Company:	QUONTIC BANK	
Procedure Name:	Add and Remove Beneficiary	
Procedure Owner:	Customer Success	ADAPTIVE DIGITAL BANK
Last Revision:	October 24 th , 2023	

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PURPOSE

This procedure outlines guidance for the Customer Success (CX) team to assist the client with their initial requests received directly through the Quontic Online Banking Platform, email, or through a Glia Engagement (Phone call, Audio, Chat). The CX team uses HubSpot to track and document the client's requests. The bank's responsibility is to ensure the client's request is completed promptly.

ROLES AND RESPONSIBILITIES

Any member of the CX team in contact with a client's request is responsible for recording, acting upon, and communicating to the client once their request is completed through the Quontic Online Banking Platform, email, or through a Glia Engagement (Phone call, Audio, Chat). A HubSpot ticket on the client's contact record captures the record, progress, and completion of the request.

The CX team members are responsible for the following:

- Report the client's requests accurately using HubSpot tickets
- Add Beneficiary and Payable on Death (POD) Title to the account
- Remove Beneficiary and POD Title from the account
- Communicate with the client once their request has been completed
- Prevent a complaint from the client for not completing their request or responding to their request
- Updating a customer with information found/known while resolving their issue that may financially or negatively impact the bank or the client

The Digital Bank Operations (DBO) team is responsible for resolving issues the CX team has escalated. DBO is responsible for communicating with the CX team if further information is needed or when the request has been resolved.

CX BUSINESS RULES

- CX must follow the <u>SOP CX HubSpot</u> for the creation and entire process of a HubSpot ticket
- CX must follow the authentication process in the <u>SOP CX Contact Handling</u> for all CX channels
- CX must escalate the client's HubSpot ticket to DBO General Account Maintenance Status after adding or removing a beneficiary(s) to/from an account
- CX must receive written confirmation from the client with the information below:
 - Account the beneficiary should be added or removed
 - o Name of the Beneficiary
 - Beneficiary Phone Number (Optional)
- Quontic does not contact the beneficiary if the account holder is deceased
 - o Refer to <u>CX SOP Deceased Owner</u>
- CX can add the following entity types as a beneficiary on an account
 - o Individual
 - Must be 18 years or older
 - US citizen or Non-US citizen
 - o Trust
 - o Estate
 - o Business
- CX can add up to four beneficiaries through Horizon XE

- If the client needs to add five beneficiaries, CX can add the four beneficiaries and then escalate to DBO to add the fifth beneficiary forward the ticket to DBO General New Status for completion
- Federal Deposit Insurance Corporation (FDIC) allows up to only five beneficiaries per account
 - Please go to Appendix for FDIC FAQs
- CX must provide the client with the following links if the client wants to understand how their accounts are protected so we are not liable:
 - o <u>https://edie.fdic.gov/calculator.html</u>
 - o https://www.fdic.gov/resources/deposit-insurance/brochures/insured-deposits/index.html
 - o https://www.fdic.gov/news/fact-sheets/final-rule-trust-mortgage-accounts-01-21-22.pdf
 - If the clients need to ensure their current deposit(s) are protected:
 - First Step: Offer joint owner addition refer to <u>SOP CX Add Joint Owner</u> for further assistance
 - Second Step: Explain beneficiary protection

PROCEDURES

PROCE	DURE: ADD BENEFICIARY (PERSON)	
STEP	EXPECTATION	IMAGE
1.	Access <u>Horizon XE</u> Enter User ID Enter Password Click on Sign In	User ID: Enter Your User ID Password: Enter Your Password Change Password Sign In
2.	Locate the Client's Account in Horizon XE	Q Search Advanced
3.	Click on Relationship Summary Click on Customer Accounts Click on the Account the client would like to add the beneficiary to	Accord Market Conception Accord StateMark State
4.	Follow the instructions to create the beneficiary's profile: Click on Account Relationship Click on Customer to Account Click on Indirect and Other Owners Click on Edit Click on the Three-button Menu	Weil Name? Customer to Account Relationships Den if links Den Version of Account Relationships Den if links Den Den Version of Account Relationships Den Den Den <t< td=""></t<>
	Click on Add Indirect or Other Customer	Reset Sort Reset Filters

