

## Business Rewards Card

### Application Disclosures – Village Bank Unsecured Business Credit Card

Interest Rates and Interest Charges	
<b>Annual Percentage Rate (APR) for Purchases</b>	<b>17.99% to 18.99%</b> when you open your account, based on your creditworthiness.  After that, your APR will vary with the market based on the Prime Rate.
<b>APR for Balance Transfers</b>	<b>17.99% to 18.99%</b> when you open your account, based on your creditworthiness.  After that, your APR will vary with the market based on the Prime Rate.
<b>APR for Cash Advances</b>	<b>17.99% to 18.99%</b> when you open your account, based on your creditworthiness.  After that, your APR will vary with the market based on the Prime Rate.
<b>How to Avoid Paying Interest on Purchases</b>	Your due date is at least 25 days after the close of each billing cycle. We will not charge you any interest on purchases if you pay your entire balance by the due date each month.
<b>Minimum Interest Charge</b>	If you are charged interest, the charge will be no less than \$2.00.

Fees	
<b>Annual Fee</b>	<b>None</b>
<b>Transaction Fees</b> <ul style="list-style-type: none"><li>• Balance Transfer</li><li>• Cash Advance</li><li>• Foreign Transaction</li></ul>	<b>None</b> Either <b>\$10</b> or <b>3%</b> of the amount of each cash advance, whichever is greater. <b>2%</b> of each transaction in U.S. dollars.
<b>Penalty Fees</b> <ul style="list-style-type: none"><li>• Late Payment</li><li>• Returned Payment</li><li>• Returned Convenience Check</li><li>• Over Limit Fee</li></ul>	<b>\$39</b> <b>\$39</b> <b>\$39</b> <b>\$39</b>

**How We Will Calculate Your Balance:** We use a method called “average daily balance (including new purchases).”

## ***Corporate Cardmember Agreement***

This Corporate Cardmember Agreement applies to your credit card account and any of its associated credit cards and sub-accounts provided by Village Bank, Midlothian, Virginia (individually and together, your “Corporate Card Account” or “Account”).

### **1. Some Key Definitions**

The words “we,” “us,” and “our” mean Village Bank, its agents, authorized representatives, successors, and assigns.

The “Company” means any corporation, partnership, limited liability company, sole proprietorship, government agency or department, association, not-for-profit corporation, or any other person or entity that is validly organized, chartered, or otherwise formed and operating as a legal entity under applicable law, and that applies for or otherwise accepts a Corporate Card Account subject to the terms of the Agreement.

An “Authorized Company Representative” means and includes any person duly authorized by the Company to act on its behalf: (i) in applying for an Account and binding the Company to the Agreement for the Account; (ii) in designating persons as Authorized Users of an Account; and/or (iii) in designating persons as Program Administrators of an Account. An “Authorized Company Representative” may be one of you or someone else who agrees to be liable with the Company for payment of the Corporate Card Account as a personal guarantor of the Account.

The words “you” and “your” mean the Company and any other person or entity on whose behalf we provide an Account and issue any Card, as: (i) shown on an Account application that an Authorized Company Representative submitted on behalf of the Company; or (ii) who otherwise agrees to be liable to us, individually and together with the Company, for payment of an Account, as a personal guarantor of the Account; or (iii) who otherwise uses or allows others to use an Account or a Card in any way.

The “Card” means any card we issue for Account access, including renewal and substitute cards. The term “Card” also means any other access device or method, including an Account number, that allows any of you or any Authorized User to obtain credit from us using an Account.

An “Authorized User” means any employee, agent, contractor, representative, director, member, manager, partner, shareholder, and/or officer designated by any of you or any Authorized Company Representative to receive a Card at any time, or who is otherwise allowed by any of you or an Authorized Company Representative to use the Account or a Card in any way, but who did not apply for or otherwise accept direct liability as one of you for an Account.

A “Program Administrator” is you or any other employee, agent, contractor, representative, director, member, manager, partner, shareholder, and/or officer designated by any of you or by any Authorized Company Representative to administer and manage the use and availability of a Corporate Card Account and Cards, as well as the reporting, credit limits, and other controls associated with an Account and the Cards.

The “Interest Charges” that apply to your Account are the charges we determine by multiplying a periodic rate to your Account balances. The “Fees” are other Account charges that are not Interest Charges we calculate based on a periodic interest rate. Other capitalized terms not defined by this paragraph are generally defined with their first use in the Agreement.

### **2. Your Account Agreement and When It Becomes Effective**

Our complete Account agreement with you (the “Agreement”) is contained in and governed by:

- (A) this document, called the Corporate Cardmember Agreement;
- (B) all Account disclosures and terms provided to you at or before the time the Account is first opened and can be used, including those made when you applied for the Account, before we allowed you to use the Account and Cards (the “Account Opening Disclosures”), and in other written materials delivered with your Card;
- (C) all other disclosures and terms that relate specifically to your Account and its features and services, including rewards disclosures (if your Account has rewards) and disclosures about benefits that may be provided by the payment card network shown on your Card (each, a “Payment Card Network”);
- (D) disclosures and terms shown on periodic statements for your Account (each, a “Statement”); and
- (E) any future changes we make to any of these disclosures and terms, as permitted or required by law.

