

Local Agency Investment Fund



LAIF Online User Help Guide

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Introduction

Welcome and thank you for using the LAIF Online Account Management Service, or LAIF Online. This service was developed to provide our LAIF participants with an automated method of investing with LAIF. LAIF Online hours are Monday through Friday (excluding state holidays) from 7:00 am to 7:00 pm with technical assistance available from 7:30 am to 4:15 pm.

This Help Guide is provided as a tool to navigate you through the online services website. It will provide you with information about what your organization needs to get started, how to register and initiate transactions.

Contact Information

If you experience any problems or have questions about the functions of LAIF Online, please contact LAIF during regular business hours at:

Phone: (916) 653-3001

E-mail: laif@treasurer.ca.gov

Software, Registration and Security

In order to access LAIF Online, agencies must currently be participating in LAIF and have up to date documentation on file, including a Resolution, an Authorization for Transfer of Funds, and a Bank Account Authorization. If you are not sure if your account information is current, or if you need to update this information, please contact LAIF.

Software Requirements

To maximize the performance of LAIF Online, we strongly recommend using the supported browsers and suggestions listed below:

- Internet Browser support - Internet Explorer version 11 (or higher) Google Chrome version 39.0.2171 (or higher)
 - Enable JavaScript
 - Allow popups from laifonline.treasurer.ca.gov
 - Enable cookies for laifonline.treasurer.ca.gov
- Email notifications
 - Allow emails from donotreply@treasurer.ca.gov and donotreply@sto.ca.gov

Registration Requirements

Each person authorized to transfer funds (per the Agency's Resolution and Authorization for Transfer of Funds form) is able to register as a LAIF Online user. LAIF Online users will be required to register with the agency's PIN and LAIF Account Number, as well as an Authorized User ID. This User ID will need to be requested from LAIF by the authorized

person via email to laifuserid@treasurer.ca.gov. LAIF will send your User ID electronically to the email address provided in the request.

Security

Authorized users are personally responsible for the security of their usernames and passwords. This information should not be shared with others and browsers should not be set up to automatically access this system through stored username and password information.

If you receive a question similar to either of the following AutoComplete boxes via your browser, select the option to not remember passwords for this site.



While logged onto LAIF Online, staff should not leave their computers unattended without logging off or invoking a password-protected screen saver to prevent access by unauthorized individuals. This application will time out after five minutes of inactivity.

LAIF Online allows users to save and print information. LAIF recommends that your agency develop internal policies and procedures regarding saving, printing, and disposal of statement information to prevent unintentional or unauthorized disclosure.

Registration

Let's get started...

First time users will need the following information in order to register:

- LAIF Account Number
- Participant Identification Number (PIN)
- Authorized User ID

While the LAIF Account Number and PIN are shared among persons authorized on the account, the User ID is unique to each authorized person on the account. In order to

receive your individual User ID, you must send an electronic request to LAIF at the following email address: laifuserid@treasurer.ca.gov. Please include the following in your request:

- Agency Name
- LAIF Account Number
- Name of authorized person requesting User ID
- Email address of authorized person

LAIF will send the User ID to the authorized person electronically. If you need assistance, please contact LAIF at (916) 653-3001. Once you have all the information listed above, you are ready to register. The LAIF Online website can be found at <http://laifonline.treasurer.ca.gov/> or on the State Treasurer's website.

The screenshot shows the 'Registration Form' for the 'Local Agency Investment Fund' (LAIF) 'Online Account Management' system. The header includes the LAIF logo, the title 'Local Agency Investment Fund', the subtitle 'Online Account Management', the phone number '(916) 653-3001', and links for 'Register', 'Log on', and 'Help'. The form itself is titled 'Registration Form' and includes a note that 'All fields are required.' The fields are as follows: LAIF Account Number (7 digits and no dashes, example: 9999999), PIN (example: 11111), AUTHORIZED User ID (Assigned by LAIF, example: 10101), Username (maximum 9 characters - case sensitive, example: SmithCES), Email (example: sjones@CityofSequo.org) and Confirm Email (example: sjones@CityofSequo.org), Optional: Add second email to receive notifications of online activity (Email: jbrown@CityofSequo.org, Confirm Email: jbrown@CityofSequo.org), Password (minimum 6 characters including a special character - case sensitive, masked with dots), Confirm Password (masked with dots), Select a Security Question (dropdown menu with 'What city were you born in?' selected), Answer (example: El Seguro), and a 'Register' button. At the bottom, there is a 'Back to Home' link and a red note: 'If you are experiencing registration difficulties, please contact LAIF staff at (916) 653-3001.'