5.	When you click on Add Indirect or Other	Search
	Customer, this screen will populate	Search Connections History Favorites
	Enter the Beneficiary's Name , next to Quick	Control Description (Control of Control of C
	Search	Quick Search : beneniciary name
		Title Tax Identifier Date of Birth
	Press Enter on your keyboard	
	If you receive the following message, "Zero	
	items were found for the search criteria	
	supplied. " this means the beneficiary does not	
	have a profile on Horizon XE:	
	• CX will need to create a profile for the	
	beneficiary first before adding the	
	beneficiary to the account	Select
	beneficiary to the account	
	If you see the client's beneficiary name listed	Outeb Oceanty Associate Manual
	under the title ensure the beneficiary	Quick Search : beneficiary Name
	information matches the information provided	> Additional Search Options
	by the client:	
	• If the information matches Continue to	A Zero items were found for the encode ariteria supplied
	• If the information matches, continue to Stop 11	A zero items were round for the search criteria supplied
	If the information does not match	
	If the information does not match, Continue to the post step	
6	Click on Add Customer	Search
0.		Search Connections History Favorites Oulck Search : beneficiary Name
		> Additional Search Options
	Click on Personal	Title Tax Identifier
		Select Add Customer ~ Capture ID
		Personal Non-Personal
7.	You will be directed to fill the information in	Customer Origination ×
	the beneficiary's profile	Required Customer Ouick Setup
		© Quick Setup Optional
	Enter the Beneficiary Name	Customer Information Customer
		Email/Web Addecases Name: Beneficiary's Time
	Enter the Phone Number (Optional)	Ptune Muniters Legal entity type * Indexdual v
	• Leave blank if the customer does not	CTR Exampl Person Contact Enlanced Duc Olgence Street:
	provide	trage Percentation Contact Notes
		Datamer Melles Dicky Studie: Units an one-UIS address Dicky Studie: Units an one-UIS address
1		Biegulatory Compliance Zip code:
	Click on Finish to continue with the creation	Senices Phone 1: 0 -0 1: 0 BLANK IS VALID - This is a mon-U.S. phone
	of the beneficiary's profile	Services Phone 1: 0 -0 It 0 BLANK (S VALU) ∨ The is a non-U.S. phone Tax information Phone 2: 0 -0 ELANK (S VALU) ∨ This is a non-U.S. phone Use Priods - Friet Luit Email: Email: The is a non-U.S. phone The is a non-U.S. phone

8.	This screen will populate after you click on Finish	CASS Confirmation
	Click on Override since we do not require the beneficiary's address	City, State: Zip code: Save Override Cancel
9.	The beneficiary's profile will automatically populate after you click on Override Click on the "X" next to the beneficiary's name to close that profile.	Image: Status in the status
10.	You will be redirected back to the originating customer's account profile Follow the instructions below to add the beneficiary to the account: Click on the Three-button menu Click on Add Indirect or Other Customer	Control of Contro
11.	Enter the Beneficiary's Name , next to Quick Search Press Enter on your keyboard Click and highlight the Beneficiary's Name Click on Select	Search Connections History Favorites Ouick Search: Beneficiary's Name > Additional Search Options Tax Mentifier Select Add Customer ~ Capture ID
12.	 The following screen will populate Select Payable on Death (Primary Beneficiary) as the Relationship Type Check Mark the box next to Include in Title Click on Save If the customer requests multiple individuals to be added to the account as beneficiaries, repeat steps 4 – 12 	Add Customer Leslie All Add to Certificate # Relationship type: (Select One) Cancel Add to Certificate # Relationship type: PAYABLE ON DEATH (Primary Beneficiary) I Include in Title Save Cancel Save Cancel Cancel Cancel