Please read these materials carefully and keep them together for future reference. You understand and agree that the Agreement becomes effective the first time any of you or any Authorized User activates a Card or uses the Account in any way. When the Agreement says that we “may” take an action, this means we are authorized to take the action in our sole discretion, subject only to

any limitations or requirements established by law or the express terms of the Agreement. We may make new offers to you in the future or forward offers from others that may interest you. Any new or different terms that apply will be provided with the offer. If you accept the offer, the previously disclosed terms in the Agreement will still apply except as expressly modified by the offer.

### **3. Required Account Information**

We must have complete, current and valid information about you to provide your Account (including names, addresses; telephone numbers; dates of birth; employment and income information, Social Security numbers, or other government identification numbers). We may also ask for similar information about any Authorized User. You must notify us when this information changes. To do this, contact us in writing at the address shown on your most recent Statement or call us at the customer service telephone number shown on your most recent Statement or the back of your Card. We may require you to provide additional documents acceptable to us so we can verify information.

### **4. Using Your Account and Card**

In general, you and Authorized Users may use a Card and the Account: (a) to purchase or obtain property, rights, goods and services from merchants and vendors (each, a "Purchase"); (b) to obtain a loan from us using the Card, convenience checks or other devices we approve for Account access, including loans initiated through a bank teller or an Automated Teller Machine and your use of a Card or Account to obtain an item we consider a cash equivalent, such as wire transfers, travelers' checks, money orders, foreign currency, lottery tickets, and gaming chips (each, a "Cash Advance"); and (c) to transfer balances to the Account from an account you owe a different financial institution or creditor, using any written, electronic or telephonic device or method we approve for this purpose and subject to our rules and restrictions (each, a "Balance Transfer"). Together, these Purchases, Cash Advances, and Balance Transfers are the "Balance Categories" of your Account. From time to time, we may also allow you to use your Account or Card for Purchases, Cash Advances or Balance Transfers subject to unique terms we describe in our promotional materials (each, a "Promotional Offer"). You understand and agree that we may decide which Balance Category applies to any Account transaction and our decision is final. You and any Authorized User may use the Account and Cards for Purchases, Cash Advances, Balance Transfers, and Promotional Offers, subject to the terms and conditions of this Agreement and applicable law. You agree to sign the Card immediately after you receive it. The Card is valid through the expiration date shown on the Card itself. The Card is our property and you must return it to us or destroy it if we ask. You agree to take reasonable steps to prevent unauthorized use of your Card and Account. If a personal identification number ("PIN") is assigned to a Card for use with certain transactions, such as the Cash Advances you may obtain from an automated teller machine ("ATM"), keep the PIN secure and do not write it down, give it to someone else or keep it with your Card. If you allow someone else to use your Card, you are responsible for all Account transactions made by that person and all of the associated Fees and Interest Charges, except to the extent prohibited by law. You must contact us immediately if you or any Authorized User lose a Card or believe someone has gained unauthorized access to a PIN.

At any time and without advance notice, we reserve the right to not allow specific Account transactions, to suspend Account use, or to close the Account for our legitimate business and risk management reasons, unless applicable law expressly requires us to notify you and wait any period of time before taking these actions. We may also limit the combined dollar amount or the total number of certain Account transactions, such as Cash Advances, allowed during a day or other specific time period. We may restrict Account transactions and the availability of Account credit to protect you and us against potential fraud, unauthorized transactions, Account misconduct or misuse, or for our risk management and business reasons. From time to time, Account services may be unavailable to you and Authorized Users due to circumstances beyond our control, such as system failures, fires, floods, natural disasters or other unpredictable events. If any of these events happens, we will not be responsible or liable to you.

You agree not to use, try to use, or permit use of a Card or the Account for any Internet gambling transactions or any other transactions that are illegal or not permitted by us. If this happens, you must still pay us for these transactions and they remain subject to all other Agreement terms. You must reimburse us and the Payment Card Network for all damages and expenses associated with these transactions. You may not use the Account to conduct transactions in any country or territory or with any individual or entity that is the subject of economic sanctions that are enforced and administered by the Office of Foreign Assets Control ("OFAC") in the U.S. Department of the Treasury. We may block use of the Card and Account in these countries and territories or with these individuals or entities.

### **5. Balance Transfers**

We may allow you to transfer certain balances to the Account that you owe other creditors or institutions, subject to any minimum Balance Transfer amount we disclose and any credit limit we allow for Balance Transfers. You may not ask us to process a Balance Transfer for any amount you already owe to us, unless we give you our express permission to do so. All Balance Transfers are subject to our approval. We will not process a Balance Transfer request we consider incomplete or illegible. You may use only the devices and methods we have approved for Balance Transfers. If we do not approve the full amount of any Balance Transfer you request, we may process part of the amount you request as a Balance Transfer or decline the entire request. We are not liable to

you if we do not process part or all of any Balance Transfer you request. We may make Balance Transfers in any order we choose.

You agree not to request a Balance Transfer for any amount that is or may be the subject of any dispute between you and any other creditor or financial institution. If you do, you understand this may prevent you from exercising your dispute rights against other creditors and financial institutions. We are not liable to you for disputes you may have with other creditors and financial institutions. If you request a Balance Transfer, you must monitor your other accounts and continue making the minimum payments due on these accounts until your other creditor or financial institution provides an account statement showing the balance of your other account has been paid. This may not happen until after the Balance Transfer appears on a Statement from us. You are liable for any late payments, finance charges or disputed amounts on your other accounts. If you want your other accounts closed following a balance transfer, you must instruct your other creditor or financial institution to do so. We will not do this for you.

