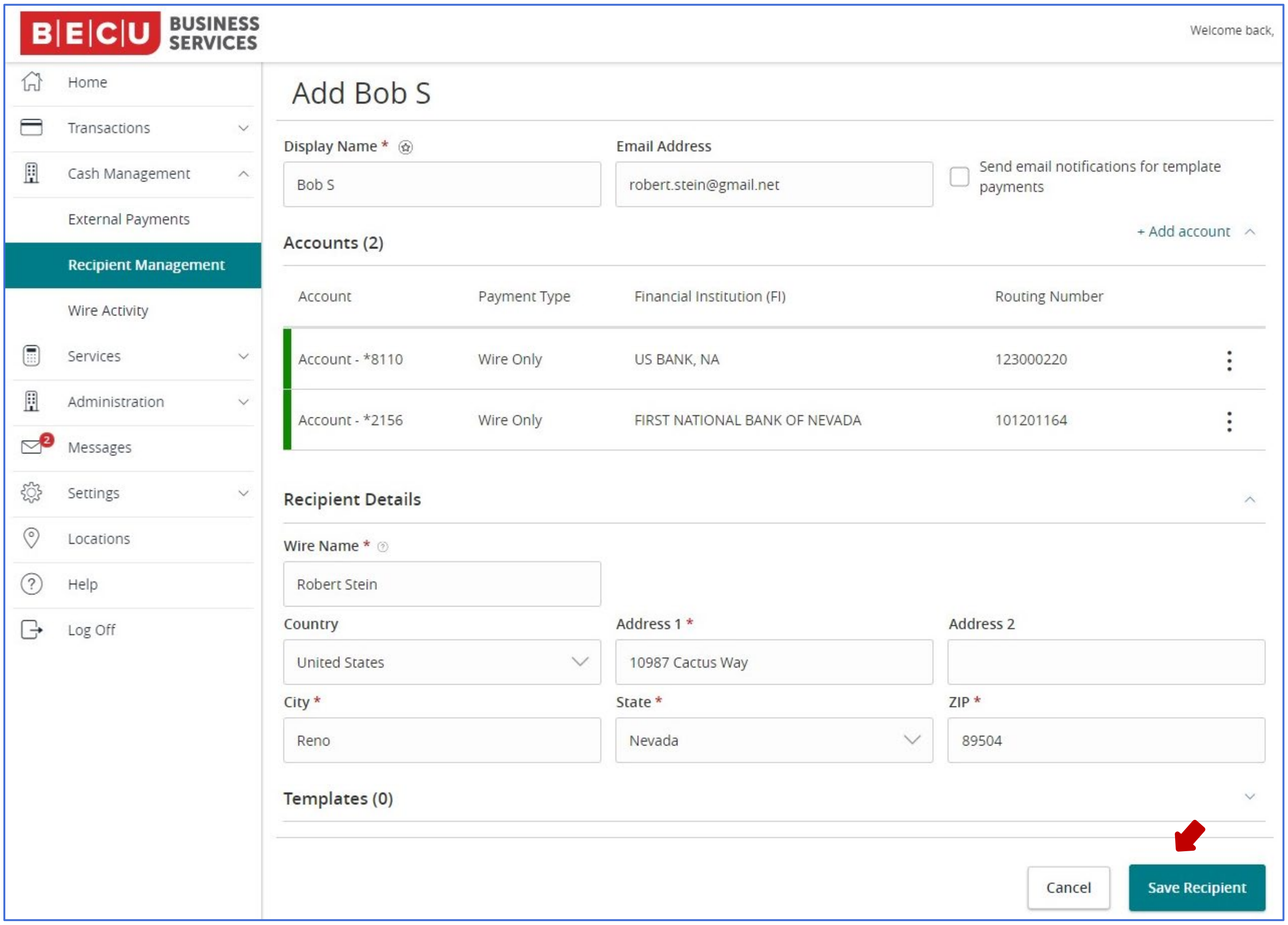


FIGURE 58

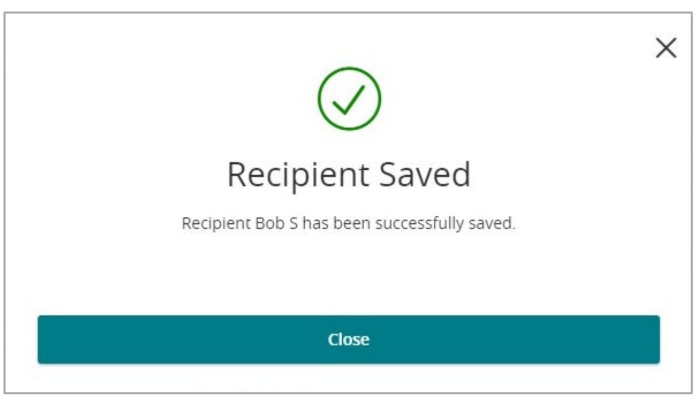


FIGURE 59

5. The new recipient will appear on the Recipients Page.

   Note: The three vertical dots under the Actions heading