13.	Once all beneficiary (s) have been added under	Customer to Account Relationships Brew All Hide All Cancel
	Indirect and Other Owners	Curveying:
	Click on Customer and Assount Controls	Tax regionalize Address owner: Address owner:
	Click on Customer and Account Controls	Automation of superstances required.
	Select "1", next to the Number of Signatures	Direct Owners and Authorized Signers Indirect and Other Owners
	Required	Bhort Name Balationship Tax ID Isolate in Title Print See Calculated Actions - Ac
	Click on Save	and Canot
14.	Verify that the beneficiary was successfully added to the account and the Account Title	V Poduli S (por 12 ADVINICIO One Instruction Multi-DDD SUBJECT Instruction Multi-DDD SUBJECT Instruction SUBJECT
	Attach all snippets to your HubSpot ticket	Network Memory Customer to Account Relationships Bow All Edit - Annuel Medianalitys - Annuel Medianalitys - Edit - Edit - Annuel Medianalitys - Annuel Medianalitys - Edit - Edit
	Forward HubSpot ticket to DBO General	Aleman Aldem Disanta Suemay
	Pipeline/Account Maintenance Status	Prillowy Street Denses and Authorized Signers Second Private With Working Marcine Walkerst and Other Denses
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		Produce Medicidians Profiles Medicidians Profiles Medicidians Profiles Medicidians Profiles Medicidians Yes Litre 2
		Deer Fields
PROCI		UST/BUSINESS)

STEP **EXPECTATION IMAGE** 1. Access Horizon XE EIS User ID: Enter Your User ID Enter User ID Enter Your Passwor Enter **Password** Click on Sign In 2. Locate the Client's Account in Horizon XE Q Search... Advanced 3. Follow these steps to access the customer's account: Relationship Summary Click on **Relationship Summary Click on Customer Accounts** Click on the **Account** the customer would like to add the beneficiary to Follow the instructions to create the 4. beneficiary's profile: Click on Account Relationship **Click on Customer to Account** Table Options **Click on Indirect and Other Owners** Update Visible Columns . . Click on **Edit** Column Ordering Export All Rows Click on the **Three-button menu** . Reset Sort Reset Filters **Click on Add Indirect or Other Customer**

5.	Enter the Beneficiary's Name , next to Quick Search	Search Search Connections History Favorites
	Press Enter on your keyboard	Title Tax Identifier Date of Birth
	 If you receive the following message, "Zero items were found for the search criteria supplied," this means the beneficiary does not have a profile on Horizon XE: CX will need to create a profile for the beneficiary first before adding the beneficiary to the account 	
	 If you see the client's beneficiary name listed under the title, ensure the beneficiary information matches the information provided by the client: If the information matches, Continue to Step 11 If the information does not match, Continue to the next step 	Select I Quick Search : beneficiary Name
6.	Click on Add Customer Click on Non-Personal	Search Search Connections History Favorites Jude Search: Lementiciary Name Additional Search optimes Zero Items were found for the search enteries supplied Title Tas Identifier Add Customer Personal Non-Personal
7.	You will be directed to fill the information in the beneficiary's profile	Trust Beneficiary
	 Enter the Beneficiary Estate/ Trust/ Business Name Trust titles may not fit in one line; ensure you are capturing the entire beneficiary's name as per the client's request Use 2nd line as needed to ensure accuracy See the image on the right as a reference – "DATED MAY 7 2020" is part of the trust name 	Required Customer Quick Setup © Oukk Setup Optional Outomer Information: Adresses Customer Information: DATED MAY 7, 2020 Legal entity type: Total: is on file Borrower Information: Trust: type: Phote Numbers Trust is revocable Borrower Information: Trust is revocable Chittomer Kinds Trust established: Contact Notes Trust established: Backgrower Information Trust established: Contact Notes Contact Beard Preson Street: Trust auth/cent: Image Presonalization Contact Notes Street: Tax Information Image Presonalization
	Trust Required Information: Select "Trust" for Legal Entity Type Enter the Date of Trust Establishment	City, State: Zip code: Phone 1: 0 0 Cancel Prevalues Next Finish Cancel