## **6. Credit Limits**

We will disclose information about the credit limits that apply to your Account when we open it. Your Statements will also disclose information about your Account credit limit. We may assign different credit limits for the different Balance Categories of your Account and for different Authorized Users. For example, the credit limit we assign for Cash Advances, Balance Transfers, or Promotional Offers may be lower than your credit limit for Purchases or the overall credit limit of your Account. We may raise, lower, restrict, or cancel the credit limit that applies to any Balance Category, any Authorized User, or the Account itself at any time and for any reason, subject to any notices that are required by law. This will not affect your obligation to pay us. You must keep track of your Account balances and available credit. You agree not to allow your Account to go over any credit limit. We may honor transactions above your credit limits, but, if we do, this will not increase your credit limit and you must pay us the full amount of these transactions and all associated Interest Charges and Fees.

## **7. Authorized Users and Program Administrators**

When we open your Account and afterwards, you agree that we may accept and follow any instructions given to us by any of you and by any Program Administrator. Upon your request or the request of a Program Administrator, we may agree to limit: (a) an Authorized User's ability to initiate certain Account transactions; and/or (b) a Program Administrator's ability to make certain Card requests and Account changes. Except for these limitations and others described in the Agreement, you are responsible for: (i) any use of a Card or the Account by each Authorized User, as well as anyone else you or they allow to use your Account or a Card; and (ii) any changes we make to the Account and any Cards we issue at the request of a Program Administrator. This will be true, even if you did not want or agree to the changes to or use of a Card of the Account. If you want to remove an Authorized User or Program Administrator from the Account, you must contact us at the customer service telephone number or address shown on your most recent Statement and request their removal. You agree that we have a reasonable amount of time after your request to research your Account information and remove an Authorized User or Program Administrator. You must immediately destroy all Cards in the Authorized User's possession and cancel all of their billing arrangements to the Account. We will not do this for you. During this time, you are still responsible for paying all amounts they may charge to the Account, even if these amounts do not appear on the Account until later. An Authorized User may remove themselves from the Account at any time, upon request. We may close your existing Account, or issue a new Card with a new Account number, after an Authorized User is removed.

## **8. Your Promises to Us**

You promise to do everything the Agreement requires of you so long as your Account has an unpaid balance, remains open to future transactions, or both. Each of you and all of you promise, individually and together, to pay us all amounts due on your Account, now and in the future. This promise applies any time the Account is used by any of you or any Authorized User. This promise includes amounts where you or any Authorized User use the Account or a Card for a transaction with a merchant or financial institution but are not required to sign a purchase slip or other transaction document. If you or an Authorized User use your Card number without presenting the Card itself (such as for mail, telephone or Internet purchases), these transactions will be treated as if you or the Authorized User used the Card in person. The amounts you promise to pay in connection with your Account includes all Account transactions in each Balance Category made by any of you and any Authorized User, plus all Fees and all Interest Charges as described and required by the Agreement. You agree that the Account will not be used, nor will any Authorized User be permitted to use the Account, for any personal, family or household purpose. You further agree that use of the Account will be strictly limited to business or commercial purposes.

## **9. Statements and Billing Cycles**

The "Billing Cycle" is the period of time covered by each Statement we send for the Account. The documents or information that your Statement contains after a Billing Cycle will disclose important Account information, including Account transactions in each Balance Category, Account payments, Fees, Interest Charges, unpaid Account balances, and payment requirements. The amount of time between your regular Statements is generally equal (approximately 30 days), but may vary slightly in length from Billing Cycle

to Billing Cycle. Your first Billing Cycle may be more or less than 30 days. You must pay any Minimum Interest Charge and any Fees due after your first Billing Cycle, even if it is for a period less than 30 days. Your Statements disclose the length of each Billing Cycle. Your Account will continue to have Billing Cycles, even if we do not need to send a Statement after any Billing Cycle. We will send a single Statement to one of you or a Program Administrator for all Cards on your Account, except: (i) when the law does not require or permit us to send a Statement to any of you; or (ii) when we agree to send more than one Statement to you, your Program Administrators, and other Authorized Users. You agree that we may send Statements to the first one of you named in our Account records, unless we agree or decide to change this after the Account is opened.

#### **10. Disputed Transactions; Lost or Stolen Cards; Unauthorized Use**

You and any Authorized User or Program Administrator who receives a Statement must promptly inspect it and tell us about any errors or questions, as described in the “Billing Rights” section of your Statement and this Agreement. If you do not notify us as provided in these disclosures, you agree we may assume all information in the Statement is correct. You, your Authorized Users, and your Program Administrators must take reasonable steps to prevent the unauthorized use of your Card and Account. **If you notice the loss or theft of your Card, or a possible unauthorized use of your Card, you should write to us immediately at the address provided on your most recent Statement or call us at the telephone number provided on your Statement.** You will not be liable for any unauthorized use that occurs after you notify us. You may, however, be liable for unauthorized use that occurs before your notice to us. If we issue ten Cards or more as requested by you or a Program Administrator for use by your employees and Authorized Users, you agree to be liable to us for any unauthorized use that occurs before your notice to us, to the extent allowed by law. If we issue less than ten Cards for use by your employees, your liability will not exceed \$50 (or any lesser amount required by law or as provided under the express terms of a benefit provided by a Payment Card Network). If we reimburse your Account for unauthorized charges made with a Card, you agree to provide reasonable cooperation and assistance to us in investigating and seeking reimbursement from the wrongdoer. Your help includes giving us documents that we reasonably request and in a form acceptable to us.