on the right-hand side allow you to Edit, Delete, and view the Payment History of any recipient.

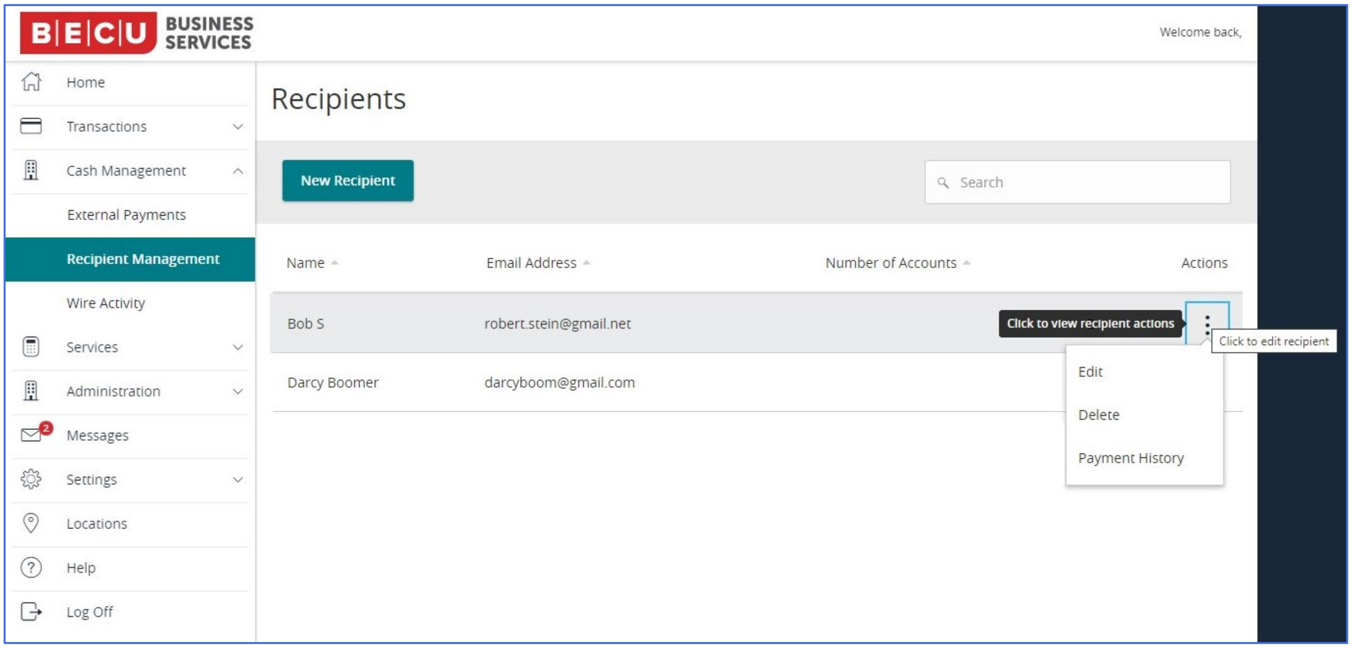


FIGURE 60

Templates

You can set up wire templates on the Payments screen.