	Enter the Date of Trust Auth/Cert	Estate Re	meficiary
	Enter the Phone Number (Optional)		x CD
	Linter the Finder (Optional)	New Customer	
	• Leave blank if the customer does not	Required	Customer Quick Setup
	provide	Quick Setup	Customer Quick Setup
	Click on Finish	Optional Customer Information	Customer
		Addresses	Name line 1: * ESTATE OF TEST TEST
	Estate Required Information:	Email/Web Addresses	
	Select "Estate" for Legal Entity Type	Phone Numbers	Legal entity type: Estate
	Enter the Phone Number (Optional)	Borrower information	Street:
	• Leave blank if the sustainer does not	CTR Exempt Person	
	• Leave blank if the customer abes not	Image Personalization	
	provide	Contact Notes	City, State:
	Click on Finish	Exception Notes	
		Regulatory Compliance	
	Business Required Information:	Services Tax Information	Email
	Select "Association or Organization" for	User Fields - Field List	Identification
	Legal Entity Type	Maintenance Log	Tax ID:
	Enter the Phone Number (Optional)		Product Next Finish Cancel
	• Leave blank if the customer does not	D	
	nrovide	Business	Beneficiary
	Click on Finish	New Customer	
		Required	Customer Ouick Setup
		© Quick Setup Optional	
		Customer Information	Customer Name line 1:* BUSINESS
		Email/Web Addresses	
		ID Information Phone Numbers	Legal entity type: Association or Organization Contact
		Borrower Information	Street
		Enhanced Due Diligence	
		Image Personalization Contact Notes	City, State:
		Customer Notes	Zip code:
		Regulatory Compliance	Phone 1: 0 -0 Ext: 0 BLANK IS VALID ✓ □ Phone 2: 0 -0 Ext: 0 BLANK IS VALID ✓ □
		Services Tax Information	Email:
		User Fields - Field List	Identification
		maniprasice Log	Tax ID: V
			Restricted customer; * No
			FinCEN country.
			Restore Recess Information
8	This screen will populate after you click on	CASS Confirma	ition
0.	Finish		
		LLN-Ins	sufficient last line (city, state, zip).
	Click on Oromido since my de net merei d	Street:	<u> </u>
	Click on Override since we do not require the		
	beneficiary's address	City, State:	
		Zip code:	
		Save Over	ride Cancel

Branch: Not Assigned Service member: VIP code:
Alerts (0), Messages (0) Relationship Summary Customer Information Customer Verification Electronic Access Weighted Average Rates
Source radio and radio andradio andradio andradio and radio and radio and radio and radio a
Search Connections History Favorites Quick Search Revealed Tn Revocable TRUST DATED MAY 7, 2020
Add Customer Estate Add to Certificate # Relationship type: (Select One) Cancel Ca
Customer to Account Relationships Dere XII Mar AII Cancel Customer and Account Central Image: Image: </th

14. Verify that the added to the	ne beneficiary was successfully account and the Account Title		2	
Attach all si Forward Hu Pipeline/ Act	hippets to your HubSpot ticket hSpot ticket to DBO General count Maintenance Status	Anna 11, Narougo III Anna Al Anna Anna Sanara Anna Annara Anna Annara Anna Annara Anna Annar Anna Anna Anna Anna Anna Anna Anna Anna		

