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Welcome to ACH Origination

Thank you for being a valued City Bank customer. By enrolling in City Bank’s ACH services, you are now an ACH Originator. The ACH Network, which provides for the interbank clearing of electronic payments, is governed by The NACHA Operating Rules and Guidelines (Rules). The Rules apply to all entries and entry data transmitted through the ACH Network. As an ACH Originator, you must comply with and are bound by the Rules.

This guide provides a brief summary of ACH facts and ACH Originator responsibilities. It is not intended to be a replacement or substitution for NACHA Rules and Guidelines. NACHA Rules are subject to change. If you would like a copy of the NACHA Rules and Guidelines, you may purchase these through the links below

Treasury Solutions Client Support Information

Direct Phone Number: 806-771-3233

Email Address: tmsupport@city.bank or clientsupport@city.bank

Hours of Operation: Monday-Friday 8:00 AM CT- 5:00 PM CT

Federal Holidays are observed by Treasury Solutions Client Support

NACHA Handbook

Each year NACHA will update and release a new Originator’s Handbook for that current year. A copy of the Originator’s Handbook for CCD & CTX and PPD Standard Entry Class Codes can be obtained for a

small fee by contacting the National Automated Clearing House Association (NACHA) at the following location:

NACHA
2550 Wasser Terrace, Suite 400
Herndon, Virginia 20171
Phone: (703) 561-1100

If you would prefer, you may purchase the book online by visiting NACHA's website at: www.nacha.org
There are changes to the rules that impact you as a corporate originator. A summary of those rules changes is enclosed.

Upcoming NACHA Rule Changes

Effective Date: Phase I - March 20, 2026; Phase II - June 19, 2026

Fraud Monitoring by Originators, Third Party Service Providers/Senders and ODFIs

The Fraud Monitoring by Originators, Third Party Service Providers/Senders and ODFIs Rule will require each non-consumer Originator, ODFI and Third Party Service Provider/Sender to establish and implement risk-based processes and procedures reasonably intended to identify ACH entries initiated due to fraud. Each of these parties will need to review at least annually their processes and procedures and make any appropriate updates to address evolving fraud.

Effective Date: March 20, 2026

Standard Company Entry Descriptions – PAYROLL and PURCHASE

The Standard Company Entry Descriptions Rule will establish two new Company Entry Descriptions, PAYROLL and PURCHASE. The PAYROLL Company Entry Description must be used for ACH credits bearing the PPD Standard Entry Class Code that are for payment of wages, salaries, and other similar types of compensation. The Rule will also establish the Company Entry Description PURCHASE, which must be used for e-commerce purchases.

FedLine Notices

All of your ACH Approvers were added to the FedLine website to receive ACH Return Notices, Notices of Change, and Return Ratio reports via email. These reports will come in an encrypted email from the Federal Reserve Bank on City Bank's behalf.

- Notification of Change (NOCs) indicate items that need to be corrected by the originator but still received by the intended recipient. Examples are incorrect account or routing numbers. Emails with NOCs will come from notification@achedi.com the day the entry is received.
- Notification of Return (NORs) indicate items that were not received by the intended recipient. Examples are closed account or invalid routing number. Please contact your recipient to update this information.
- Return Ratios are monitored by NACHA and City Bank on a monthly basis. Failure to comply with NACHA's threshold for returns could result in losing ACH Origination privileges.

The domain names for FedLine Notices are:

@encryptedmail.achedi.com

@achedi.com



Office of Foreign Assets Control Requirements

The Office of Foreign Assets Control (OFAC) administers economic sanctions and embargo programs that require that assets and transactions involving the interest of target countries, nationals, and other specifically identified companies and individuals (blocked parties) be frozen. All of the programs administered by OFAC involve declarations of national emergency by the President of the United States. Originators of ACH entries must be aware that they are subject to applicable U.S. law when initiating these entries. This includes that the Originator is not violating OFAC-enforced sanctions and that it is not acting on behalf of, or transmitting funds to or from, any party subject to such sanctions. Originators should be aware that they will be held to an obligation to originating only lawful ACH entries under this agreement. Originators are strongly encouraged to obtain Specially Designated National (SDN) and other compliance information directly from OFAC: <https://ofac.treasury.gov/>

Verification Callbacks

City Bank is entitled to call and verify the Date of Birth and/ or Full Legal Name for any ACH Recipient that is a potential OFAC match. Verifying this information will clear any potential matches your recipient may have. If this information is not verified the bank reserves the right to cancel the ACH for the recipient.

Security Resources

We also want to take this opportunity to remind you about important security practices that can help you protect your accounts. Please review this website for best practices and let us know if you have any questions.

<https://www.city.bank/fraud-and-security>

<https://www.fcc.gov/general/cybersecurity-small-business>

We appreciate your business, and look forward to continuing to serve your financial needs in the future. If you have any questions regarding this letter or the NACHA Rules, please do not hesitate to contact us.