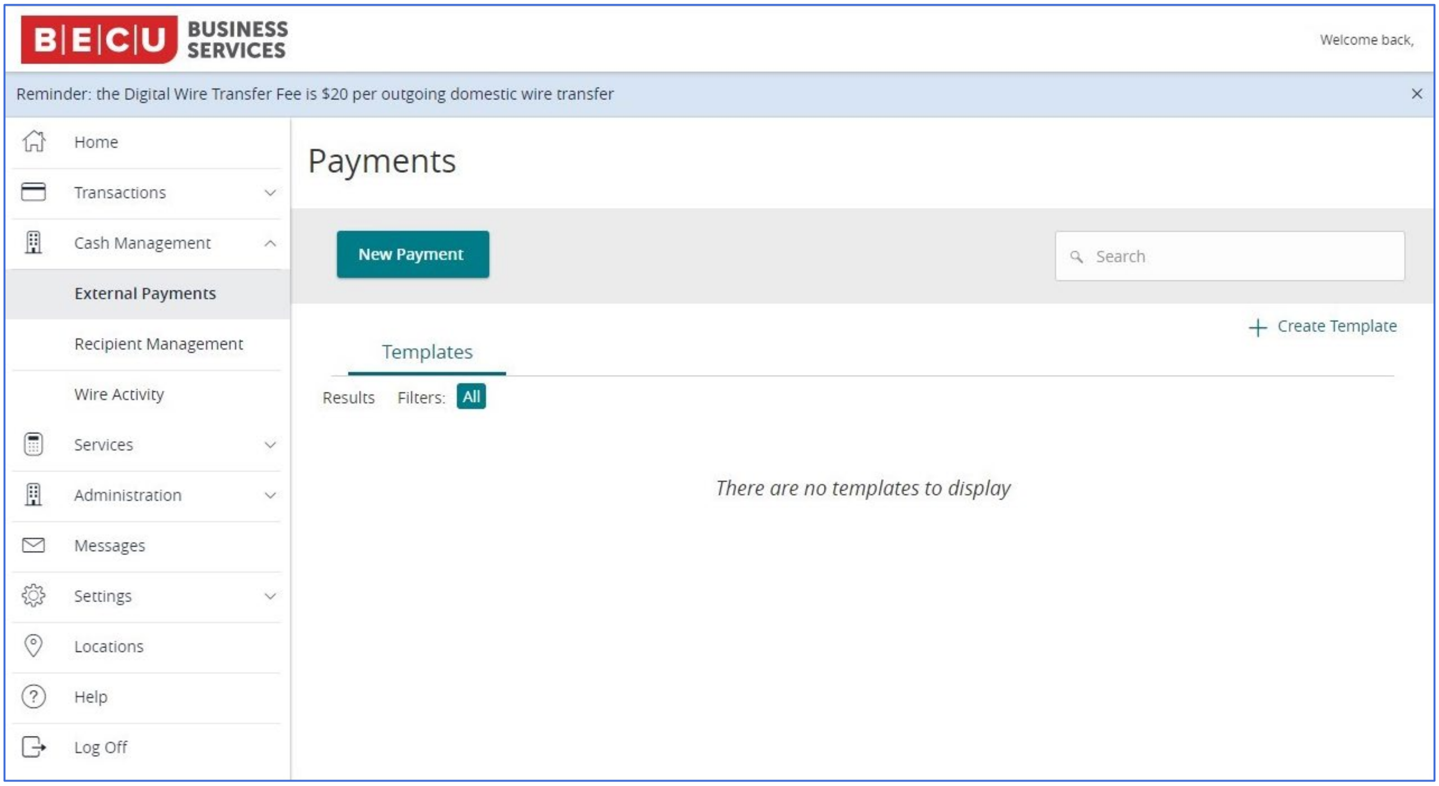


FIGURE 61

1. Click the **Create Template** link on the right-hand side, and choose **Domestic Wire** from the drop-down. This takes you to the Template Properties screen where you can name the template and add the necessary details for sending a wire.