PROCEDURE: REMOVING A BENEFICIARY(S) FROM AN ACCOUNT

STEP	EXPECTATION	IMAGE
1.	Access Horizon XE	FIS Empowering the Financial World
		Uner ID Enter Your User ID
	Enter User ID	Password Enter Your Password
	Enter Password	
	Click on Sign In	Bilges for
2.	Locate the customer's Account in Horizon XE	Q search Advanced
3.	Click on Relationship Summary	
	Click on Customer Accounts	
		Relationship Summary New All Index All
	Click on the Account the customer would like to	Control Owing > Relationship Yeals 5 Control Owing > Yeighted Annupg Rates Entrol Owing > Yeighted Annupg Rates
	remove the beneficiary from	> 283 Reports > Scaling billiontain > Machineme > Machineme
		Distance Distance Description of the property of the
		Bits Confide Dir Sigl: C owner 523 (243 27 523 (243 27 523 (243 27 520 (243 2
		Mateurini Lay Bernge 2001 SOARD SECONDARY 1934423 \$1344423 Open HICH YELD SUIVES Devel
4.	Click on Account Relationships	And Control of the Account Relationships In a line at the Account Relationships
	Click on Customer to Account	Annot's Annot Enterschlanset
	Click on Indirect and Other Owners	Broade Eastern Eastern Sammary - Individ and Other Down
	Click on Edit	The C + (giv > 2)
	Next to the beneficiary being removed, click on	Here's Versioning Decision Multisology Tar B Andra V Tar A Fair Day, Galada Kitalandig 2 Menamera Actions Actions (Multisology Decision) Kitalandi Multisology (Multisology Decision) Kit
	Actions	J tota M/2015 benafar Pening Pana Tanaka
	Click on Delete	3 Persylations Putant
	A confirmation pop up will appear	landi Karlas Receiva
	A commution pop-up win appear.	Actions ~
	Click on Confirm Delete	Additional Values
	Click on Save	Move to Move Down
		Show Image in Banner
	Repeat the step if there is multiple beneficiary	You have chosen a delete customer Ammerman, Molly Beth, Select Confirm to delete the relationship, or select Cancel to return.
	removal	
	Attach all snippets to your HubSpot ticket	Contem Date
	in suppos to you nuospot denot	
	Forward HubSpot ticket to DBO General	
	Pipeline/Account Maintenance Status	Save Cancel
	Trender recount traintonalloo Datab	

FDIC FAQs

Deposit insurance is one of the significant benefits of having an account at an FDIC-insured bank—it's how the FDIC protects your money in the unlikely event of a bank failure. The standard insurance amount is \$250,000 per depositor, per insured bank, for each account ownership category. And you don't have to purchase deposit insurance. You are automatically covered if you open a deposit account in an FDIC-insured bank.

Q: What is the FDIC?

A: The FDIC is an independent agency of the United States government that protects bank depositors against the loss of their insured deposits if an FDIC-insured bank or savings association fails. FDIC insurance is backed by the full faith and credit of the United States government.

Q: Can I have more than \$250,000 deposit insurance coverage at one FDIC-insured bank? A: Yes. The FDIC insures deposits according to the ownership category in which the funds are insured and how the accounts are titled. The standard deposit insurance coverage limit is \$250,000 per depositor, per FDIC-insured bank, and per ownership category.

The amount of FDIC insurance coverage you may be entitled to depends on the FDIC ownership category. This generally means the way you hold your funds at the bank. Below are examples of some FDIC ownership categories:

- Single accounts
- Joint accounts
- Informal Revocable Trust Account (POD)

Q: Can I have more than \$250,000 deposit insurance coverage at one FDIC-insured bank?

A: Yes. The FDIC insures deposits according to the ownership category in which the funds are insured and how the accounts are titled. The standard deposit insurance coverage limit is \$250,000 per depositor, per FDIC-insured bank, and per ownership category.

Deposits held in different ownership categories are separately insured, up to at least \$250,000, even if held at the same bank. For example, a revocable trust account (including living and informal revocable trusts commonly referred to as payable on death (POD) accounts) with one owner naming three unique beneficiaries can be insured for up to \$750,000. See <u>"Revocable and Irrevocable Trust Accounts"</u> for more information about how deposit insurance is calculated for these accounts.