To register, complete the fields on the registration screen as shown above.

Please note: If there is a change to the agency's Authorized Person list, please print and send us the required update form available on our website at <http://treasurer.ca.gov/pmia-laif/forms.asp>. Authorized Persons removed from this list will be disabled from using LAIF Online.

The following information may be helpful:

Username Requirements

- You will select a Username which you will use to log onto LAIF Online.
- The Username can be a maximum of 9 characters in length and is case sensitive.

Password Requirements

- Passwords are required to be a minimum of 7 characters in length.
- Passwords are required to contain at least one special character.
- Passwords are case sensitive.
- We recommend you change your password regularly for increased security.

Email Notifications

- When registering for the first time, you will be prompted to provide a primary email address as well as an option for a secondary email address. The secondary email address is not required; however, for security purposes, it allows for another person to be notified of transactions.
- You will immediately receive email notifications for all completed transactions on your account. If you do not receive an email notification of your transaction, the SPAM settings from your network security software might be preventing the email message from being delivered. Please verify with your System Administrator that the proper security settings are enabled. Please contact LAIF at (916) 653-3001 with any questions or concerns.

Log On Attempts

- The software allows three attempts to log onto the application. If a user is unsuccessful three times, he or she is automatically disabled. If you are disabled, you must reset your password.

Session Time Out

- The software has a system default that terminates the session after 5 minutes of inactivity. If a user is logged onto the web site and has been inactive for 5 minutes, a message will appear to prompt the user to log on again.

LAIF Online Home Page



The screenshot shows the LAIF Online Home Page. At the top, there is a dark blue header with the LAIF logo on the left, the title "Local Agency Investment Fund" in the center, and "Online Account Management" with the phone number "(916) 653-3001" below it. On the right side of the header, there are links for "SmithCES", "Log off", and "Help". Below the header, the main content area has a title "Local Agency Investment Fund (LAIF) Online Account Management" followed by a thank-you message from Treasurer John Chiang. Below this message is a grid of six buttons: "Account Inquiry" (View LAIF account balance and information), "Pending Transactions" (View or void pending transactions), "Deposit" (Initiate a deposit into your LAIF account), "View Statement" (View and print copies of account statements), "Withdrawal" (Initiate a withdrawal from your LAIF account), and "View Audit Confirmation" (View and print copies of audit confirmations). Below the grid is a section titled "Helpful Policy Reminders:" containing a list of rules and links for "Sign up" and "LAIF Information Digest". At the bottom, a security reminder states: "For increased security of your LAIF account information, remember to [change your password](#) regularly and log off when you are finished."

The LAIF Online Home Page is the first screen displayed after logging on. You can return to this screen at any time by clicking “Home.”

The LAIF Online Home Page provides LAIF participants access to the following:

- Account Inquiry
- Deposit Funds to LAIF
- Withdraw Funds from LAIF
- View and Void Pending Transactions
- View and Print Statements (opens in new window)
- View and Print Audit Confirmations (opens in new window)
- Sign up for Listserv
- Change Password

Account Inquiry Screen

The screenshot shows the 'Local Agency Investment Fund' online account management interface. The header includes the LAIF logo, the title 'Local Agency Investment Fund', and links for 'SmithCES' and 'Log off'. Below the header, it says 'Online Account Management' and '(916) 653-3001'. A 'Help' link is also present. The left navigation pane lists options: Account Inquiry (selected), Bank Account Information, Contact Information, Transaction History, Change Email, Deposit, Withdrawal, Pending Transactions, View Statement, View Audit Confirmation, Change Password, and Home. The main content area displays 'Agency Name: CITY OF EL SEGURO' and 'LAIF Account #: 9999999'. Under the 'Account Inquiry' heading, it shows 'Available Balance: \$4,256,953.27', 'Total Pending Transactions: \$5,000,000.00', and 'Transaction Count for Month: 1'. A 'Back to Home' link is at the bottom.

