COUNTY OF OSCEOLA  
BOARD OF COMMISSIONERS’  
COMMITTEE OF THE WHOLE  
AGENDA  
Tuesday, March 3, 2020  
301 West Upton Ave., Reed City, Michigan  
2nd Floor, Board of Commissioners’ Room, 9:30 a.m.

NOTE: Claims will be available for review from 9:00 – 9:30 a.m.

1. Meeting Called to Order by Chairperson.
2. Additions or Deletions to the Agenda – Approval of the Agenda.
4. Employee/Board Comments.
6. Consider Payment of Claims.

7. Consider Other Budget Amendments, Cash Transfers, and Journal Register Report from Treasurer.

8. Old Business – Discuss:
   a. Various Items – Susan Vander Pol:
      1. C.O.A. Inspection of 602 W. Upton Ave., Reed City – Mark Gregory, Justin Halladay and Brad Halladay.
      2. E.M.S. Training Room Bids and Health Department Storage Needs.
      3. Millage Proposals for C.O.A. and E.M.S.

9. New Business – Discuss:
   a. MSU Extension Items – Shari Spoelman:
      2. USDA Annual Statement.
   d. Sheriff Items – Ed Williams:
      1. Direction from Board on Mark Moore Vacation Time.
      2. Current Command Retirement Costs over 12%.
   e. Veterans’ Services Items – Susan Vander Pol:
      1. MVAA Training Grant Application.
      2. Use of County Vehicle for Training.

10. Other Business:
11. Employee/Board Comments.
12. Extended Public Comments (Six Minute Limit).

Note: A quorum of the Board of Commissioners may be present at the Committee meetings.

PUBLIC COMMENT: The Committee welcomes public comment. We appreciate your attendance and look forward to hearing any concerns you may have. We request that the following rules of procedure be followed: At the beginning and at the end of each Committee meeting, there is time to receive public comment from the audience. If you wish to address the Committee, we ask that you stand, give your name and present your concern.

If you wish to speak while the Committee is addressing a specific issue, you are asked to make arrangements ahead of time with the Committee Chairperson. No comments or questions will be taken at any other time.

If you should require special assistance in order to attend the meeting, please notify the County Coordinator at (231) 832-6196, twenty-four (24) hours before the posted meeting time, for arrangements to be made.
The Committee meeting was called to order at 9:32 a.m. by Chairman Nehmer.


Also present: Justin Halladay-C.O.A. Director, Jeremy Beebe-E.M.S. Director, Mark Moore-Undersheriff, Lori Leudeman-County Treasurer, Heather Gray-Register of Deeds, Susan Vander Pol-County Coordinator, Karen Bluhm-County Clerk and several members of the public.

Motion by Commissioner Gregory, seconded by Commissioner Custer, to approve the agenda as amended. Motion carried.

Brief Public Comment: None.

Employee/Board Comments: None.

Moved by Commissioner Emig, seconded by Commissioner Elkins, to approve the minutes of February 4, 2020 as amended. Motion carried with unanimous voice vote.

Recommended by Commissioner Halladay, seconded by Commissioner Elkins, to approve the claims of the County in the amount of $81,908.25. Motion carried was unanimously supported.

Budget Amendments, Cash Transfers, and Journal Register Report from Treasurer

Commissioner Halladay reviewed the one budget amendment and the Treasurer’s Journal Register Report for January 2020.

Recommended by Commissioner Halladay, seconded by Commissioner Michell, to approve the budget amendment and the County Treasurer’s Journal Register Report for February with the January budget amendments as presented. Recommendation was unanimously supported.

Social Media Policy Update

Tracey Cochran, Payroll & HR Specialist, asked for Board direction regarding the Social Media Policy recently reviewed by County Counsel. Discussion was held, and Susan Vander Pol, County Coordinator, will forward to all Department Heads to review before the Board actually approves the policy.

E.M.S. Training Room Bids & Health Department Storage Needs

Jeremy Beebe, E.M.S. Director, and Susan Vander Pol, County Coordinator, spoke to Board members about the bids received for the remodel project in the Health Department for an E.M.S. training room. Susan reminded Commissioners that the bids expire on March 10, 2020. Board members wanted to know where a possible lease agreement issue with the Health Department stood. Susan advised nothing further has been heard regarding this lease agreement. Discussion was held, including the possible use by E.M.S. for training at the newly purchased C.O.A. building in Reed City. Director Beebe explained the newly acquired property isn’t ADA compliant with State requirements. Further discussion was held.

General Fund Purchases over $100

Susan Vander Pol, County Coordinator, asked the Board to eliminate the $100 spending freeze placed late in 2019 and return to the 2020 Expenditure Policy with a $250 limit already adopted during the Board’s budget process last year. Discussion was held.

Recommended by Commissioner Michell, seconded by Commissioner Gregory, to remove the $100 spending freeze to follow the County’s 2020 Expenditure Policy with the $250 limit. Recommendation was unanimously supported.
Security Update
Susan Vander Pol, County Coordinator, updated Board members on the new security system. She also has spoken with DK Security about looking at the Annex for possible security recommendations. Discussion was held.

Sheriff's Computer Purchase
Susan Vander Pol, County Coordinator, spoke to the Board about a Sheriff's Department request for computer equipment not approved in the 2020 245 Public Improvement Budget. She explained what the equipment would be used for, and although the total amount of money was budgeted in the 245 Public Improvement Fund, it was designated for different computer equipment. Discussion was held.

Recommended by Commissioner Gregory, seconded by Commissioner Halladay, to approve changing the 245 Capital Fund Request for the Sheriff's Department computer and monitors purchase to one computer and 8 monitors for up to $1,000 and $1,200 respectively. Recommendation was unanimously supported.

Potential Millage Proposals
Susan Vander Pol, County Coordinator, and Karen Bluhm, County Clerk, spoke with the Board about the County millages, two (2) of which expired at the end of 2019. Discussion was held on how to proceed.