#### **11. Interest Charges**

We will charge Interest Charges to your Account as described in the Agreement, including your Account Opening Disclosures and Statements. The Account Opening Disclosures provide important information about the Interest Charges that apply to your Account. Your Account Opening Disclosures describe your Minimum Interest Charges, the Annual Percentage Rates (“APR”) and corresponding Daily Periodic Rates for each Balance Category, the APRs that may vary from Billing Cycle to Billing Cycle based on changes to a published index rate and how we determine any variable APRs. If you are required to pay Interest Charges for any Billing Cycle, your Minimum Interest Charge will be no less than \$2.00.

We calculate the Interest Charges on your Account by applying a Daily Periodic Rate to the “Average Daily Balance” of each Balance Category in your Account (Purchases, Cash Advances and Balance Transfers, some of which may be Promotional Offers). We multiply the results for each Balance Category by the number of days in the Billing Cycle. This gives us the total Interest Charges for that Billing Cycle. The “Daily Periodic Rate” is a daily interest rate based on the APR divided by 365 (or, in a leap year, divided by 366).

We calculate the “Average Daily Balance” for each Balance Category. To do this, we start with the beginning amount of the Balance Category each day, add any new Account transactions and debit adjustments to the appropriate Balance Category, and subtract any unpaid Interest Charges, unpaid Fees, payments and credits. This gives us the “Daily Balance” for each Balance Category. We calculate the “Average Daily Balance” for each Balance Category by adding all the Daily Balances for each day in the Billing Cycle, and then dividing by the total number of days in the Billing Cycle. This gives us the Average Daily Balance for each Balance Category (including current transactions).

If you pay the New Balance in full after each Billing Cycle by the due date shown on the Statement for that Billing Cycle (or if the Previous Balance shown on the Statement was a zero or credit amount), we will not make you pay Interest Charges on new Purchases made during the Billing Cycle shown on that Statement. This is called a grace period. If you do not take advantage of the grace period, Interest Charges will start on the day the Purchase posts to your Account and is included in the Daily Balance of Purchase transactions. This means you may owe Interest Charges even if you pay the entire New Balance one month, but did not do so for the previous month. You must pay Interest Charges on Cash Advances and on Balance Transfers from the date you obtain them, because there is no grace period for Cash Advances or Balance Transfers. You must pay Interest Charges on Promotional Offers from the date we disclose when we make the Promotional Offer. We may describe these Promotional Offers in your Account Opening Disclosures and other written materials we provide when opening your Account. After opening your Account, we will describe these Promotional Offers in your Statement or other promotional materials we may provide from time to time. You must pay Interest Charges on each

unpaid amount until it is paid in full. Interest Charges are added to the proper Balance Category of your Account.

## **12. Fees**

You agree to pay the following Fees we charge to your Account, in the amounts shown on your Account Opening Disclosures or this section of the Agreement.

**Balance Transfer Fee:** None

**Cash Advance Fee:** Each time you obtain a Cash Advance, we will charge a Cash Advance Fee that is either \$10.00 or 3% of the amount of the Cash Advance, whichever is greater.

**Foreign Transaction Fee:** Each time you make a Purchase or obtain a Cash Advance in a currency other than U.S. dollars or in a country outside the United States, we will charge a Foreign Transaction Fee that 2% of the amount of the Purchase or Cash Advance.

**Late Payment Fee:** If you do not pay at least the Minimum Payment by its due date, we will charge a Late Payment Fee of \$39.00.

**Returned Payment Fee:** If any form of Account payment we receive is not paid for any reason by your depository institution or financial services provider, we will charge a Returned Payment Fee of \$39.00 to your Account. We may charge this Returned Payment Fee if an Account payment we receive is initially returned unpaid by your depository institution or financial services provider, even if that institution or provider later allows this payment.

**Overlimit Fee:** When applicable, if the daily balance exceeds the Credit Limit at any time during the Billing Cycle, the card will be assessed an overlimit fee of \$39.

**Returned Convenience Check Fee:** If you authorize or request a Cash Advance from the Account by convenience check, and the Cash Advance is not made because your Account is closed, suspended, overlimit or would become overlimit if we made the Cash Advance, we will charge a Returned Convenience Check Fee of \$39.00 to your Account.

**On-Demand Electronic Payment Fee:** If you ask us to assist you in making an expedited Account payment by electronic means during a live telephone conversation or live interaction with our customer service representatives, we will charge an On-Demand Electronic Payment Fee of \$10.00 to your Account.

**Rush Card Fee:** If you ask us to expedite our delivery of a Card when we open your Account or at any time after that, we will charge a Rush Card Fee of \$65.00 to your Account.

**Statement Copy Fee:** We may charge a Statement Copy Fee of \$5.00 to your Account for each copy of a Statement you request, unless it is required to resolve a billing dispute.