ACH Notification of Change and Return codes

Transaction Codes To Be Used by the Originating Depository Financial Institution (ODFI) for Origination Entries

Demand Credit

- 21 Notification of Change
- 22 Deposit
- 23 Prenotification

Savings Credit

- 31 Notification of Change
- 32 Deposit
- 33 Prenotification

Demand Debit

- 26 Notification of Change
- 27 Payment
- 28 Prenotification

Savings Debit

- 36 Notification of Change
- 37 Payment
- 38 Prenotification

Notification of Change Codes To Be Used by the RDFI for Notification of Change Entries

C01 Incorrect Account Number



- C02 Incorrect Routing Number
- C03 Incorrect Routing & Account Number
- C04 Invalid Account Name
- C05 Invalid Transaction Code
- C06 Invalid Account Number & Transaction Code
- C07 Invalid Routing & Account Number & Transaction Code
- C09 Invalid Individual ID Number
- C13 Addenda format Error

Table of Return Reason Codes To Be Used by the RDFI for Return Entries

- R01 Insufficient Funds
- R02 Account Closed
- R03 No Account/Unable to Locate Account
- R04 Invalid Account Number
- R05 Unauthorized Debit to Consumer Account Using Corporate SEC Code (adjustment entries)
- R06 Returned per ODFI's Request
- R07 Authorization Revoked by Customer (adjustment entries)
- R08 Payment Stopped
- R09 Uncollected Funds
- R10 Customer Advises Not Authorized, Notice Not Provided, Improper Source Document, or Amount of Entry Not Accurately Obtained from Source Document (adjustment entries)
- R11 Entry not in Accordance with Terms
- R12 Account Sold to Another DFI
- R13 Invalid Routing Number
- R14 Representative Payee Deceased or Unable to Continue in that Capacity
- R15 Beneficiary or Account Holder (Other Than a Representative Payee) Deceased
- R16 Account Frozen
- R20 Non-Transaction Account
- R23 Credit Entry Refused by Receiver
- R24 Duplicate Entry
- R29 Corporate Customer Advises Not Authorized

Standard Federal Reserve Bank Holidays

* Saturday - the Federal Reserve Banks are open, but the Board of Governors is closed on July 3, 2026, June 18, 2027, December 24, 2027, November 10, 2028, and December 31, 2028. ** Sunday - the Federal Reserve Banks and the Board of Governors are closed on July 5, 2027, and November 12, 2029.

Federal Holiday	2026	2027	2028	2029
New Year's Day	January 1	January 1	January 1*	January 1
Martin Luther King Jr	January 19	January 18	January 17	January 15
Washington's Birthday	February 16	February 15	February 21	February 19
Memorial Day	May 25	May 31	May 29	May 28
Juneteenth	June 19	June 19*	June 19	June 19
Independence Day	July 4*	July 4**	July 4	July 4
Labor Day	September 7	September 6	September 4	September 3



Columbus Day	October 12	October 11	October 9	October 8
Veteran’s Day	November 11	November 11	November 11*	November 11**
Thanksgiving Day	November 26	November 25	November 23	November 22
Christmas Day	December 25	December 25*	December 25	December 25

Defined Terms

- **ACH Network:** The Automated Clearing House (ACH) is an Electronic funds transfer system governed by the NACHA Operating Rules
- **ACH Originator:** A person that has authorized an ODFI to transmit, for the account of that person, a credit Entry, debit entry, or non-monetary entry to the receiver’s account at the RDFI.
- **Addenda Record:** A record that contains supplemental data related to an entry
- **Administrative Return Rate:** The rate at which an Originator’s debit Entries are returned for administrative reasons (Return Reason Codes R02, R03, or R04)
- **Administrative Return Rate Level:** An Administrative Return Rate of 3% or lower must be maintained
- **All Return Rate:** The rate at which an Originator’s debit Entries are returned for all reasons
- **All Return Rate Level:** An All Return Rate of 15% or lower must be maintained
- **Business Day:** A calendar day other than a Saturday, Sunday, or a federal holiday in the U.S.
- **Corporate Credit or Debit (CCD) Entry:** A credit, debit or non-monetary Entry originated by an Organization to or from the account of that Organization or another Organization
- **Corporate Trade Exchanged (CTX) Entry:** A credit, debit or non-monetary Entry originated by an Organization to or from the account of that Organization or another Organization and accompanied by one or more Addenda Records, up to a maximum of 9,999
- **Effective Entry Date:** The banking day specified by the Originator on which it intends a batch of Entries to be settled
- **NACHA:** National Automated Clearing House
- **ODFI:** Originating Depository Financial Institution
- **Prearranged Payment and Deposit (PPD) Entry:** A credit, debit or non-monetary Entry originated by an Organization to or from the account of a Consumer.
- **Prenotifications (Prenotes):** are non-dollar entries used by your company to verify that the account number on the entry is for a valid account at a Receiving Depository Financial Institution (RDFI). Prenotes are optional. However, if your company chooses to send prenotes, you are required to do so at least 3 business days before sending the first live dollar entry.
- **RDFI:** Receiving Depository Financial Institution
- **Unauthorized Return Rate:** The rate at which an Originator’s debit Entries are returned for administrative reasons (Return Reason Codes R05, R07, R10, R11, R29, R51)
- **Unauthorized Return Rate Level:** An Unauthorized Return Rate of 0.5% or lower must be maintained