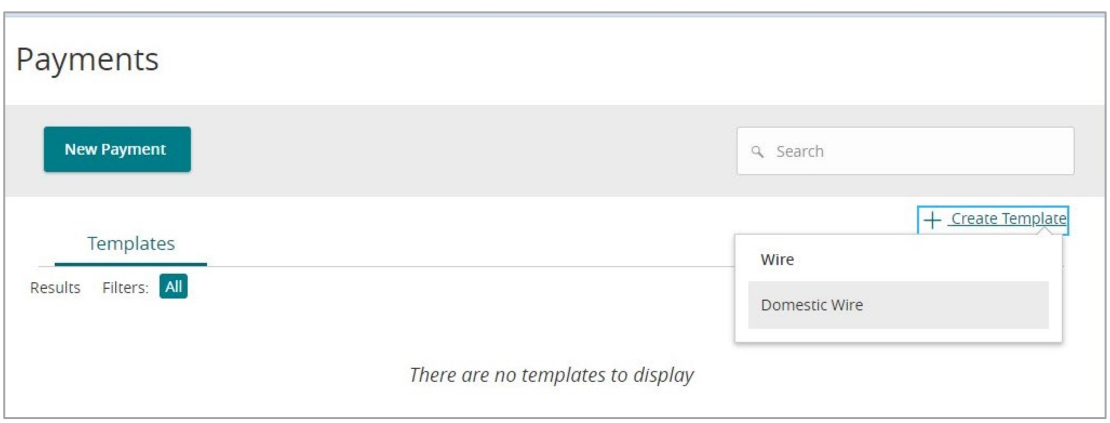


FIGURE 62

Note: You can reuse this template every time you send a wire to the recipient. You can edit the template, as needed, for new recipients, new wire amounts, etc.

2. Click **Save** to generate a **Template Saved** pop-up that allows you to return to the Payments page, or click **Pay** to make an immediate wire payment from the template (see Figure 54).