**Transaction Retrieval Request Fee:** We may charge a Transaction Retrieval Request Fee of \$10.00 to your Account for each copy of a transaction document that you request, unless it is required to resolve a billing dispute.

## **13. Transactions Made in Foreign Currencies**

If an Account transaction is in a foreign currency, the Payment Card Network (such as Visa U.S.A. Inc. or MasterCard International) will convert the transaction into U.S. dollars. The Payment Card Network will use its own currency conversion procedures that are in effect when the Payment Card Network processes the transaction. The exchange rate used by the Payment Card Network may be a government-mandated exchange rate or may be based on a range of rates available in the wholesale currency markets as of the processing date. The conversion rate in effect on the processing date may be different than the rate in effect on the transaction or posting date.

## **14. Minimum Payments**

As of the last day of each Billing Cycle, we will determine the Minimum Payment due for your Account and disclose it on your Statement for that Billing Cycle. The Minimum Payment you must pay by the due date after each Billing Cycle will include all past due and overlimit amounts for your Account, plus the greater of: (a) \$25.00 or any lesser amount that would pay the New Balance in full; or (b) 3.0% of the New Balance. We may round the Minimum Payment up to the nearest whole dollar amount. We may also require you to make immediate payment of your entire New Balance if an event of default occurs as described in the Agreement. To avoid a Late Payment Fee, you must pay us at least this Minimum Payment by the due date shown on the Statement. In addition to the Minimum Payment, you may pay all or part of the total balance of your Account at any time. You must still pay at least the Minimum Payment after each Billing Cycle, even if you paid more than the Minimum Payment due for any previous Billing Cycle.

## **15. Making Payments**

Your payments to us must be in U.S. dollars from a U.S. deposit account and must otherwise be acceptable to us. We do not accept and you may not send cash payments through the mail. You may not make Account payments with funds borrowed from your Account or any other credit account with us. You agree to follow the payment requirements we disclose on Statements from time to time. Any in-person payment we accept from you at our branch office before its closing time will be credited to your Account on the day we receive it. Mailed payments must be mailed to us at the address for payments shown on your Statement, unless we expressly instruct you to make payments at a different address. A mailed payment will be credited to your Account on the day we receive it, if you send the payment coupon from your Statement in the same envelope with your payment or you include your Account number on your payment, and your payment arrives at the address we specify no later than the due date indicated on your Statement. If your due date falls on a day when we do not receive payments, any payment we receive the next day that conforms to these payment requirements will not be treated as late. Please allow at least five (5) days for postal delivery. Unless we, or our agents specifically instruct you to make payment in a different manner, payments received at any other location or in any other form may not be credited for up to five (5) days. This may cause you to be charged Late Payment Fees and additional Interest Charges. We may refuse to accept any payment made by someone else for your Account. If we accept a payment made by someone else for your Account, you will be responsible for the payment made, even if that payment is rejected or not paid.

## **16. How We Apply Your Payments**

We apply your payment of a Minimum Payment to the Balance Categories with lower Annual Percentage Rates before the Balance Categories with higher Annual Percentage Rates. We apply any portion of a payment that exceeds your Minimum Payment to the Balance Categories with higher Annual Percentage Rates before the Balance Categories with lower Annual Percentage Rates, except as otherwise required by law.

## **17. Payment Processing; Items with Restrictive Conditions or Instructions**

We may accept and process payments without losing any of our rights. Even if we apply a payment to your Account, we may delay the availability of credit in your Account until we confirm your payment has cleared. We may resubmit and electronically collect returned payments. We may also adjust your Account as necessary to correct errors, to process returned and reversed payments, and to handle similar issues.

An "Item" means a check, draft, money order or other negotiable instrument you use to pay your Account. This includes any image of these instruments. When you provide an Item as payment, you authorize us either to use information from your Item to make a one-time electronic fund transfer from your deposit account or to process the payment as a check transaction. When we use information from your Item to make an electronic funds transfer, funds may be withdrawn from your deposit account as soon as the same day your payment is received and you will not receive your Item back from your financial institution. You may contact us and ask that we not process your future Items in this way. If we process the payment as a check transaction, you understand and agree that we may convert your Item into an electronic image that can be collected from your depository institution as a substitute check. We will not be responsible if an Item you provide has physical features that, when imaged, result in it not being processed as you intended.

**Any Item that has restrictive words, conditions, limitations or special instructions (including Items marked with the words "Paid in Full" or similar language), and all accompanying communications must be mailed to us at Village Bank, Attn: Village Customer Care, 13319 Midlothian Turnpike Midlothian VA 23113.** If you make your payment or send any accompanying communications to any other address, we may accept and process the payment, without losing any of our rights.

## **18. Credit Balances**

We may reject and return to you any payment that creates a credit balance on your Account. Any credit balance we allow will not be available until we confirm that your payment has cleared. If we allow a credit balance after receiving a payment that exceeds the New Balance, this will not increase the credit limit of your Account and we will have no duty to authorize Account transactions that would exceed your Account's credit limit. We may, at our option, reduce the amount of any credit balance by any new amounts billed to your Account. You may contact us as provided on your Statement and request a refund of any available credit balance. If you contact us in writing, we will refund your credit balance within seven (7) business days from our receipt of your written request. A business day means any day in which our offices are open for the processing of Account payments and credits.