On the Account Inquiry Screen you can view your available balance, the total amount of pending transactions, and the transaction count for the month. Under Account Inquiry on the Navigation Pane to the left, you can view your Bank Account Information, Contact Information, Transaction History, or Change Email. You may also select any of the same options that are available from the Home Page.

Deposit Screen

The screenshot shows the 'Local Agency Investment Fund' online account management interface for the 'Deposit' screen. The header and navigation pane are identical to the Account Inquiry screen. The main content area displays 'Agency Name: CITY OF EL SEGURO' and 'LAIF Account #: 9999999'. Under the 'Deposit' heading, it shows 'Available Balance: \$4,256,953.27' and 'Transaction Count For Month: 1'. Below this, there are input fields for 'Effective Date', 'Deposit Amount: \$ 0.00', 'Agency Bank Sending Funds' (a dropdown menu showing '--Select--'), and 'LAIF Bank Receiving Funds' (a dropdown menu). There are 'Save' and 'Clear' buttons at the bottom, along with a 'Back to Home' link.

On the Deposit Screen you can initiate a deposit of funds to your LAIF Account. You may choose to make the deposit effective the same business day or up to 10 calendar days in advance. Type in the amount of the deposit and choose the bank from which you'll be sending the funds from the drop-down menu. Your choice of bank(s) will consist of those already authorized for your account. If you need to add a new bank, please print and send us the required form available on our website at <http://treasurer.ca.gov/pmia-laif/forms.asp>.

LAIF Online will adhere to the same timelines as used for phone transactions. Same-day transactions need to be made by phone or online by 10:00 am. Transactions made after 10:00 am will be effective the next business day.

After you complete these fields and select save, a confirmation screen will appear with your transaction details, including a confirmation number and a reminder to transfer the funds for deposit from your bank. You may print this page for your records. Additionally, you will receive an email confirmation.

Withdrawal Screen

The screenshot shows the 'Local Agency Investment Fund' online account management interface. The header includes the LAIF logo, the title 'Local Agency Investment Fund', and user options 'SmithCES' and 'Log off'. Below the header, it says 'Online Account Management' and '(916) 653-3001'. A 'Help' link is also present. On the left, a navigation menu lists: Account Inquiry, Deposit, Withdrawal, Pending Transactions, View Statement, View Audit Confirmation, and Home. The main content area displays 'Agency Name: CITY OF EL SEGURO' and 'LAIF Account #: 9999999'. The 'Withdrawal' section shows 'Available Balance: \$4,256,953.27' and 'Transaction Count For Month: 1'. The form fields include 'Effective Date' (empty), 'Withdrawal Amount: \$ 0.00', 'Bank Account Number to Credit' (a dropdown menu showing '-- Select--'), and 'For Further Credit' (a dropdown menu). At the bottom of the form are 'Save' and 'Clear' buttons, and a 'Back to Home' link.

On the Withdrawal Screen you can initiate a withdrawal of funds from your LAIF Account. You may choose to make the withdrawal effective the same business day or up to 10 calendar days in advance. Type in the amount of the withdrawal and choose the bank account number to credit from the drop-down menu. Only the last three digits of the bank account number will be appear. If you have instructions for further credit, this information will appear as well. Your choice of bank account number(s) will consist of those already authorized for your account. If you need to add a new bank account, please print and send us the required form available on our website at <http://treasurer.ca.gov/pmia-laif/forms.asp>.

LAIF Online will adhere to the same timelines as used for phone transactions. Same-day transactions need to be made by phone or online by 10:00 am. Transactions made after 10:00 am will be effective the next business day.