Recommended by Commissioner Michell, seconded by Commissioner Gregory, to approve putting the C.O.A. and E.M.S. millages on the ballot for the August primary with language approved at a future Board meeting. Recommendation was unanimously supported.

Sheriff Sale of Vehicle
Mark Moore, Undersheriff, asked the Board to approve the sale of a 2011 Dodge Charger the Department no longer can use. Discussion was held.

Recommended by Commissioner Gregory, seconded by Commissioner Elkins, to approve selling the 2011 Dodge Road Patrol vehicle with sealed bids and a minimum bid of $4,500. Recommendation was unanimously supported.

C.O.A. United Way Grant FY 2020 Application
Justin Halladay, C.O.A. Director, asked the Board to approve the annual C.O.A. United Way Grant for FY 2020. The grant is due February 20, 2020. A brief discussion was held.

Recommended by Commissioner Michell, seconded by Commissioner Halladay, to approve submission of the United Way Grant FY 2020 Application and authorize the Chairman to sign. Recommendation was unanimously supported.

Employee/Board Comment: None.

Public Comment: Alan Gingrich, Road Commissioner, reported several Townships will be placing their road millage renewals on the upcoming ballot for voter approval.

Moved by Commissioner Gregory, seconded by Commissioner Emig, to adjourn at 10:57 a.m. Motion carried.
**County of Osceola**

**BUDGET AMENDMENT**

**TO:** County Treasurer and County Clerk

As provided in the Uniform Budgeting and Accounting Act of 1978, as amended, and as approved by the direction of the Board of Commissioners or as established by policy, it is hereby authorized to record the following adjustments to the budget:

**FUND:** General ( )   Debt Service ( )   245 Capital ( )   Other ( )   Special Revenue (x)

### REVENUE:

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<td>TOTAL</td>
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**Commission On Aging**

**Department**

**Board of Commissioners**

**Budget Amendment #**

**Date**

**Department Head Signature**

**Date**

A cash transfer in the amount of $_______ from the _____ fund to the _____ fund is necessary to facilitate this budget amendment.

**EXPLANATION:** Per Clerk's office unemployment line item will need more funds, more activities are planned for 2020, and with the purchase of the Reed City building the utilities cost will increase.
Greetings! I am pleased to bring to you another report of Michigan State University (MSU) Extension’s work in Osceola County. We are pleased to continue to serve the residents here and help strengthen our communities. MSU Extension staff members, grounded in local relationships, bring the university’s research and resources to provide outreach and education in Osceola County.

Under the leadership of MSU Extension Director Jeff Dwyer, we continue to grow as an organization and are challenged to continue to address the many issues facing Michigan residents. We do this by staying true to our many traditions and mission while stretching our reach through untraditional channels and new technologies.

We’re passionate about serving Osceola County and are looking forward to a new year. Thank you for your continued support of MSU Extension and for partnering with us to make a difference.

Shari Spoelman
FARM STRESS

Taking care of crops and animals can be hard. Self-care and wellness in this high-stress profession are often overlooked but are critical for effective farm operations. MSU Extension helps farmers adapt to the changing agricultural environment and address related stress. Outreach efforts including television, radio, newsletters, journals, social media, podcasts, and expanded farm stress staff have been implemented to help the at-risk population. Two programs, “Communicating with Farmers Under Stress” and “Weathering the Storm” provide further support to farming communities. We’re working together to promote awareness, reduce the stigma of mental illness, and save lives.

4-H YOUTH DEVELOPMENT

The Osceola County 4-H program is strong, growing and diversified to meet the needs of the many families across the county. Here are some of the numbers that show the continued success of and participation in the Osceola County 4-H in 2019: 474 youth enrolled in traditional 4-H clubs; 68 adult 4-H leaders actively volunteer their time, 26 4-H Clubs; 1667 additional youth were reached through specific programs such as Project Rural Education Days, health and nutrition education, and 4-H Science Blast.

SOCIAL-EMOTIONAL HEALTH

Managing stress was a focus of the 2019 social—emotional programming. Extension Educator Shannon Lindquist facilitated single presentations and six-week series to 230 area residents. Preschool teachers, low-income seniors, a weight loss group, health care providers, school personnel, farmers, volunteers, and retirees learned ways to manage stress. In turn, participants increased resiliency and reduced stress related symptoms such as worry, depression and physical tension.
Program Highlights

AGRICULTURE

During the past year in Osceola County, MSU Extension provided farm support and education through individual consultations, workshops, field tours, and research opportunities. Topics included beef production, quality assurance, animal health and well-being, forages, cover crops, soil health, farm financial management, breeding readiness, and farm stress. With the implementation of the new field crop commodity section of the Farm Bill, MSU Extension partnered with FSA to provide educational sessions to help farmers navigate the best plan for their farm.

NUTRITION

Community Nutrition Instructors provide exemplary nutrition and physical activity education for limited resource participants where they eat, learn, line, work, play and shop. Program and outreach efforts aim to increase the likelihood limited resource youth, adults, and seniors make healthy food choices within a limited budget and choose physically active lifestyles consistent with the Dietary Guidelines for Americans. Staff draw from evidence-based curricula to build knowledge, confidence and skills around healthy foods, beverages and activity for all age groups in Osceola County.

FINANCE & HOMEOWNERSHIP

Financial capability education offers families and individuals tools and support to manage their personal finances and achieve financial goals. They learn to utilize a spending plan; paying their bills on-time and building a savings, as well as managing their debt and achieving their own financial goals. Educational programs - Rental Education, Home Buyer Education and Foreclosure prevention are offered as group or as individual basis.
Proud Equestrians!

PROUD EQUESTRIAN PROGRAM (P.E.P)

The 4-H Proud Equestrians Program (PEP) is one of a few 4-H-based programs for riders with disabilities in the U.S. Riders include people with physical, developmental, emotional or multiple disabilities. One can be involved in the program either as a youth or adult rider or as a youth or adult volunteer.

In 2019, the Proud Equestrian Program for Osceola and Mecosta counties was completely filled with 15 youth riders. Under the guidance of Traci Chetter, the P.E.P program had three riding sessions with five youth in each group. Each youth rider requires three volunteers, one to lead the horse and two side walkers. 4-H encourages any youth to volunteer at this program and the rewards of volunteering cannot be put into words.