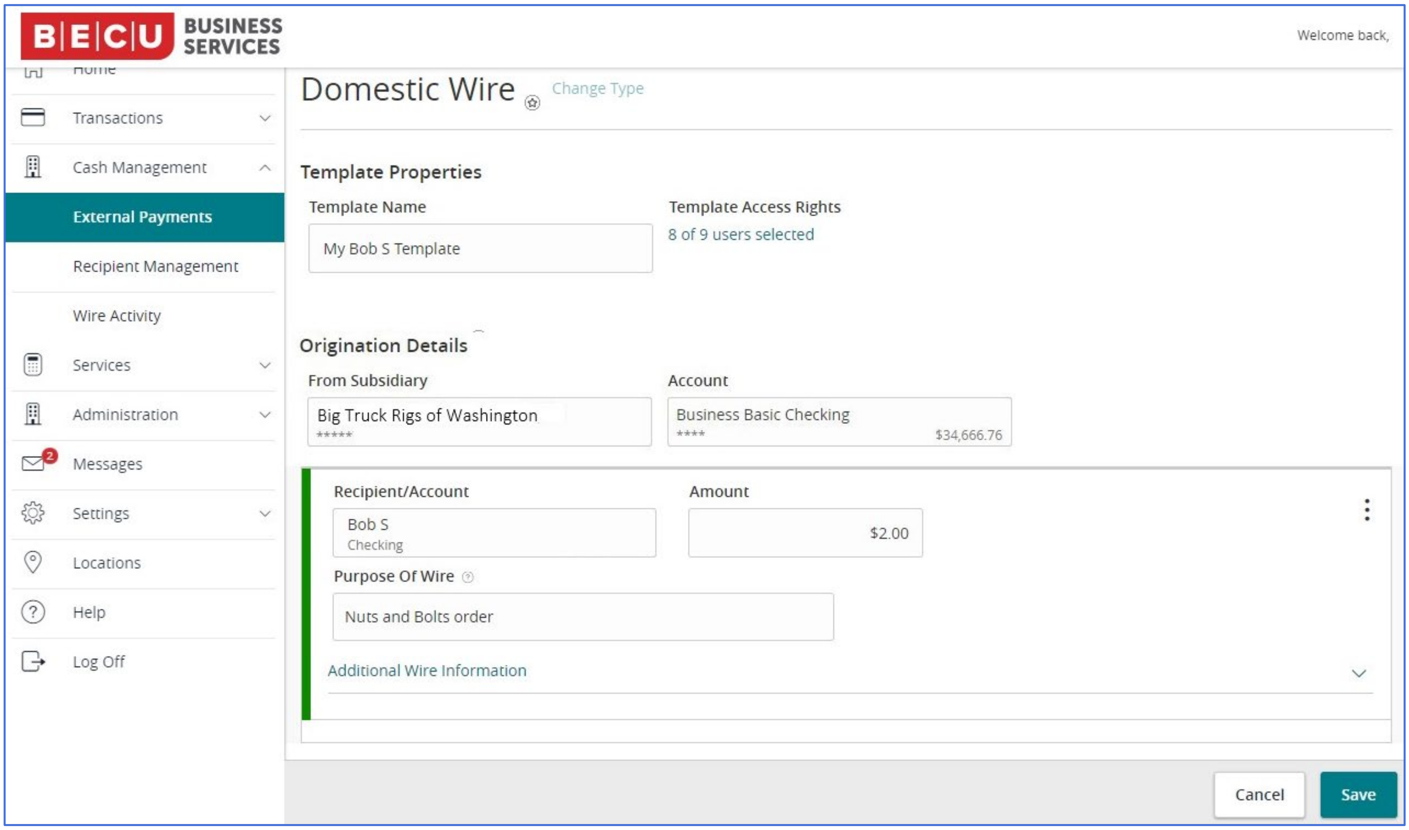


FIGURE 63

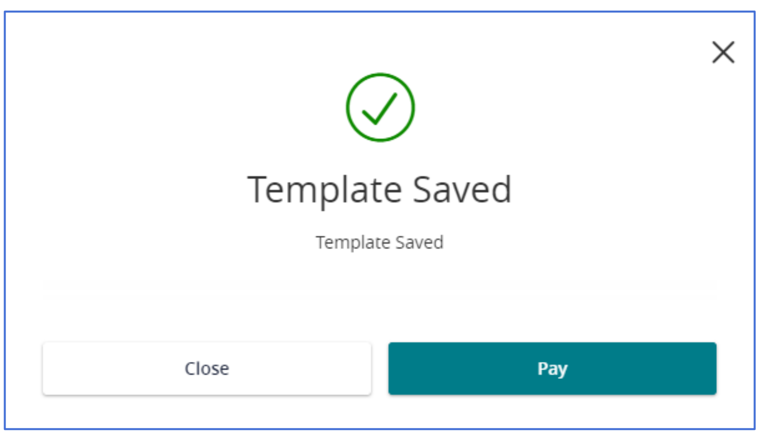


FIGURE 64

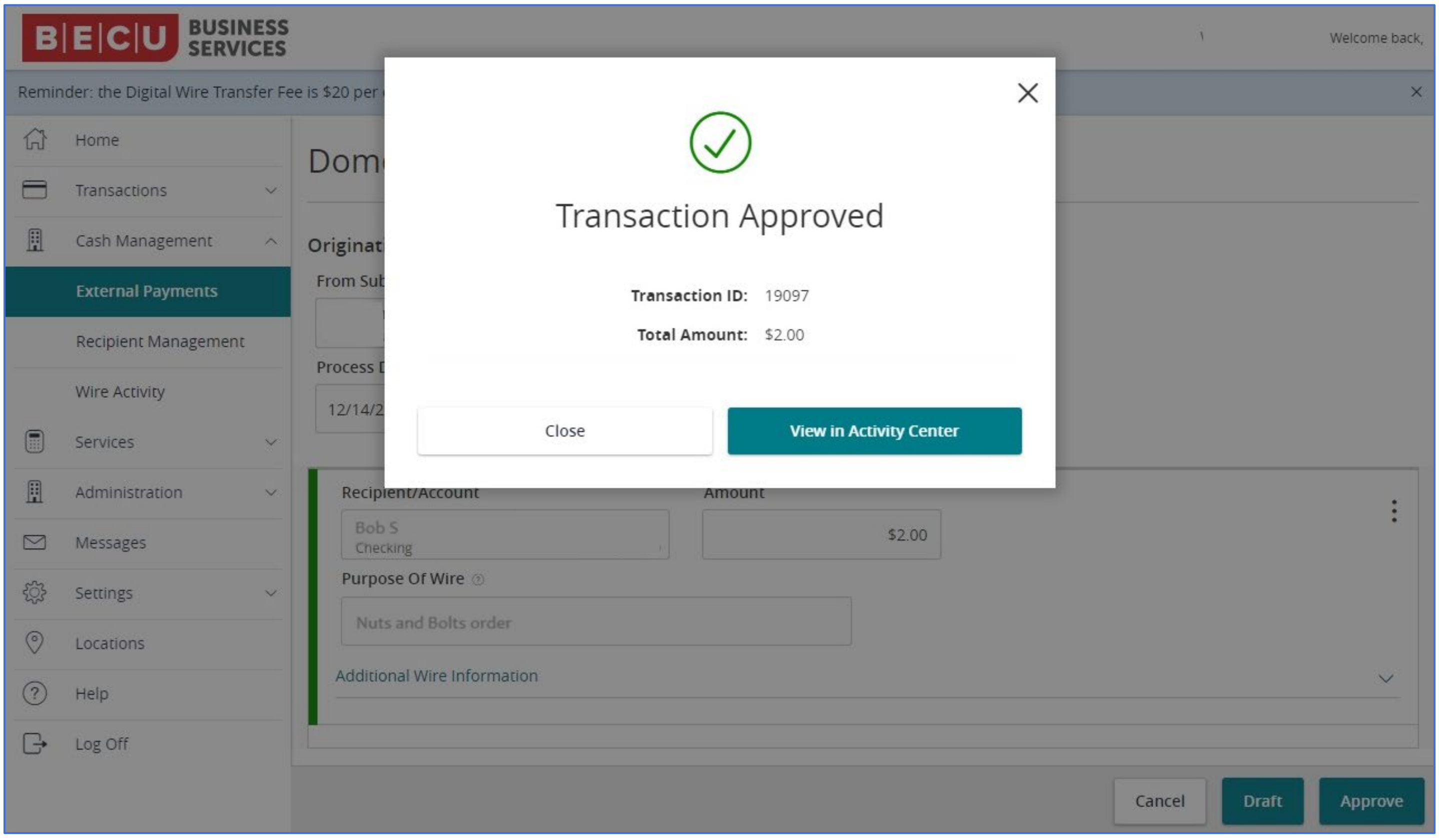

BECU BUSINESS SERVICES
Welcome back,
Reminder: the Digital Wire Transfer Fee is $20 per
Home
Transactions
Cash Management
External Payments
Recipient Management
Wire Activity
Services
Administration
Messages
Settings
Locations
Help
Log Off
Dom
Originat
From Sub
Process D
12/14/2
Transaction Approved
Transaction ID: 19097
Total Amount: $2.00
Close
View in Activity Center
Recipient/Account
Amount
Bob S
Checking
$2.00
Purpose Of Wire
Nuts and Bolts order
Additional Wire Information
Cancel
Draft
Approve