After you complete these fields and select save, a confirmation screen will appear with your transaction details, including a confirmation number which you may print for your records. Additionally, you will receive an email confirmation.

Bond Principal Withdrawal Screen

The screenshot shows the 'Local Agency Investment Fund' online account management interface. The header includes the LAIF logo, the title 'Local Agency Investment Fund', and links for 'SmithCESBond' and 'Log off'. Below the header, it says 'Online Account Management' and '(916) 653-3001'. A 'Help' link is also present. On the left, a navigation menu lists: Account Inquiry, Bond Principal Withdrawal, Bond Interest Withdrawal, Pending Transactions, View Statement, View Audit Confirmation, and Home. The main content area displays the 'Agency Name: AB3003 CITY OF EL SEGURO' and 'LAIF Account #: 1199999'. The title 'Bond Principal Withdrawal' is centered. Below this, account balances are shown: 'Available Principal Balance: \$17,935,000.00', 'Total Principal Pending: \$0.00', 'Available Interest Balance: \$993,631.26', and 'Total Interest Pending: \$0.00'. A table shows 'Bond ID: 808080', 'Maturity: 5/4/2016', and 'Future: 6/3/2016'. Below the table, there are input fields for 'Effective Date:', 'Withdrawal Amount: \$ 0.00', 'Bank Account Number to Credit: --Select--', and 'For Further Credit:'. At the bottom, there are 'Save' and 'Clear' buttons, and a 'Back to Home' link.

On the Bond Principal Withdrawal Screen you can initiate a withdrawal of funds from your LAIF Bond Account. You may only choose to make a principal withdrawal effective on the draw down date assigned when the account was opened. This is the same date as the “maturity” date on the screen. “Future” date is your next available draw down date. Type in the amount of the withdrawal and choose the bank account number to credit from the drop-down menu. Only the last three digits of the bank account number will be appear. If you have instructions for further credit, this information will appear as well. Your choice of bank account number(s) will consist of those already authorized for your account. If you need to add a new bank account, please print and send us the required form available on our website at <http://treasurer.ca.gov/pmia-laif/forms.asp>.

LAIF Online will adhere to the same timelines as used for phone transactions. Same-day transactions need to be made by phone or online by 10:00 am. Transactions made after 10:00 am will be effective the next business day.

After you complete these fields and select save, a confirmation screen will appear with your transaction details, including a confirmation number which you may print for your records. Additionally, you will receive an email confirmation.

Bond Interest Withdrawal Screen

The screenshot displays the 'Local Agency Investment Fund' online account management interface. The header includes the LAIF logo, the title 'Local Agency Investment Fund', and links for 'SmithCESBond' and 'Log off'. Below the header, the 'Online Account Management' section shows the agency name 'AB3003 CITY OF EL SEGURO' and LAIF account number '1199999'. A left sidebar lists navigation options: Account Inquiry, Bond Principal Withdrawal, Bond Interest Withdrawal, Pending Transactions, View Statement, View Audit Confirmation, and Home. The main content area is titled 'Bond Interest Withdrawal' and displays account balances: Available Principal Balance (\$17,935,000.00), Total Principal Pending (\$0.00), Available Interest Balance (\$993,631.26), and Total Interest Pending (\$0.00). A form section contains fields for 'Effective Date', 'Withdrawal Amount' (set to \$ 0.00), a dropdown for 'Bank Account Number to Credit' (showing '--Select--'), and a text field for 'For Further Credit'. 'Save' and 'Clear' buttons are present, along with a 'Back to Home' link.

On the Bond Interest Withdrawal Screen you can initiate a withdrawal of your interest from your LAIF Bond Account. You may choose to make the withdrawal effective the same business day or up to 10 calendar days in advance. In order to withdrawal odd dollar amounts and/or amounts under \$5,000, you must withdraw the exact amount of interest available. Type in the amount of the withdrawal and choose the bank account number to credit from the drop-down menu. Only the last three digits of the bank account number will be appear. If you have instructions for further credit, this information will appear as well. Your choice of bank account number(s) will consist of those already authorized for your account. If you need to add a new bank account, please print and send us the required form available on our website at <http://treasurer.ca.gov/pmia-laif/forms.asp>.