The Stanwood Lions Club provided a monetary donation to help cover the end of the season ceremony as well as riders’ gifts. The Osceola and Mecosta County 4-H Proud Equestrian Program runs both spring and fall of the calendar year.
2/12/2020

To: Osceola County Services

MSU Extension values the partnership with you and our commitment to civil rights as an agency funded in part by federal USDA funding. To verify that we are true to our values and to document our efforts for our federal partner, we also need to ask those who partner with us to certify they do not discriminate. Therefore, organizations receiving MSU Extension services and materials and organizations that collaborate with MSU Extension to deliver educational programs are asked to complete and return this form. We thank you for your time and effort in completing this form.

MSU is an affirmative-action, equal-opportunity employer, committed to achieving excellence through a diverse workforce and inclusive culture that encourages all people to reach their full potential. Michigan State University Extension programs and materials are open to all without regard to race, color, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status.

As part of its Civil Rights responsibilities, MSUE is obligated by The United States Department of Agriculture (USDA) to have an annually signed statement of non-discrimination from organizations using its services and/or collaborating to deliver programs. Because of this mandate and the foregoing Equal Opportunity statement, MSU Extension cannot offer substantive assistance to, or program with, organizations that are not open to all on the same basis as MSUE. If your organization’s services are open to others in this manner, please complete, sign and return this document to:

Osceola County MSU Extension
Robin Eisenga, Office Manager
301 W Upton Avenue
Reed City MI 49677
231-832-6139
eisengar@msu.edu

Certification:

Organization Name: ____________________________________________
Print Name and Title: ____________________________________________
Authorized Signature: ____________________________ Date __________

MSU is an affirmative-action, equal-opportunity employer, committed to achieving excellence through a diverse workforce and inclusive culture that encourages all people to reach their full potential. Michigan State University Extension programs and materials are open to all without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status. Issued in furtherance of MSU Extension work, acts of May 8 and June 30, 1914, in cooperation with the U.S. Department of Agriculture. Jeff Dwyer, Director, MSU Extension, East Lansing, MI 48824. This information is for educational purposes only. Reference to commercial products or trade names does not imply endorsement by MSU Extension or bias against those not mentioned.
## MERCHANT PROCESSING AGREEMENT

**APPLICATION AND FEE SCHEDULE**

A Registered Service Provider of Merrick Bank Corporation ("Merrick")

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<tr>
<th>ASSOCIATE:</th>
<th>ACCOUNT REP:</th>
<th>Nancy Murphy 1030</th>
<th>DATE:</th>
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<tr>
<td>Reed City</td>
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<th>Business Phone #:</th>
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<td>(231) 832-6113</td>
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<tr>
<td>Heather E. Gray</td>
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<th>Email Address:</th>
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<tr>
<td>(231) 832-6113</td>
<td><a href="mailto:register@osceolacountymi.com">register@osceolacountymi.com</a></td>
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To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: when you open an account, we may ask you for information that will allow us to identify you, including a copy of your driver's license or other identifying documents.

☐ By checking this box, Merchant opts out of accepting American Express.

**THE MERCHANT PROCESSING AGREEMENT IS EFFECTIVE UPON THE SIGNING BY MERCHANT AND AUTOMATED MERCHANT SYSTEMS, INC.**

**Merrick Bank Corporation**

**Automated Merchant Systems, Inc.**

By: 135 Crossways Drive North, Suite A Date 1071 S Sun Drive, Suite 2001
Woodbury, NY 11797 Lake Mary, FL 32746
Date 407-331-5465
The Fee Schedule

You understand and acknowledge that you have elected to participate in the Government and Education Program provided by the Payment Brands (the "Program"). The Program allows registered and approved merchants (approved Merchant IDs or MIDs) to assess a variable service fee (a "Service Fee") on certain debit and credit card transactions. Registration and participation in the Program are subject to approval by the applicable Payment Brands and you acknowledge that you may not be eligible to participate in the Program. If registration and Payment Brand approval is obtained, you agree to comply with all Program requirements. ISO may terminate, amend, modify or otherwise alter this Agreement, the Program, or the structure, nature or amount of the Service Fee at any time with written notice to you. You authorize and direct Member Bank to settle the proceeds received for Service Fees into the ISO’s bank account. In the event that you receive any portion of the Service Fees, you agree to promptly pay such amounts to ISO. Service Fees collected by ISO are identified in the AMS - Merrick Location Addendum form, will be retained by ISO and you will not be responsible for the payment of any Fees or interchange fees, assessments and other third-party charges charged to, directly or indirectly incurred or otherwise paid by, ISO and/or Member Bank which are attributable to your Card transactions other than Penalties (collectively, "Third-Party Costs") with the exception of the Fees listed below. Nothing in this Section shall be deemed to alleviate or reduce any of your other obligations under the Agreement, including, but not limited to, your responsibilities with regard to Penalties and Dispute Items and your obligation to pay early termination fees, if applicable, pursuant to Section 10 of the Payment Processing Agreement.

Chargebacks Item Costs

| Chargebacks | $ 15.00 |

In the event a customer disputes, refuses to pay and/or charges back the Service Fee amount to ISO, Merchant is responsible for collecting and paying the Service Fee and the Chargeback Fee to ISO.

ACH Service Fees

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<th>Transaction Return Fee</th>
<th>Optional Transaction Re-Deposit Fee</th>
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<tr>
<td>$ 2.00</td>
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<td>$ 2.50</td>
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The ACH Transaction Fee is a Service Fee paid by the consumer. The Transaction Return Fee and Optional Transaction Redeposit Fee is paid by the Merchant.

