

Use this easy-to-follow product guide to get information on our Converted eloan® Online Savings Account services, fees and policies.

All Popular Direct deposit products are offered by, and will be opened through, Banco Popular North America ("BPNA"). BPNA is a Member FDIC institution and a New York state chartered bank. Processing services for all Popular Direct deposit products are provided by BPNA. All deposits with BPNA (including deposits through Popular Direct deposit products) are insured by the FDIC up to the applicable maximum amount allowed by law for each deposit ownership category. All balances for Popular Direct and BPNA deposits would be combined for purposes of determining FDIC coverage eligibility. For more information about FDIC insurance coverage of deposits accounts, visit <https://www.fdic.gov/deposit/deposits/>. For additional information regarding your account, please refer to the Personal Banking Disclosure and Agreement for Popular Direct Products.

Account Opening and Usage¹

MINIMUM TO OPEN:	\$5,000	
MONTHLY SERVICE FEE:	\$0	
TRANSACTION LIMITATION ON WITHDRAWALS:		Withdrawals only permitted through an external account, internal transfer to other Popular Direct accounts or via ACH.
TRANSACTION LIMITATION ON DEPOSITS:		Deposits only permitted through an external account, internal transfers from other Popular Direct accounts, ACH or via Mobile Check Deposit ² through the Popular Direct mobile app.
STATEMENT PERIOD:		Standard statement period is quarterly. Whenever there is activity on the account, you will receive a separate statement for that month.

Interest³

INTEREST RATE:	Interests rates are variable and may change from time to time based on a composite of various market rates and are available online at www.populardirect.com/products/savings .	
ANNUAL PERCENTAGE YIELD (APY):	APY is variable and may change from time to time based on a composite of various market rates and are available online at www.populardirect.com/products/savings .	
BALANCE COMPUTATION METHOD TO CALCULATE INTEREST:	Daily Balance Method. This method applies a daily periodic rate to the principal (minus any uncleared or uncollected deposits) in the account each day. Interest begins to accrue no later than the business day we receive credit for the deposit of non-cash items (for example, checks).	
MINIMUM BALANCE TO EARN INTEREST:	\$0.01	Interest will be paid on the deposited funds if the balance required by the bank is maintained during the statement period and the account is still open on the last day of the account statement or the interest payment period.
INTEREST RATE TIERS:	\$.01 - \$9,999.99 \$10,000 to \$24,999.99 \$25,000 to \$49,999.99 \$50,000 - \$99,999.99 \$100,000 +	
STANDARD INTEREST CREDIT TIMING AND DISTRIBUTION:	Interest compounded daily and credited to your account monthly on the last day of the month. ⁴	

Overdraft Policies

OVERDRAFT AND RETURN ITEM NSF FEES:	\$0	The Bank, at its discretion, may pay these transactions without requiring your authorization.
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Transaction Processing Policies⁵

TRANSACTIONS ARE GENERALLY PROCESSED IN THE FOLLOWING ORDER:	First:	All deposits and credits to your account will post.
	Second:	The following items will post in the order in which each was authorized/received: withdrawals, transfers between accounts, government debits, adjustments, and returned deposits.
	Third:	Pre-authorized ACH debits whether one-time or recurring will post in the order received by us. When multiple ACH debits are received, they are posted lowest to highest dollar amount.
	Fourth:	Most fees post on the same day they are incurred, however, certain fees including Return Item NSF Fees and Overdraft NSF Fees are posted on the Business Day after an NSF item for return or an overdraft occurs on an account.

¹For all applicable fees please refer to our "Schedule of Fees"

² Mobile Check Deposit is subject to eligibility requirements. Deposits are subject to verification and may not be available for immediate withdrawal. Standard mobile carrier charges and fees may apply.

³We reserve the right to change our fees, charges, balance requirements. We will notify you of any changes as required by law. Interest rate and APY are variable and may change at any time.

⁴If you close your account before interest is credited, you will not receive the accrued interest.

⁵We reserve the right to change our fees, charges, balance requirements. We will notify you of any changes as required by law.

Error Resolution

<p>IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS WRITE US AT THE ADDRESS OR CALL US AT THE PHONE NUMBER IN THE "QUESTIONS?" SECTION AS SOON AS YOU CAN.</p>	
<p>If you think your statement or receipt is wrong or contains an error, or if you need more information about a transfer, we must hear from you no later than 60 days after we send you the FIRST statement on which the error or problem appeared.</p> <p>The following information will be required:</p> <ol style="list-style-type: none"> (1) Your name and account number. (2) The error or transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information (3) The dollar amount of the suspected error and the date it appears on your statement. <p>We will investigate your complaint and will correct any error promptly. We will tell you the results of our investigation within 10 business days after we hear from you (20 business days if the transfer involved a new account). An account is considered new for 30 days after the first deposit is made. However, if we need more time, we may take up to 45 days to investigate your complaint or question (90 days if the transfer involved a new account, or a transfer that was initiated outside the U.S.) If we decide to do this, we will provisionally credit your account within 10 business days (20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have use of the money during the time it takes us to complete our investigation. If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days. If we ask you to put your complaint or question in writing and you fail to give us the required written confirmation of your complaint or question, then we may not provide provisional credit to your account or we may revoke the provisional credit we previously gave to you. We will tell you the results of our investigation within three business days after completing our investigation.</p> <p>For more information regarding your dispute resolution rights please refer to the Personal Banking Disclosure and Agreement for Popular Direct Products.</p>	

Questions?

CUSTOMER SUPPORT	1-800-274-5696
EMAIL	<ul style="list-style-type: none"> - General questions: Please visit us at www.populardirect.com select Contact Us and complete the email form - Account-specific questions: If you need to include account-sensitive information, log in to your online banking and go to Customer Service, Bank Messages to send us a secure message
MAIL	<p>Banco Popular North America Attn: Popular Direct Products P.O. Box 4884 Miami Lakes, FL 33014</p>