LAIF Online will adhere to the same timelines as used for phone transactions. Same-day transactions need to be made by phone or online by 10:00 am. Transactions made after 10:00 am will be effective the next business day.

After you complete these fields and select save, a confirmation screen will appear with your transaction details, including a confirmation number which you may print for your records. Additionally, you will receive an email confirmation.

Pending Transactions Screen

The screenshot shows the 'Pending Transactions' screen. At the top, the header includes the LAIF logo, the title 'Local Agency Investment Fund', and user information 'SmithCES' with a 'Log off' button. Below the header, the 'Online Account Management' section displays the agency name 'CITY OF EL SEGURO' and LAIF account number '9999999'. A left sidebar contains navigation links: Account Inquiry, Deposit, Withdrawal, Pending Transactions (highlighted), View Statement, View Audit Confirmation, and Home. The main content area is titled 'Pending Transactions' and includes instructions: 'Click on void to cancel transaction. If you want to change your transaction, please void then enter a new transaction. If status is "Processing", please call LAIF staff to void transaction.' Below this is a table with columns: Transaction Date, Effective Date, Type, Confirmation #, Amount, Status, and an action link. One transaction is listed with a status of 'PENDING' and a 'Void' link. A 'Back to Home' link is at the bottom.

Transaction Date	Effective Date	Type	Confirmation #	Amount	Status	
3/22/2016	3/22/2016	Deposit	1463842	\$5,000,000.00	PENDING	Void

On the Pending Transactions Screen you can view any transactions that are pending. You may void a pending transaction by selecting Void. If you would like to change a pending transaction, you will need to Void the pending transaction and initiate a new transaction from the Deposit or Withdrawal Screen. Clicking "Void" will take you to the Void Transaction Screen. Please note, if the status reads "Processing", you will not be able to void the transaction online and will need to call LAIF at (916) 653-3001 to void the transaction.

Void Transaction Screen

The screenshot shows the 'Void Transaction' screen. The header and navigation sidebar are identical to the previous screen. The main content area is titled 'Void Transaction' and includes the same instructions as the Pending Transactions screen. Below the instructions is a form with input fields for Transaction Date, Effective Date, Amount, and Confirmation #, all of which are pre-filled with the same values as the transaction in the Pending Transactions screen. A 'Void' button is located below the form. A 'Back to Home' link is at the bottom.

On the Void Transaction Screen you can confirm that you wish to void the selected pending transaction by clicking "Void". This will take you to a confirmation screen with your transaction details and confirmation number which you can print for your records. Additionally, you will receive an email confirmation.

Change Password Screen

The screenshot shows the 'Change Password' screen of the Local Agency Investment Fund (LAIF) Online Account Management system. The header includes the LAIF logo, the title 'Local Agency Investment Fund', the text 'Online Account Management (916) 653-3001', and user links for 'SmithCES' and 'Log off'. A 'Help' link is also present. The main content area is titled 'Change Password' and indicates the user is logged in as 'SmithCES'. It contains three input fields: 'Current Password', 'New Password' (with a note: 'minimum 6 characters including a special character - case sensitive'), and 'Confirm New Password'. A blue 'Submit' button is at the bottom, along with a 'Back to Home' link.

For security purposes, we recommend you change your password regularly. On the Change Password Screen you can change your password by entering your current password followed by your new password. Once you submit this request, you will receive an email confirmation.

Change Email Screen

The screenshot shows the 'Change Email' screen of the Local Agency Investment Fund (LAIF) Online Account Management system. The header is identical to the previous screen. On the left, there is a navigation menu with links: 'Account Inquiry' (sub-links: 'Bank Account Information', 'Contact Information', 'Transaction History', 'Change Email'), 'Deposit', 'Withdrawal', 'Pending Transactions', 'View Statement', 'View Audit Confirmation', and 'Home'. The main content area displays the user's 'Agency Name: CITY OF EL SEGURO' and 'LAIF Account #: 9999999'. It is titled 'Change Email' and provides instructions for changing the primary email (currently 'sjones@CityofSeguro.org') and the secondary email (currently 'jbrown@CityofSeguro.org'). Each section has an 'Email' input field and a 'Confirm Email' input field. A green 'Submit' button is at the bottom, along with a 'Back to Home' link.