Merchant: ____________________________________________

Signature of Authorized Signer ____________________________ Date ________

Print Name ____________________________ Title ____________________________
Name of Entity: Osceola County

The undersigned certifies and agrees to as follows:

1. The undersigned and any of the persons identified below are duly authorized to sign this Merchant Processing Agreement and bind the entity indicated above to it. If any official indicated below resigns or is replaced, that official's successor(s) in office shall be deemed to have signed this certification and the Merchant Processing Agreement. These persons also have the authority to perform the duties and functions defined in 2, 3 and 4 below.

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<thead>
<tr>
<th>TITLE</th>
<th>PRINT NAME</th>
<th>SIGNATURE</th>
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<tbody>
<tr>
<td>Register of Deeds</td>
<td>Heather E. Gray</td>
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2. The persons listed below are duly authorized to act for and on behalf of the entity indicated above in any manner relating to this Merchant Processing Agreement and any additional merchant location forms.

3. Both AMS and Merrick Bank may rely on the authority granted in this certification and the undersigned official represents and warrants that this certification shall remain in full force and effect until revoked upon written notice to AMS.

4. The following are the names, titles and genuine signatures of the persons authorized by this certification to perform ongoing organizational processes and updates:

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<tr>
<th>TITLE</th>
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I have subscribed my name as the official indicated above as of ________________, ______ (date)

Signature: __________________________________________ Print Name: __________________________
Title: __________________________

**MERCHAND INQUIRY:**

Has Merchant or Owners/Principals ever been terminated from accepting payment cards from any payment network for this business or any other businesses?

☐ NO  ☐ YES (if yes, please explain)  ______

How Many Chargebacks Last Year? __________________________  Total Amount: $ ____________

Please Mark all Card Types Accepted and Initial Here: __________________________ (initials)

☐ Debit Cards: VM/C (consumer signature cards/ all foreign issued cards/ PIN debit cards)
☐ Other Cards: VM/C/DISC/AMEX (business credit/debit, consumer credit, & all foreign issued cards)
This is a Payment Processing Agreement entered into as of the date accepted by ISO (defined below) and by and among Merrick Bank ("Member Bank"), Automated Merchant Systems, Inc. ("AMS") and the governmental entity ("Merchant", "you", "your", "yours" and the like) that signed the attached application included with this Agreement (the "Application"). The term "Agreement", as used herein, shall include the Application, the fee schedule included with this Agreement, as applicable, the ("Fee Schedule"), the terms and conditions set forth below, and all attachments, exhibits, schedules and the like included herewith.

BACKGROUND INFORMATION

Member Bank is a member/borrower of Visa U.S.A. Incorporated, Mastercard International ("Mastercard"), DFS Services, LLC ("Discover"), is authorized to process and settle certain transactions originated on the American Express Travel Related Services Company, Inc. ("American Express") payment network and is authorized to process Card transactions for such financial institutions and various other payment brands, payment networks and Card issuers (each a "Payment Brand").

For purposes of this Agreement, "Card" means an account, or evidence of an account, authorized and established by a Payment Brand or representatives thereof, to which you have access, through various third-party service providers (AMS and such third-party service providers shall hereinafter collectively be referred to as "ISO"). You desire to accept one or more types of Cards issued by a Payment Brand. Member Bank and ISO agree to the terms and conditions set forth below. Accordingly, the parties to this Agreement, intending to be legally bound, agree as follows:

OPERATIVE PROVISIONS

1. Services. Member Bank and ISO agree to provide you, at your U.S. locations identified in the Application (as defined below), transaction gateway, processing and/or settlement services (the "Services") in accordance with the terms and conditions set forth in this Agreement. Member Bank, through its designee, Automated Merchant Systems, Inc., shall provide you with all the information and materials necessary to support your use of the Services. You agree to comply with all of ISO’S policies, procedures and guidelines governing the Services provided hereunder, as may be amended from time to time. You agree not to use, disclose, sell or disseminate any cardholder or CISP, SDP, DSR, and any other security requirements. You are responsible for demonstrating your own, your agents, and your servicers’ compliance with Payment Brand Regulations as they may be amended from time to time. ISO is not responsible for providing copies of the Payment Brand Regulations to you and makes no representations or warranties regarding the accuracy of any summaries of Payment Brand Regulations it may provide. Most Payment Brand Regulations are available online, and ISO will provide you with specific website information upon request. ISO is responsible for providing copies of the Payment Brand Regulations to you and makes no representations or warranties regarding the accuracy of any summaries of Payment Brand Regulations it may provide. Most Payment Brand Regulations are available online, and ISO will provide you with specific website information upon request. You will comply with all state and federal laws and Payment Brand Regulations, including without limitation, laws, rules and regulations regarding disclosure to customers on how and why personal information and financial information is collected and used. Furthermore, you shall comply with all of ISO’S policies, procedures and guidelines governing the Services provided hereunder, as may be amended from time to time. ISO is not responsible for providing copies of the Payment Brand Regulations to you and makes no representations or warranties regarding the accuracy of any summaries of Payment Brand Regulations it may provide. Most Payment Brand Regulations are available online, and ISO will provide you with specific website information upon request.
change in your business, operations, financial condition, properties, assets or prospects; (j) one or more judgments against you for the payment of money remain undischarged, unsatisfied or unstayed for a period of forty-five (45) consecutive days; (k) your lender takes possession of your inventory; (l) a writ or warrant of attachment, garnishment, execution, or similar process shall have been issued against you or any of your assets; (m) a proceeding shall have been instituted with respect to you (1) seeking an order for relief or a declaration entailing a finding that you are insolvent or seeking a similar declaration or finding, or seeking, without notice and for relief, an order to rehabilitate, reorganize, or liquidate you, or make other similar changes in your financial condition; (n) you are the subject of any order for relief under any law relating to bankruptcy, insolvency, debtors and creditors, termination of legal entities or any other similar law now or hereafter in effect, or (o) seeking appointment of a receiver, trustee, custodian, liquidator, assignee, sequestrator or other similar official for you or for all or any substantial part of your assets; or (p) you shall become insolvent, shall become generally unable to pay your debts as they become due, shall voluntarily suspend business operations, shall make a general assignment for the benefit of creditors, shall file for bankruptcy, shall consent to the appointment of a receiver or liquidator for any substantial part of your assets, or shall make or enter into any petition, arrangement, composition, plan of reorganization or other voluntary or involuntary action or proceeding for the relief of debtors, shall make a general assignment for the benefit of creditors, shall file a voluntary petition in bankruptcy or similar case or proceeding, shall consent to the appointment of a receiver or liquidator, or shall take any action in furtherance of such a petition, arrangement, composition, plan of reorganization or other voluntary or involuntary action or proceeding. If you fail to pay any such amounts owed for the Services provided to you pursuant to this Agreement, an amount equal to the greater of (i) $500.00; or (ii) thirty percent (30%) of the average total monthly Fees paid by you (or Service Fees collected by ISO, if applicable) during the preceding six (6) months (or shorter period if this Agreement has not been in effect for six (6) months), times the number of months, or portion thereof, remaining in the Term resulting from failure to provide timely termination notice as described in Section 7 of this Agreement. The parties intend that this Early Termination fee be in lieu of ISO’s lost profits for the remainder of this Agreement, but not in lieu of any other damages to which ISO might otherwise be entitled arising out of your wrongful acts or omissions.