## **19. Account Default and Remedies**

We may consider you in default of your Agreement with us if:

- (A) you do not make at least the Minimum Payment due after a Billing Cycle by its due date;
- (B) any payment you make or attempt is rejected, not paid or cannot be processed;
- (C) you exceed an assigned credit limit;
- (D) a bankruptcy or other insolvency proceeding is filed by or against you;
- (E) you die or are legally declared incompetent or incapacitated;
- (F) we determine that you made a false, incomplete or misleading statement on any of your Account documentation, or you otherwise tried to defraud us;
- (G) you do not comply with any term of this Agreement; or
- (H) you permanently reside outside the United States.

Paying the Interest Charges and Fees charged in connection with a default will not, by itself, cure the default. Unless the law requires us to notify you and wait before we may take action, you understand and agree that we may, after any event of default and without advance notice to you, take any one or more of the following actions:

- (i) close or suspend your Account;
- (ii) lower your credit limits;
- (iii) increase your Minimum Payment;
- (iv) demand that you immediately pay the entire balance owing on your Account;
- (v) continue to charge you Interest Charges and Fees as long as your balances remain outstanding; and/or
- (vi) exercise any rights and remedies the law allows to creditors following a default, which includes the filing of a lawsuit against you.

You agree to pay us all of our collection expenses to the extent permitted by applicable law, including but not limited to reasonable attorney's fees that we incur after referring your Account to an attorney who is not our salaried employee.

## **20. Your Consent for Communications**

By providing the number of your telephone land line, mobile phone or other wireless device and your email address, you authorize us to call you, using an automatic telephone dialing system or otherwise, leave a voice, prerecorded or artificial voice message for you, or send a text, email or other electronic message to you, for any purpose related to the servicing and collection of the Account or for other informational purposes relating to your Account and other accounts with Village Bank (each, a "Communication"). You agree that we may call or text you at any telephone number associated with the Account or other Village Bank accounts, including mobile telephone numbers, and may send an email to any email address associated with the Account or other Village Bank accounts that you provide now or in the future. You also agree that we may include your personal information in a Communication. You understand that we will not charge you for a Communication, but your service provider may. You also understand and agree that we may always communicate with you in any manner permitted by law that does not require your prior consent. You agree that we may monitor and record telephone calls with you to assure service quality or for other legitimate business reasons.

## **21. Credit Reports**

We may provide information about you and the Account to credit reporting agencies and others, to the extent permitted by law. We may also provide information about you and the Account to others as described in our privacy notices. Information we provide about the Account may appear on credit reports about you and Authorized Users. This could include negative information, if you do not comply with the terms of this Agreement. We may obtain and use credit and income information about you from consumer credit reporting agencies and others, as the law allows.

**If you believe we have reported inaccurate information about you to a credit reporting agency, notify us in writing at: Village Bank, Attn: Village Customer Care, 13319 Midlothian Turnpike Midlothian VA 23113.** In doing so, identify yourself, your Account, the



information you believe is inaccurate, and tell us why you believe the information is incorrect. If you have supporting documents or information, such as a copy of a credit report that includes information you believe is inaccurate, please send the supporting documents and information too.

## **22. Closing or Suspending Your Account**

You may ask us to close your Account by calling or writing us at the address for customer service as described on your Statement. If you do, we may provide you with additional details about this process and request certain information from you, including payment information. If a Card is used or charges post to your Account after you ask us to close it, we may keep your Account open or reopen it. We may close or suspend your Account and your right to obtain credit from us. We may do this at any time and for any reason, as permitted by law, even if you are not in default. A suspension of your Account might be permanent or temporary. If your Account is closed or suspended for any reason, you and all Authorized Users must stop using your Card immediately. You must also cancel all recurring charges or similar billing arrangements connected with the Account. We will not do this for you. If we close or permanently suspend your Account, you must also destroy all Cards. You must still pay us all amounts you owe on the Account, even if these amounts are charged after your Account is closed or suspended.

## **23. Changes to Your Agreement**

You may not change the Agreement unless one of our authorized officers expressly agrees to do so in a signed writing. We may, at any time, add, delete or change any term of this Agreement, unless the law prohibits us from doing so. We will give you any notice and wait any time period that the law requires before changing the Agreement and Account terms. If we notify you of changes, we will send you a separate notice or inform you on your Statement. We may send this notice to you electronically, as permitted by law. Our notice will tell you when and how the changes will take effect and describe any rights you have in connection with the changes. You understand that any variable APRs associated with your Account can increase or decrease in each Billing Cycle, as the published index for these rates goes up or down. If we increase your Interest Charges for any other reason, we will notify you in advance and inform you of your options, including any right to reject these changes. If we increase your Fees or change other significant Account terms, we will also notify you in writing and inform you of your options, including any right to reject these changes. After the first year of the Account, we may increase your Fees and the Interest Charges for new Account transactions. We may change any other terms of your Account at any time, after we give you any notice and wait any time period required by law.

## **24. The Law that Applies to Your Agreement; Statute of Limitations**

We make decisions to grant credit, open Accounts, and issue Cards from our offices in Virginia. The interpretation and enforcement of this Agreement (including the exportation of interest) shall be governed by federal law and by Virginia law, without regard to conflict of law principles. If any part of this Agreement is found to be unenforceable or invalid, the remaining parts will remain in effect. You waive any applicable statute of limitations, to the extent allowed by law. If the law does not allow the waiver of any applicable statute of limitations, you agree that the statute of limitations period for all purposes of this Agreement (including the right to collect debt) will be the longer of the limitation period provided under Virginia law or the limitation period under the law of the jurisdiction where you live.