On the Change Email Screen you can change or update your primary or secondary email address(es). LAIF Online transaction notifications are sent to these email addresses. Once you submit this request, you will receive an email confirmation.

View Statement and Audit Confirmation

The View Statement and View Audit Confirmation links will take you to our website where you will need to enter your LAIF Account number and PIN (if required), as well as the date (if required).

Logging Off

Click on the Log Off button located in the upper right hand corner of the screen to terminate your session.

Thank you for using LAIF Online.

Appendix A

LAIF Online Agreement and Electronic Disclosure

1. General Description

A. What This Agreement Covers

This Agreement between you (accountholder) and the Local Agency Investment Fund ("LAIF") governs the use of LAIF Online services, which includes transfers outside LAIF. These services permit LAIF accountholders to perform a number of functions through the use of a computer or portable electronic device on accounts linked to the service.

B. Accepting the Agreement

When you use any of the LAIF Online services described in this Agreement, or authorize others to use them, you agree to the terms and conditions of the Agreement.

C. Relation to Other Agreements

Your use of LAIF Online services may also be affected by another agreement with LAIF for your LAIF accounts. When you link an account to LAIF Online services, you do not change the agreements you already have with LAIF for that account.

2. Overview of LAIF Online Services

A. LAIF Online

You may use LAIF Online to:

- Transfer funds from your LAIF account to a designated bank or financial institution account.
- Transfer funds from your designated bank or financial institution account to your LAIF account.
- View current balance information for your LAIF account.
- Review pending transactions for your LAIF account.
- Perform self-service account maintenance, such as updating passwords or email addresses.
- View, save and print account information.

Some of the above services may not be available for certain LAIF accounts or accountholders, or if you access LAIF Online through portable electronic devices.

B. LAIF Online Alerts

General and security alerts may be sent to the accountholder following important account activities or when certain changes are made online to your LAIF Online account. Alerts are subject to the following:

- Alerts will be sent to the email address(es) you have provided for LAIF Online. You are responsible for keeping your email address(es) current.
- LAIF will endeavor to provide alerts in a timely manner with accurate information, but alerts may be delayed or prevented by a variety of factors beyond LAIF's control (such as system failures or misdirected delivery). LAIF cannot guarantee the delivery or accuracy of alerts. The contents of an alert may be outdated by the time an alert is sent or received, due to other activity on your account or to delays in sending data among various systems. You agree that LAIF is not liable for any delays, failure to deliver, or misdirected delivery of any alert; for any errors in the content of an alert or for any actions taken or not taken by you or a third party as the result of an alert.
- Because alerts are not encrypted, LAIF will never include your Participant Identification Number (PIN), User ID, or full account number. However, alerts may include your name and some information about your accounts. Depending upon the type of alert, information such as your account balance or transaction information may be included. Anyone with access to your alerts will be able to view the contents of these messages.

3. Description of LAIF Online Services

A. Withdrawal Authorization and Sufficient Available Funds

- You authorize LAIF to withdraw the necessary funds from your LAIF account in order to complete all of your designated withdrawals.
- You agree that you will instruct LAIF to make a withdrawal only when a sufficient balance is available in your account at the time of the withdrawal.
- The completion of a withdrawal is subject to the availability of sufficient funds in your LAIF account at the time the transaction is processed. If insufficient funds are available to complete the withdrawal, LAIF will refuse to complete the transaction. If you schedule a withdrawal from an account maintained at a bank or financial institution and there are insufficient funds in that account, you may be charged a fee by that bank or financial institution.
- LAIF will endeavor to, but is under no obligation to, inform you if LAIF does not complete a withdrawal because there are insufficient funds to process the transaction. You are responsible for making alternate arrangements or rescheduling the withdrawal.