10. Early Termination Fee. For purposes of this Section 10, an “Early Termination” shall mean: (i) a termination of this Agreement by Member Bank or ISO following an Event of Default specified in Section 8 above; (ii) a termination of this Agreement by you for any reason whatsoever, other than following written termination notice given by you pursuant to Section 7 or 12; or (iii) your deposit or submission of any of your Payment Brand transactions with any entity other than Member Bank. Your payment of the monthly minimum Fees shall not fulfill your obligation to ISO. The parties agree that the actual damages which will result to ISO from an Early Termination are not readily ascertainable as of the effective date of this Agreement. In addition, you acknowledge and agree that in reliance on this Agreement and other long-term agreements, ISO will incur additional long-term costs, including without limitation, computer hardware, software, and labor. Accordingly, upon the occurrence of an Early Termination, you shall pay to ISO, in addition to all amounts owed for the Services provided to you pursuant to this Agreement, an amount equal to the greater of (i) $500.00; or (ii) thirty percent (30%) of the average total monthly Fees paid by you (or Service Fees collected by ISO, if applicable) during the preceding six (6) months (or shorter period if this Agreement has not been in effect for six (6) months), times the number of months, or portion thereof, remaining in the Term resulting from failure to provide timely termination notice as described in Section 7 of this Agreement. The parties intend that this Early Termination fee be in lieu of ISO’s lost profits for the remainder of this Agreement, but not in lieu of any other damages to which ISO might otherwise be entitled arising out of your wrongful acts or omissions.

11. Change in Your Business. You shall provide Member Bank and ISO at least thirty (30) days prior written notice of your intent to change in any way the basic nature of your business, including without limitation, a change in the types of merchandise or services sold, or the method of selling such products or services. Upon its receipt of notice of such change, Member Bank and ISO shall have the right to terminate this Agreement without further obligation upon providing thirty (30) days prior written notice to you.

12. Termination by You. You may terminate this Agreement upon thirty (30) days prior written notice to Member Bank and ISO in the event of (a) your receipt of notice of any increase in Fees payable to Member Bank and ISO pursuant to Section 3 hereof (excluding Fee increases pursuant to Section 9); or (b) any material amendment or modification to this Agreement made by Member Bank or ISO pursuant to Section 17 hereof which adversely affects you in any material respect (excluding amendments or modifications required due to changes to a Payment Brand Regulation or applicable federal, state or local law or regulation). You may terminate this Agreement upon thirty (30) days prior written notice to Member Bank and ISO if any material amendment or modification to this Agreement made by Member Bank or ISO pursuant to Section 17 hereof which adversely affects you in any material respect (excluding amendments or modifications required due to changes to a Payment Brand Regulation or applicable federal, state or local law or regulation). You may terminate this Agreement upon thirty (30) days prior written notice to Member Bank and ISO if you are the subject of any order for relief under any law relating to bankruptcy, insolvency, debtors and creditors, termination of legal entities or any other similar law now or hereafter in effect, or (o) seeking appointment of a receiver, trustee, custodian, liquidator, assignee, sequestrator or other similar official for you or for all or any substantial part of your assets; or (p) you shall become insolvent, shall become generally unable to pay your debts as they become due, shall voluntarily suspend business operations, shall make a general assignment for the benefit of creditors, shall file for bankruptcy, shall consent to the appointment of a receiver or liquidator for any substantial part of your assets, or shall make or enter into any petition, arrangement, composition, plan of reorganization or other voluntary or involuntary action or proceeding for the relief of debtors, shall make a general assignment for the benefit of creditors, shall file a voluntary petition in bankruptcy or similar case or proceeding, shall consent to the appointment of a receiver or liquidator, or shall take any action in furtherance of such a petition, arrangement, composition, plan of reorganization or other voluntary or involuntary action or proceeding. If you fail to pay any such amounts owed for the Services provided to you pursuant to this Agreement, an amount equal to the greater of (i) $500.00; or (ii) thirty percent (30%) of the average total monthly Fees paid by you (or Service Fees collected by ISO, if applicable) during the preceding six (6) months (or shorter period if this Agreement has not been in effect for six (6) months), times the number of months, or portion thereof, remaining in the Term resulting from failure to provide timely termination notice as described in Section 7 of this Agreement. The parties intend that this Early Termination fee be in lieu of ISO’s lost profits for the remainder of this Agreement, but not in lieu of any other damages to which ISO might otherwise be entitled arising out of your wrongful acts or omissions.

13. Credit Inquiries; Reporting; Financial Statements. Member Bank and ISO make to any credit inquiries they consider necessary to accept or to renew their acceptance of this Agreement. You also authorize any person or credit reporting agency to compile information to answer such credit inquiries and to furnish such information to Member Bank and ISO. You agree to provide to ISO such financial statements or other information concerning your business or operations as may be requested by ISO from time to time, in appropriate detail, promptly upon request by ISO. Upon request by ISO, you shall furnish to ISO, within 120 days after the end of your fiscal year, an audited financial statement of profit and loss for such fiscal year. ISO may, at its discretion, accept unaudited financial statements prepared by a public accounting firm.