FDIC Ownership Categories:

Ownership Categories	Explanation
Single Accounts are when there	Single Account
is no beneficiary or joint owner/signer on the account	A deposit account owned by one person, without named beneficiaries, including: Checking accounts Money model deposit accounts
	Coverage Limit: All single accounts owned by the same person at the same bank are added together and insured up to 5250,000. NOTE: Accounts with one or more owners that name beneficiaries are insured as Revocable Trust deposits, assuming the requirements described in that section are met.

A joint account is when there is	Joint Account		•
more than one owner/signer on	A deposit account owned by two or more people, without named beneficiaries. To qualify for coverage, all owners must:		
the account	Be living people		
	Mana are of eights to make with desurals		
	 Have equal rights to make without awars 		
	Self-directed Keogh plan accounts		
	Sign the deposit account signature card (unless the account is a CD). Electronic signatures meet this requirement.		
	Coverage Limit: Each co-owner's shares of every joint account at the same insured bank are added together and insured up to \$250,000. NOTE: Accounts with one or more owners that name beneficiaries are insured as Revocable Trust deposits, assuming the requirements described in that section are met.		
An informal Revocable Trust	Revocable Trust Account		~
Account is when the account is titled In Trust For (ITF) or	A deposit account owned by one or more people that identifies one or more beneficiaries who will receive the deposits upon the death of the owner(s). This includes both formal "Living" Trusts and informal In Trust For (ITF)/ Payable on Death (POD) accounts.		
Payable on Death (POD)	 A revocable trust can be revoked, terminated, or changed at any time at the discretion of the owner(s). The account title must disclose the trust relationship with phrases such as Living/Family Trust, POD, or ITF. 		
	 Beneficiaries must be people, charities, or non-profit organizations, and must either be named in the bank records or identified in the trust document. 		
	Coverage Limit: All revocable trust accounts owned by the same person at the same bank are added together, and the owner is insured up to \$250,000 per beneficiary. <u>Click here for more information</u> about deposit insurance coverage for revocable trust accounts.		
Under FDIC, these are the maximum deposit insurance	Maximum Insurance Coverage for a Trust Owner when there are Five or Fewer Unique Beneficiaries		
coverage per beneficiaries	Number of Unique	Maxim	um Deposit
	1 Beneficiary	insurance \$	250 000
	2 Beneficiaries	\$	500,000
	3 Beneficiaries	\$	750,000
	4 Beneficiaries	\$	1,000,000
	_5 Beneficiaries	\$	1,250,000

APPENDIX

https://quonticbank.healthstreampolicy.com/QuonticBank/main.aspx?tid=547&mtid=395 https://hzn-xe-ep2-18.fisglobal.com/HORIZON/xe-app/index.html https://www.fdic.gov/resources/deposit-insurance/ https://www.fdic.gov/resources/deposit-insurance/financial-products-insured/ https://edie.fdic.gov/calculator.html

REPORT

HubSpot is Quontic's Customer Relationship Management (CRM) tool has a reporting feature based on the tickets generated. The Customer Success (CX) Department is required to fill out the ticket's required fields which feed into the reports. The CRM will compile the information and provide reports based on what is needed. The Quontic CX team reviews HubSpot reporting daily/weekly/monthly for trends and productivity. HubSpot Reporting can be found in the <u>Service Ticket Details Dashboard</u>.

CONTROLS

The Quality team monitors the adherence to this SOP through the Quality Program. Results are reported to the VP of Customer Success and the SVP of Digital Bank Operations. Inconsistencies must be remediated immediately. See the <u>SOP - Quantic Quality Assurance Program</u> (QQAP) for more guidance.

CHANGE LOG

Date	Description of Change
11/28/2023	Transferred the prior SOP version into the new SOP Template provided by Compliance
11/28/2023	Included beneficiary age and citizenship requirements to business rules