B. Canceling Withdrawals or Deposits

A withdrawal or deposit cannot be cancelled after it has been processed.

C. Multiple LAIF Accounts

If you have multiple LAIF accounts, you must register each account separately. LAIF will not link all of your eligible LAIF accounts. If you open an additional eligible LAIF account at a later date, you will also need to register that account separately.

Currently there are 2 activity levels for LAIF Online accounts:

- View - This level allows you to obtain current account balance and transaction information.
- Financial - This level allows you to obtain account information, deposit funds into your LAIF account, and withdraw funds from your LAIF account to your designated bank or financial institution account.

D. Service Hours

Withdrawals and deposits may be initiated through LAIF Online from 7:00 a.m. to 7:00 p.m. PT on a LAIF working day (Monday through Friday, excluding State holidays).

E. Dollar Limits

There is a \$75 million deposit limit on regular LAIF accounts. You may not withdraw amounts more than the total amount remaining in your LAIF account. All transactions are subject to LAIF internal review based on a successful fraud screening and such other factors that LAIF may determine to apply from time to time. In the event LAIF determines that there are risks associated with a transaction, LAIF may delay or cancel the withdrawal or deposit without prior notice; and will take reasonable efforts to notify you, or direct you to contact LAIF to provide additional details. However, LAIF shall not be liable for interest compensation for its failure to give such notice or initiate the transaction on the requested date and time.

F. Transaction Confirmation

For each transaction, LAIF will email a confirmation to you at the email address(es) registered with LAIF Online. The confirmation will note the date and the amount of the transaction, the authorized person requesting the transaction, and the depository bank name. You agree to examine the confirmation promptly upon receipt and to notify LAIF immediately of any discrepancy between the confirmation and your records.

4. Additional Provisions

A. Changes to Agreement

LAIF may change this Agreement at any time. For example, LAIF may add, delete or amend terms or services. LAIF will notify you of such changes by mail or email. If you initiate any transactions (ex., deposit or withdrawal) through LAIF Online after the effective date of a change, you indicate your agreement to the change.

B. Cancellation

Your LAIF Online services remain in effect until they are terminated by you or LAIF. You may cancel your LAIF Online at any time by notifying LAIF of your intent to cancel in writing by mail or email. This cancellation applies to your LAIF Online account, and does not terminate your LAIF account. LAIF may terminate your participation in LAIF Online for any reason, including inactivity, at any time. LAIF will endeavor to notify you in advance, but LAIF is not required to do so.

C. Email Address(es)

LAIF may send messages to your email address(es). LAIF may not be able to act on instructions sent by you from an email address. You are responsible for providing LAIF with a valid email address(es) and notifying LAIF of any changes to your email address(es).

D. Contact by LAIF and Reporting Unauthorized Transactions

LAIF will not contact you via email or phone requesting your LAIF Online PIN or User ID. If you are contacted by anyone requesting this information, or to report unauthorized transactions, please contact LAIF.

E. Disclosure of Account Information

LAIF may disclose information to third parties about you or your transactions in the following instances:

- When it is necessary for completing transactions, or to investigate or resolve a problem related to a transaction.
- To comply with a government agency or court orders, or in connection with fraud prevention or an investigation.
- If you give us your permission.
- As permitted under federal or state laws, such as the California Public Records Act.

F. Protecting LAIF Online PIN and User ID

You are responsible for maintaining the confidentiality and security of your LAIF PIN and User ID. You attest that you are the authorized person to use LAIF Online services, and you are responsible for all transactions through LAIF Online. For your protection, sign off after every LAIF Online session and close your browser to help ensure confidentiality.