## **25. Waiver**

We will not lose any of our rights if we delay taking any action for any reason or if we do not notify you. For example, we may waive your Interest Charges or Fees without notifying you and without losing our right to charge them in the future. We may always enforce our rights later and may take other actions not listed in this Agreement if the law allows them. You do not have to receive notice from us of any waiver, delay, demand or dishonor. We may proceed against you before proceeding against someone else.

## **26. Assignment**

This Agreement will be binding on, and benefit, any of your and our successors and assigns. You may not transfer your Account or your Agreement to someone else without our written permission. We may transfer your Account, our rights and responsibilities under this Agreement, and/or the unpaid balances of your Account to another company or person at any time, without your permission and without advance notice to you. If this happens, any such company or person will take our place under this Agreement. You must pay them and perform all of your obligations to them and not us. If you pay us after you are informed or learn that we have transferred your Account or this Agreement, we can handle your payment in any way we think is reasonable. This includes returning the payment to you or forwarding the payment to the other company or person.

## 27. Warranties; Merchant Refunds

We make no warranties to you about any goods or services you may purchase from others using your Account or Card. Except as otherwise provided in the “Billing Rights” section below, we are not responsible to you for any claim you may have related to the goods or services you purchase with a Card. If you are entitled to a refund for goods and services you purchased with a Card, you agree we may process these refunds as credits to the Balance Category for Purchases. You understand and agree that we have no control over when a merchant initiates a refund. You agree that we have a reasonable amount of time after we receive your refund to process it.

## 28. Arbitration

**(A) Mandatory Arbitration of Disputes:** The “Arbitration Contract” means the provisions of this Section 28. In the Arbitration Contract, a “Party” means you, any Authorized User, or us (individually) and the “Parties” includes you, all Authorized Users, and us (as a group). Any “Dispute” must, at the election of either Party, be resolved by a neutral, binding arbitration and not by a court of law, unless the Agreement states otherwise. A “Dispute” means any action, dispute, claim or controversy of any kind that is in any way related to: (i) the marketing, origination, servicing, collecting, or reporting of the Account; (ii) any part or all of the Agreement, including its Arbitration Contract and the arbitrability of any issue, except that only an appropriate court is allowed, if necessary, to determine whether you or we waived any right to bring or participate in a class action under sub-paragraph (E); or (iii) any other aspect of your or our past, present, or future relationship or conduct.

**(B) Facts About Arbitration:** Arbitration is a process in which a neutral arbitrator decides a dispute, instead of a judge or jury. Arbitration proceedings are private and less formal than court trials. Each side has an opportunity to present some evidence to the arbitrator. Your ability and our ability to discover details may be limited. Other rights that the Parties might have in court may not be available in arbitration. An arbitrator issues an award. A court may then enforce the arbitrator’s award like a court judgment. A court rarely overturns an arbitrator’s decision.

**(C) Rules:** A Party must give every other Party written notice of any Dispute. Notice of a Dispute must be sent to us by first class mail at the address we provided for billing errors on your most recent Statement. Notice of a Dispute must be sent to you by first class mail at the most recent mailing address we maintain for you in our business records. If a Party elects to have a Dispute resolved by arbitration, that Party’s notice to the other Party must describe the nature and factual basis of the Dispute, the names and addresses of all other Parties, the amount involved, and the specific relief requested. The Party that responds to such a notice may answer and set forth any counterclaims. The arbitration will be conducted by one neutral and impartial arbitrator mutually agreed upon by the Parties. The arbitrator must be an attorney or a retired judge. If the Parties cannot agree on an arbitrator, the Parties agree that a court may appoint an arbitrator in accordance with the Federal Arbitration Act (9 U.S.C. §1 *et seq.*; the “FAA”). The arbitration must be conducted in the federal judicial district where you are located at the time of the arbitration, unless the Parties agree to have the arbitration conducted in another location. The arbitrator may conduct all necessary preliminary proceedings, provide for the exchange of information and/or discovery, and set the time, date and place of any hearing, after reasonable notice to and consultation with the Parties. The award shall be issued without a written opinion no later than 30 days from the date any hearing is completed.

**(D) Standards and Law:** The Parties agree that the Agreement and the Account involve interstate commerce and that this Arbitration Contract is governed by the FAA. The arbitrator shall apply applicable substantive law, statutes of limitation, and honor claims of privilege that are recognized by law. Judgment based on any arbitrator’s award may be entered by any court with competent jurisdiction.

**(E) Class Action Waiver:** The Parties agree to give up: (i) any right they may have to bring a class action lawsuit or class arbitration, or to participate in a class action lawsuit or class arbitration as a claimant; (ii) any right to consolidate or join any arbitration proceeding with the arbitration of others; and (iii) any right to serve as a private attorney general. If a court of competent jurisdiction determines that this sub-paragraph (E) is illegal, invalid, or unenforceable, the Parties agree that this Arbitration Contract shall be void in its entirety.