FIGURE 65

3. Click **Close** to return to the Payments page where you can see the template you created.

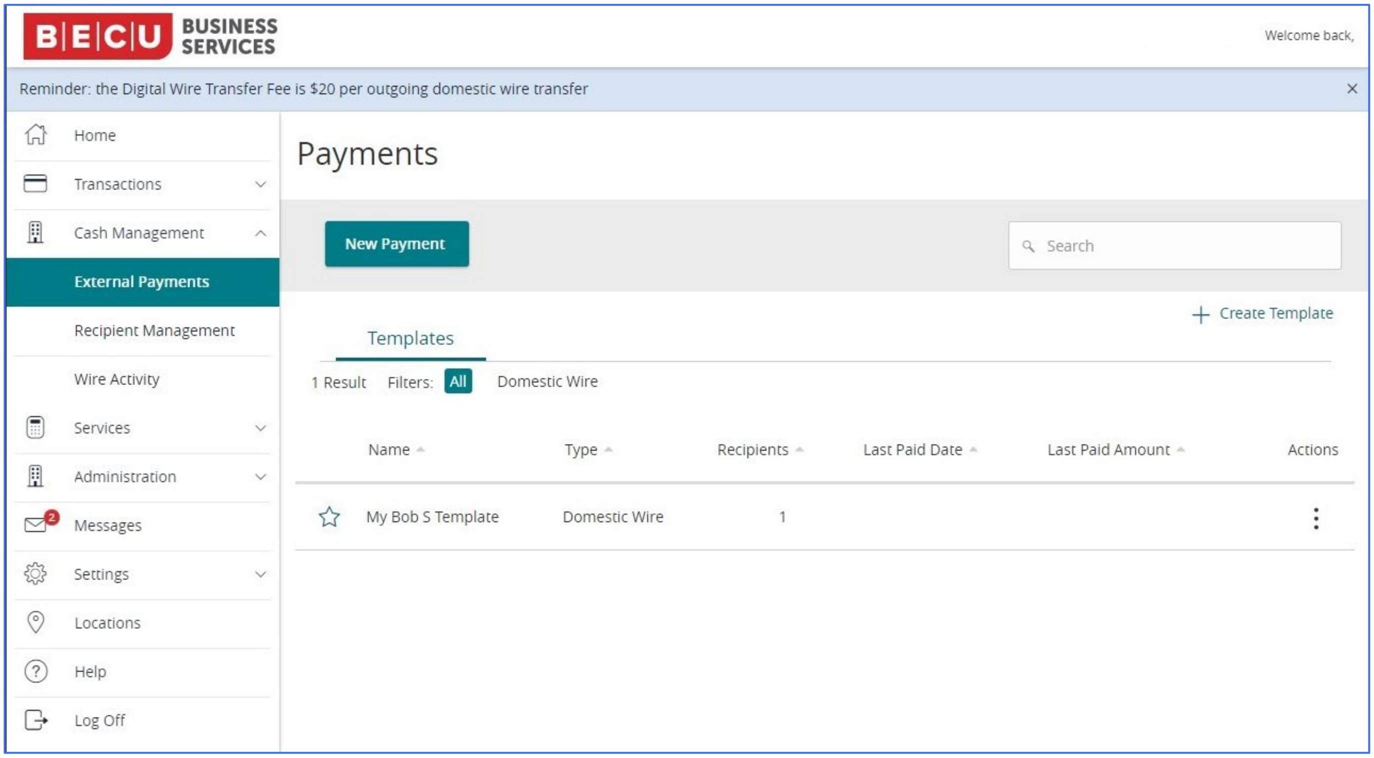


FIGURE 66

Appendix A: Domestic Wires Request Form

Opting out of Dual Control Security

The Domestic Wires Request Form that can be accessed via DocuSign or accessed in person at a Neighborhood Financial Center, includes a "Decline Dual Control" section that must be signed and returned for Dual Control to be disabled for a member. For a copy of this form, call BECU at 800-704-8080.

Business Online Banking Domestic Wires Request Form

Please complete this form to request, change or cancel your online domestic wires service in Business Online Banking. Please note to request online wires service, you must be an existing BECU Business member in good standing for at least 30 days and you must be using the Business Online Banking platform. Please allow two to five business days for processing. Submit the completed, signed form in person at any BECU NFC or access it via BECU.org and complete a DocuSign form to be submitted electronically. If you have any questions, please contact a BECU business representative at 800-704-8080. All information is required unless otherwise noted.

☐ For new requests, complete sections 1, 2, 3, 5 and optionally 6

☐ To change your current online wire service complete sections 1,5 and optionally 2, 3, and 6

☐ To cancel your online wire service, complete sections 1, 2, 4 and 5

1. Business Information

BUSINESS NAME (AND DBA, IF APPLICABLE)	TIN	BECU USE ONLY: Org #:
TYPE OF BUSINESS	DATE ESTABLISHED	ANNUAL SALES
Does the member have a Business Relationship Manager? ☐ Yes ☐ No	If yes, who is their BRM?	

2. Business Online Banking Administrative User and Authorized Signer

Contact Information

NAME	TITLE	TAX ID (SSN)
EMAIL ADDRESS	PHONE NUMBER	

3. Wires Information

Limit Determination BECU sets standard wire limits. A financial analysis may be required if your business needs exception limits

AVERAGE PER TRANSACTION	AVERAGE PER DAY	AVERAGE PER MONTH
$ ____________	$ __________ # __________	$ __________ # __________

4. Cancellation

INDICATE REASON FOR CANCELLATION

☐ Service not used ☐ Fraud / Compromise ☐ Fees ☐ Service issue ☐ Wire issue Other (please explain): ______________

5. Acknowledgement, Agreement and Security Procedure

By signing below, you certify that you are authorized to make the requests indicated on this form on behalf of the business and are authorized to take all other actions and steps reasonable or necessary to do so and deliver any instruments or agreements, as necessary to BECU, and that the information you provide on this form is accurate, complete, and true. In addition, unless you are canceling your online wire service, you acknowledge and agree that:

1. You read and understand the Business Online Banking Domestic Wires (the "Service") security procedure as it is described in the Terms and Conditions of the Business Online Banking Wire Transfer Service Agreement and also in the Business Online Banking Domestic Wire User Guide ("Security Procedure");
2. Unless you modify the Security Procedure and decline dual control (see below), the Security Procedure is commercially reasonable for you and that it is sufficient to verify the authenticity of wire orders and you waive any objection that it is not; and
3. You are solely responsible for and that you are bound by the transfer instructions that we receive through the Service and the wire orders that BECU accepts in compliance with the Security Procedure, whether the wire order or the individual using the Service is authorized or unauthorized by you.