You agree that LAIF may send notices and other communications, including User ID confirmations, to the current address or email address in LAIF's records, whether or not that address or email address includes a designation for delivery to the attention of any particular individual. You further agree that LAIF will not be responsible or liable in any way if information is intercepted by an unauthorized person, either in transit or at your place of business. You agree to: 1) keep your PIN and User ID secure and strictly confidential; and 2) immediately notify LAIF and request a new PIN or User ID if you believe your PIN or User ID may have become known to an unauthorized person. **LAIF will have no liability for any unauthorized transaction made using your PIN or User ID that occurs before you have notified us of possible unauthorized use and LAIF has had a reasonable opportunity to act on that notice.** LAIF may suspend or cancel your PIN or User ID even without receiving such notice from you, if LAIF suspects your PIN or User ID is being used in an unauthorized or fraudulent manner. You are responsible for all transactions performed by you.

G. Acknowledgment of Reasonable Security Procedures

By using LAIF Online, you acknowledge and agree that this Agreement sets forth security procedures for electronic financial transactions that are reasonable. You agree to be bound by instructions that LAIF implements in compliance with these procedures.

5. Limitation of Liability, Hold Harmless, and Indemnification

If LAIF fails or delays in making a withdrawal or deposit pursuant to your instructions, or if LAIF makes a withdrawal or deposit in an erroneous amount that is less or more than the amount per your instructions, unless otherwise required by law, LAIF's liability will be limited to a refund of or correction to the amount erroneously withdrawn or deposited.

Unless otherwise required by law, in no event will LAIF be liable for special, indirect or consequential damages including, without limitation, attorney's fees, even if LAIF is advised in advance of the possibility of such damages. LAIF is not liable for any unauthorized LAIF Online transactions.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE STATE DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, REGARDING LAIF ONLINE, INCLUDING FITNESS FOR A PARTICULAR PURPOSE, QUALITY, MERCHANTABILITY, OR NON-INFRINGEMENT. THE STATE DOES NOT WARRANT THAT THE SERVICE IS COMPLETELY SECURE OR IS FREE FROM BUGS, INTERRUPTIONS, ERRORS, OR OTHER PROGRAM LIMITATIONS. THE STATE DOES NOT WARRANT THAT THE WEBSITE, OR THE SERVER THAT MAKES IT AVAILABLE, IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. YOU (AND NOT THE STATE) ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR, OR CORRECTION OF PROBLEMS CAUSED BY VIRUSES OR OTHER HARMFUL COMPONENTS.

LAIF is not liable for any error or delay on the part of any third party or for any other act or omission of any third party, including your bank or financial institutions and third parties used by LAIF in executing any transaction or performing a related act, and no such third party shall be deemed to be LAIF's agent. Further, LAIF shall not be liable for failure to execute any transaction or perform a related act if such a failure is due to causes or conditions beyond LAIF's reasonable control, including without limitation, strikes, riots, insurrection, war, military, or national emergencies, acts of God, natural disasters, fire, outages of computers or associated equipment, or failure of transportation or communication methods or power supplies. LAIF does not assert or guarantee that all information displayed on LAIF Online is accurate, current, or complete at all times.

You agree to indemnify and hold the State and its officers and employees harmless from and against any and all claims, demands, losses, liabilities, and expenses, including attorney's fees and costs, resulting directly or indirectly from your use of LAIF Online, including actions or omissions arising out of, or in connection with, this Agreement, or any actions taken by LAIF pursuant to your instructions.

6. Accurate Information

You represent and agree that all information you provide to us in connection with your LAIF Online account is accurate, current and complete, and that you have the right to provide such information to LAIF. You agree to not misrepresent your identity or your account information. You agree to keep your account information up to date and accurate.

7. Governing Law

This Agreement is governed by and shall be interpreted in accordance with the laws of the State of California.

In the event that any provision of this Agreement is unenforceable or held to be unenforceable, then you agree that all other provisions of this Agreement have force and effect and shall not be affected thereby.

8. Unauthorized Use and Monitoring

The LAIF Online system is the property of the California State Treasurer's Office (STO) and may be accessed only by authorized users. Unauthorized use of this system is strictly prohibited and may be subject to criminal prosecution. The STO may monitor any activity or communication on the system and retrieve any information stored within the system. By accessing and using this LAIF Online system, you are consenting to such monitoring and information retrieval for law enforcement and other purposes.