14. Representation and Warranties; Disclaimer. You make the following representations and warranties which shall be true and correct on the date of this Agreement and at all times thereafter: (a) all information contained in the Application or any other document delivered to Member Bank and ISO in connection therewith or with this Agreement is true and complete in all material respects; (b) you have the power to execute, deliver and perform this Agreement; (c) this Agreement is duly authorized and will not violate any provisions of law, or conflict with any other agreement to which you are subject or by which your assets are bound; (d) you have all required licenses, if any, to conduct your business and are qualified to do business in every jurisdiction where it is required to do so; and (e) there is no action, suit or proceeding at law or in equity pending, or to your knowledge, threatened, by or against or affecting you which if adversely decided to you would impair your right to carry on your business substantially as now conducted or adversely affect your financial condition or operations in any material respect. EXCEPT AS OTHERWISE SPECIFICALLY SET FORTH HEREIN, THE SERVICES ARE PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS WITHOUT ANY REPRESENTATIONS OR WARRANTIES. ISO DOES NOT REPRESENT OR WARRANT THAT THE PRODUCTS AND SERVICES WILL BE AVAILABLE, ACCESSIBLE, UNINTERRUPTED, TIMELY, SECURE, ACCURATE, COMPLETE OR ENTIRELY ERROR FREE. YOU MAY NOT RELY ON ANY REPRESENTATION OR WARRANTY REGARDING THE SERVICES MADE BY ANY THIRD-PARTY THROUGH CONDUCT OR OTHER MEANS. ISO SPECIFICALLY DISCLAIMS ALL REPRESENTATIONS, WARRANTIES AND CONDITIONS WHETHER EXPRESS OR IMPLIED, ARISING BY STATUTE, OPERATION OF LAW, USAGE OF TRADE, COURSE OF PERFORMANCE OR PRACTICE, OR ANYTHING ELSE, EXCLUDING BUT NOT LIMITED TO WARRANTIES, WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, OR TITLE WITH RESPECT TO THE SERVICES. YOU UNDERSTAND AND AGREE THAT ISO SHALL BEAR NO RISK WITH RESPECT TO YOUR SALE OF YOUR PRODUCTS OR SERVICES INCLUDING, WITHOUT LIMITATION, ANY RISK ASSOCIATED WITH CARD FRAUD, PENALTIES OR CHARGEBACKS. ISO MAKES NO WARRANTY THAT THE SERVICES WILL MEET YOUR REQUIREMENTS. NOR DOES ISO MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES OR AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH USE OF THE SERVICES.
Express Technical Specifications may impact Merchant's ability to successfully process Transactions. Merchant may be assessed penalties for failure to comply. Failure to provide valid and accurate data must be provided for all data elements in accordance with the American Express Technical Specifications. Merchant must ensure that it and any third-parties it enlists to facilitate Transactions processing comply with the American Express Technical Specifications available at www.americanexpress.com/merchantopguide. Merchant must not disclose Cardholder information, nor use or store it, other than to facilitate Transactions at Merchant's business locations and websites in accordance with the Agreement.

Any and all Cardholder information is confidential and the sole property of the applicable issuer, American Express or its affiliates. Merchant must not disclose Cardholder information, nor use or store it, other than to facilitate Transactions at Merchant's business locations and websites in accordance with the Agreement.

In the event that Merchant or Member Bank/ISO is not able to resolve a claim against American Express, or a claim against Member Bank/ISO or any other entity that American Express has a right to join in a claim, the claim will be decided by a neutral arbitrator. Resolving a claim through arbitration. Merchant or American Express may elect to resolve any claim by individual, binding arbitration. Claims are governed by the American Express Network Rules. Notwithstanding the foregoing, Member Bank/ISO shall have the right to terminate Merchant's participation in American Express Card Acceptance immediately upon written notice to Merchant (i) if Merchant breaches any of the provisions of this Agreement, or (ii) for cause or fraudulent or other activity, or upon American Express' request. In the event Merchant's participation in American Express Card Acceptance is terminated for any reason, Merchant must immediately remove all American Express branding and marks from Merchant's website and wherever else they are displayed.

Settlement Account: A commercial demand bank deposit account which Merchant has established for its access and use to settle financial payment transactions processed by ISO on behalf of Merchant.

19. ACH AND CHECK 21 TERMS AND CONDITIONS.

A. Services. With respect to transactions involving substitute check images permitted under Check 21, ISO provides capture services which facilitates the processing of the substitute check images in financial institutions in the Federal Reserve System.

B. Definitions. The following terms used in this Section 19 shall have the meaning specified below:

"ACH Transaction": An electronic payment transaction originated by Merchant and processed through the ACH Network in the Federal Reserve System.

"American Express Opt-Out": Merchant may opt out of accepting American Express as payment for goods and services (other than those goods and services prohibited by these provisions, the Agreement, or the Payment Brand Regulations) sold, or for charitable contributions made at all of its business locations and websites, except as expressly permitted by state statute. Merchant is jointly and severally liable for the obligations of Merchant's business locations and websites under the Agreement.

"American Express Opt-Out": Merchant may opt out of American Express as payment for goods and services (other than those goods and services prohibited by these provisions, the Agreement, or the Payment Brand Regulations) sold, or for charitable contributions made at all of its business locations and websites, except as expressly permitted by state statute. Merchant is jointly and severally liable for the obligations of Merchant's business locations and websites under the Agreement.

"Settlement Account": A commercial demand bank deposit account which Merchant has established for its access and use to settle financial payment transactions processed by ISO on behalf of Merchant.

"Set-Off": The electronic image of a paper check, as defined in Check 21.