SIGNATURE	NAME	DATE

6. Modify the Security Procedure and Decline Dual control

The Security Procedure, in part, includes dual control procedures (one user may draft the wire order and a separate user must approve and send the wire order). You may voluntarily elect to modify the Security Procedures by declining dual control, however, if you decline dual control, you understand you are voluntarily assuming the risk of fraud and authentication failure and you will bear any resulting loss that occurs.

By selecting the Decline Dual Control option and signing below, you are directing us to not implement dual control procedures because they are not necessary for your business, and you are voluntarily assuming the increased risk and liability resulting from declining dual control as part of the Security Procedure.

Decline Dual Control ☐

SIGNATURE	NAME		DATE
BECU Use Only	DATE	REP	☐ Admin verified ☐ Mbr 30 days ☐ Limit exception needed

FIGURE 67

Appendix B: Fraud Prevention Tips for Online Wires

Online wires offer an efficient and secure way to send wires right from your desktop or mobile device. However, businesses who send wires often fall prey to scams and fraudulent schemes. To help protect your business, we've compiled some information about fraudsters' common tactics and tips for how you and your employees can reduce the risk of falling for a scam or fraudulent schemes. It is important to note that fraudsters are always looking for new sophisticated ways to scam businesses and individuals and to commit payments fraud.

A few common scams and fraud schemes:

- **Phishing, Smishing & Vishing**: Fraudsters use a variety of ways to commit their crimes, including sending emails (phishing), text messages (smishing) or even making phone calls (vishing) to find their next fraud victims. With these communications, they are carrying out a scam by trying to prompt action, such as clicking a link or asking for your online credentials or security codes.

- **Malware**: When an employee clicks on a suspicious link, opens an attachment or even visits certain websites, criminals can download malicious software (malware) on the employee's computer. Through the employee's computer, malware can infiltrate your company's email system, network or other technology resources to use confidential information to ease in their efforts to perpetrate a scam and to commit fraud.

- **Account Takeover**: When a fraudster hacks into your computer or gains access to your login credentials, they can conduct the same type of activity you or your employees do, including sending wires. If an employee has access to send an online wire, the fraudster will have the same access. That's one reason controls like dual approval and separation of duties are critical to ensure two parties within your business participate in submitting and reviewing the wire transfer – so the fraudster can't easily act alone to successfully send a wire.

- **Business Email Compromise (BEC) Scams**: With BEC scams, a fraudster tries to dupe an individual into sending a new payment or making changes to existing payment instructions, such as account numbers. A common tactic is to send an email pretending to be a company executive asking for a payment to be sent with a sense of urgency or secrecy. The email could be sent from the executive's legitimate email address that the fraudster hacked or from a spoofed email where they've setup a similar email address to dupe the recipient. There are several types of BEC scams, but in each situation the fraudster's goal is to prompt the unwitting recipient into action.

Best Practices & Tips:

- Use a unique password for your Business Online Banking access – one you've never used before and won't use in other systems
- Limit users' access to online wires for only those individuals who need to send or approve wires and establish appropriate controls, such as tailored limits
- Setup your system administrator as a Business Online Banking user and log in with the user ID – limiting a potential fraudster's ability to make administrative changes
- Implement a verification process by calling the phone number on file for new payment requests or for making changes to existing instructions
- Train your employees to be cautious of suspicious emails or links they receive and to scrutinize payment requests or changes before acting
- Utilize a separation of duties model for payments-related activities, such as processing wire requests which helps prevent problems such as account takeover fraudulent payments
- Establish a separate account – distinct from your operating funds – to be used for electronic purposes, such as sending or receiving wire transfers
- Create and implement a policy that prohibits company computers from accessing unauthorized websites, such as social media sites
- Create and implement a policy that prohibits the use of public Wi-Fi for conducting business banking activities
- Check the activity on your business accounts throughout the day and report any questionable transactions to us immediately at 800-704-8080

If you think you've been the victim of fraud, contact us immediately at 800-704-8080. You can also report the incident to the FBI's Internet Crime Complaint Center or the Federal Trade Commission (FTC).