**(F) Jury Trial Waiver:** If either Party chooses to have a Dispute resolved by arbitration, the Parties agree that there will be no right have that Dispute tried in any court and there will be no right have a jury trial of that Dispute.

**(G) Fees and Costs:** If you file for arbitration first, you will pay all of the arbitrator’s fees and expenses. We will pay all of the arbitrator’s fees and expenses if we file arbitration first. The Parties shall be responsible for paying their own attorneys’ fees in connection with any arbitration, unless otherwise allowed for under applicable substantive law and awarded by the arbitrator.

**(H) Survival of Arbitration Contract:** This Arbitration Contract will survive and continue in full force and effect, notwithstanding any cancellation, termination, amendment, payment in full, discharge in bankruptcy, or other expiration or conclusion of the Agreement or any other contract or transaction between the Parties, unless otherwise agreed in writing. In addition, you understand and agree that the rights and responsibilities afforded to us under this Arbitration Contract survive any assignment of the Agreement by us and that we can enforce this Arbitration Contract in the event a Dispute arises after the assignment of the Agreement.

**(I) Severability:** If it is determined that any paragraph or provision in this Arbitration Contract is illegal, invalid, or unenforceable, such illegality, invalidity or unenforceability shall not affect the other paragraphs and provisions of this Arbitration Contract. The remainder of this Arbitration Contract shall continue in full force and effect as if the severed paragraph or provision had not been included. Notwithstanding this severability provision, if a court of competent jurisdiction determines sub-paragraph (E) to be illegal, invalid, or unenforceable, the Parties agree that such waiver shall not be severed and that this Arbitration Contract shall be void in its entirety.

**(J) Right to Reject Arbitration:** If you do not want this Arbitration Contract to apply, you may reject it by mailing us a written notice to **Village Bank, Attn: Village Customer Care, 13319 Midlothian Turnpike Midlothian VA 23113**, that describes the Agreement and your Account and states that you are rejecting the Arbitration Contract. A rejection notice is effective only if it is signed by each of you and the envelope containing any rejection notice is postmarked no more than thirty (30) calendar days after your Account is opened. Even if you reject this Arbitration Contract, sub-paragraphs (E) and (F) of the Arbitration Contract shall remain valid and effective, and will be incorporated into the Agreement. If you reject this Arbitration Contract, it will not affect any other provisions of the Agreement or your obligations under the Agreement. If you do not properly reject this Arbitration Contract, it will be effective as of the date of this transaction.

**THE PARTIES HAVE AGREED TO WAIVE THEIR RIGHT TO A TRIAL BY JURY AND THEIR RIGHT TO PARTICIPATE IN CLASS ACTIONS.**

**THE TERMS OF THIS ARBITRATION CONTRACT AFFECT YOUR LEGAL RIGHTS. IF YOU DO NOT UNDERSTAND ANY TERMS OF THIS PROVISION, SEEK INDEPENDENT ADVICE BEFORE SIGNING THIS AGREEMENT. BY SIGNING THIS AGREEMENT, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTAND AND AGREE TO BE BOUND BY EACH OF THE PROVISIONS, COVENANTS, STIPULATIONS AND CONTRACTS SET FORTH ABOVE.**

**29. Your Billing Rights: Keep This Document for Future Use**

This notice tells you about your rights and our responsibilities under the Fair Credit Billing Act.

***What to Do If You Find a Mistake on Your Statement***

If you think there is an error on your statement, write to us at the address provided on your billing statement.

In your letter, give us the following information:

- *Account information:* Your name and account number.
- *Dollar amount:* The dollar amount of the suspected error.
- *Description of problem:* If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us:

- Within 60 days after the error appeared on your statement.
- At least 3 business days before an automated payment is scheduled, if you want to stop payment on the amount you think is wrong.

You must notify us of any potential errors in writing. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question.

***What Will Happen After We Receive Your Letter***

When we receive your letter, we must do two things:

1. Within 30 days of receiving your letter, we must tell you that we received your letter. We will also tell you if we have already corrected the error.
2. Within 90 days of receiving your letter, we must either correct the error or explain to you why we believe the bill is correct.

While we investigate whether or not there has been an error:

- We cannot try to collect the amount in question, or report you as delinquent on that amount.
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount.
- While you do not have to pay the amount in question, you are responsible for the remainder of your balance.
- We can apply any unpaid amount against your credit limit.

After we finish our investigation, one of two things will happen:

- *If we made a mistake:* You will not have to pay the amount in question or any interest or other fees related to that amount.
- *If we do not believe there was a mistake:* You will have to pay the amount in question, along with applicable interest and fees. We will send you a statement of the amount you owe and the date payment is due. We may then report you as delinquent if you do not pay the amount we think you owe.

If you receive our explanation but still believe your bill is wrong, you must write to us within 10 days telling us that you still refuse to pay. If you do so, we cannot report you as delinquent without also reporting that you are questioning your bill. We must tell you the name of anyone to whom we reported you as delinquent, and we must let those organizations know when the matter has been settled between us.

If we do not follow all of the rules above, you do not have to pay the first \$50 of the amount you question even if your bill is correct.

#### ***Your Rights If You Are Dissatisfied With Your Credit Card Purchases***

If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase.

To use this right, all of the following must be true:

1. The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50. (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
2. You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
3. You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at the address provided on your billing statement.

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay, we may report you as delinquent.