"Substitute Check": The electronic image of a paper check, as defined in Check 21.
f. Additional Merchant Responsibilities. All checks deposited electronically by Merchant through use of the Services shall be subject to the following requirements: (i) The original paper check will not be deposited through the Services more than once; (ii) All checks will conform to the requirements of Merchant’s deposit agreement with its financial institution; (iii) All checks will conform to the requirements of the applicable NACHA Rules and Check 21; and (iv) Merchant shall review and validate the accuracy and completeness of the check data being captured including but not limited to the amount of the check and the legibility of the check Image generated from use of the Services. Merchant shall be solely responsible for the selection, use and operation of the scanner equipment used to capture the Image using the Services, including the quality of the Image results generated from the scanner. Any scanner used by Merchant with the Services must meet the technical specifications for scanners published by ISO in order to be deemed compatible with the Services. Any purchase or lease of scanners by Customer from ISO or a Reseller for its use shall be transacted between Merchant and ISO or a Reseller in a separate equipment purchase/lease agreement. Merchant shall be solely liable and responsible for all damages, losses, expenses and claims arising from any of the following: (i) Duplication of Images transmitted by Merchant to ISO through the Services; (ii) Alteration of scanned Images not caused by ISO’s Services; (iii) Deposit of checks on accounts with insufficient funds, counterfeit checks, fraudulent checks, or checks bearing unauthorized or forged endorsements; (iv) Acts of fraud, negligence or willful misconduct committed by employees of Merchant in depositing checks using the Services; (v) Hardware failure not caused by ISO’s Services; or (vi) Merchant’s failure to properly store or destroy original checks once the scanned Image has been captured. Merchant shall hold ISO harmless from any damages, losses, expenses and claims which arise from the foregoing events not caused by ISO.
g. Pricing and Payment. Merchant shall pay ISO the fees, penalties and charges for the Services set forth in the Application and Fee Schedule and such fees, penalties and charges shall be considered Fees for all purposes of this Agreement.
h. NACHA Rules and ISO Guidelines. Each party shall comply with the then-current NACHA Rules which apply to ACH Transactions processed under this Agreement. In addition, ISO may publish to Merchant and other merchants its own standard operating and implementation guidelines for the Services with respect to specific NACHA Rules which will govern and apply to this Agreement as if set forth herein.
i. Selection and Use of Hardware. Merchant is solely responsible for the selection, use and operation of the hardware used to capture Images of paper checks using the Service, including the quality of the scanned Image results generated from the hardware. Hardware utilized must meet published specifications for use with the Services in order to be deemed compatible with the Services.
j. Third-Party Processing Services. AMS’ third-party processing services partners are providing some of the Services, and as a result, these third-party services partners shall be an intended third-party beneficiary of this Agreement. Each third-party services partner shall have the right to enforce directly against Merchant, the terms of this Agreement which relate to the provision of the third-party services partner’s processing services to Merchant and the ownership and protection of the intellectual property rights of the third-party services partner and its licensors in and to its processing services. Merchant acknowledges that the third-party services partner shall have no responsibility or liability with regard to AMS’ obligations to Merchant under this Agreement.

20. MISCELLANEOUS PROVISIONS.
a. You shall not subcontract, assign or transfer any interest, obligation or right under this Agreement without the prior written consent of Member Bank and ISO. Subject to the foregoing, this Agreement shall be binding upon and inure to the benefit of the parties and their successors or assigns. ISO and Member Bank may transfer their respective rights and responsibilities hereunder to another institution authorized by the Payment Brand Regulations to hold such rights without your consent.
b. This Agreement may be modified by Member Bank to comply with any amendments or additions to the Payment Brand Regulations or as required by applicable law or regulation upon thirty (30) days prior written notice to you.
c. No party shall, by the mere lapse of time, without giving notice or taking other action, be deemed to have waived any of their rights under this Agreement. No waiver of a breach of this Agreement shall constitute a waiver of any prior or subsequent breach of this Agreement.
d. In order to maintain quality service, Member Bank or ISO may monitor or record your telephone communications.
e. No party shall be liable for any loss or damage due to causes beyond its control, including earthquake, war, fire, flood, power failure, acts of God or other catastrophes.
f. Each party and each person signing on behalf of a party represents and warrants that it has the full legal capacity and authority to enter into and perform the obligations of this Agreement without any further approval. Nothing in this Agreement shall be deemed to create a partnership, joint venture or any agency relationship between the parties.
g. This Agreement and the documents referenced herein constitute the entire understanding of the parties with respect to the subject matter of this Agreement, and all prior agreements, understandings and representations are terminated and canceled in their entirety.
h. If there is any conflict between a part of this Agreement and any present or future Payment Brand Regulation or applicable federal, state or local law or regulation, only the part of this Agreement that is affected shall be modified and that modification shall be limited to the minimum necessary to bring this Agreement within the requirements of the Payment Brand Regulation, law or regulation.
i. All notices, including invoices, given in connection with this Agreement, shall be in writing and shall be effective upon actual receipt. Notices shall be delivered to the appropriate party at its address set forth on the attached Disclosure Page.
j. You shall be liable for all taxes, except Member Bank and ISO’s income taxes, required to be paid or collected as a result of this Agreement.
k. All of your obligations, warranties and liabilities incurred or existing as of the date of termination of this Agreement, including without limitation, your obligations with respect to subsequent Fees, Third-Party Costs for which you are responsible hereunder, Penalties or Dispute Items based upon Card transactions incurred prior to termination, shall survive termination and shall continue in full force and effect as if the termination had not occurred. The right to revoke credit as well as hold, retain or set off against amounts due to you, or to debit any of your Account(s), shall survive the termination of this Agreement and shall continue in full force and effect as if termination had not occurred.
l. No other person or entity may be deemed a third-party beneficiary of this Agreement.
Disclosure Page
(Processor Copy)

Member Bank Information

Name: Merrick Bank, a Utah state chartered bank
Address: 135 Crossways Park Drive North, Suite A, Woodbury, NY 11797
Phone: (800)267-2256

Important Member Bank Responsibilities

1. Member Bank is the only party to the Merchant Processing Agreement approved to accept Visa products directly from a Merchant.
2. Member Bank must be a principal (signer) to the Merchant Processing Agreement.
3. Member Bank is responsible for educating the Merchant on pertinent Visa U.S.A. Inc. Operating Regulations with which the merchant must comply.
4. Member Bank is responsible for and must provide settlement funds to the Merchant.
5. Member Bank is responsible for all funds held in reserve that are derived from settlement.

Merchant Information

Merchant Name: Osceola County
Merchant Address: 301 West Upton Avenue
       Reed City, MI 49677
Merchant Phone: (231) 832-6113

Important Merchant Responsibilities

1. Ensure compliance with cardholder data security and storage requirements.
2. Maintain fraud and chargebacks below thresholds.
3. Review and understand the terms of the Merchant Processing Agreement.
4. Comply with Visa Operating Regulations.

The responsibilities listed above do not supersede terms of the Merchant Processing Agreement and are provided to ensure Merchant understands some important obligations of each party.

Merchant’s Signature ___________________________ Date __________

Merchant’s Printed Name & Title ___________________________
Disclosure Page

(Merchant Copy)

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Name: Merrick Bank, a Utah state chartered bank
Address: 135 Crossways Park Drive North, Suite A,
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Phone: (800)267-2256

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The responsibilities listed above do not supersede terms of the Merchant Processing Agreement and are provided to ensure Merchant understands some important obligations of each party.

Merchant’s Signature __________________________ Date __________________________

Merchant’s Printed Name & Title __________________________
# Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

<table>
<thead>
<tr>
<th>Part I</th>
<th>Taxpayer Identification Number (TIN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</td>
<td></td>
</tr>
<tr>
<td>2. Business name/disregarded entity name, if different from above</td>
<td></td>
</tr>
<tr>
<td>3. Check appropriate box for federal tax classification; check only one of the following seven boxes:</td>
<td></td>
</tr>
<tr>
<td>[ ] Individual/sole proprietor or [ ] C Corporation</td>
<td>[ ] S Corporation</td>
</tr>
<tr>
<td>[ ] Other (see instructions)</td>
<td></td>
</tr>
<tr>
<td>4. Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3); Exempt payee code (if any)</td>
<td></td>
</tr>
<tr>
<td>Exemption from FATCA reporting code (if any)</td>
<td></td>
</tr>
</tbody>
</table>

### Part II  Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See What is FATCA reporting? on page 2 for further information.
PROPOSAL FOR:
Osceola County Coordinator

PRESENTED BY
Lisa Schneider
Account Executive
Konica Minolta Business Solutions U.S.A., Inc.
201 Front Ave SW, Grand Rapids MI
February 27th, 2020

Osceola County Coordinator
301 W. Upton Ave
Reed City, MI 49677

Attn: Jon-Thomas Burgess
RE: Request for Proposal for MFP’s

Dear John-Thomas:

Thank you for this opportunity to upgrade your Xerox and Sharp copiers in the registrar of deeds office and the clerks office. I know they will love the new Konica Minolta Bizhubs and they will appreciate the new billing with the included copies.

Based on your requirements we have proposed a program that will reduce your print costs and increase productivity all while maintaining the security of your documents and network. Utilizing the State of Michigan MiDeal program, this will allow you the flexibility to either purchase or lease your equipment based on your long term business goals.

Thank you for considering Konica Minolta. We look forward to demonstrating our commitment to Osceola County Coordinator and are confident that our offering will meet your expectations and deliver increased value and efficiencies.

Sincerely,

Lisa Schneider
Account Executive
Konica Minolta Business Solutions U.S.A., Inc.
201 Front Ave SW
Grand Rapids, MI 49504
Cost Schedule:

**Proposed Pricing - State of Michigan 48 Month lease program**
Includes 20,000 copies per month

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar of Deed</td>
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</tr>
<tr>
<td>Bizhub 458e</td>
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</tr>
<tr>
<td>Fax</td>
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<tr>
<td>Storage Base</td>
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<tr>
<td>Working Table</td>
<td>$1.53</td>
</tr>
<tr>
<td>Total Monthly Lease</td>
<td>$147.69</td>
</tr>
</tbody>
</table>

**Proposed Pricing – State of Michigan 48 month lease program**
Includes 20,000 copier per month

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerks Office</td>
<td></td>
</tr>
<tr>
<td>Bizhub 458e Base Purchase Price</td>
<td>$134.46</td>
</tr>
<tr>
<td>Fax</td>
<td>$8.68</td>
</tr>
<tr>
<td>Large Capacity Tray base (two universal drawers and 2,500 LCT)</td>
<td>$19.10</td>
</tr>
<tr>
<td>Stapling Finisher</td>
<td>$15.44</td>
</tr>
<tr>
<td>Total Monthly Lease</td>
<td>$177.68</td>
</tr>
</tbody>
</table>

**Program Includes:**

- Konica Minolta Comprehensive Service Program with an average response time of 4 hours. All service technicians are Konica Minolta employees and are trained and certified through Konica Minolta. All technicians carry parts in their cars and our warehouse is located in Kentwood.
- Maintenance includes all service, parts, toner, waste toner, staples for MFP’s and for MPS program in addition to all the above also includes replacement of printers if they can’t be fixed.
- Konica Minolta bizhub SECURE Software for network security which includes 8 overwrites on the hard drive.
- Konica Minolta Customer One Guarantee Program – replacement program (see below for additional information)
- State of Michigan MiDeal program – rate locked in for term of lease and can refresh every 48 months for same price for MFP’s.
- Timeline for delivery and installation is flexible based on your recommendations. Generally delivery will occur 10 days after signed contract.
Customer One Guarantee

We are so confident in the quality of our products that we guarantee your Konica Minolta MFP will (1) meet factory specifications and (2) be compatible with your network, or we'll replace it with an equivalent model:

- **First two years:** brand new MFP replacement
- **After two years:** new or refurbished replacement
- **Plus,** Konica Minolta will also provide a $1,000 credit towards your next Konica Minolta MFP as a way to say "we're sorry for the inconvenience."**

Konica Minolta will maintain the equipment covered by this guarantee in good operating condition and necessary maintenance, service and repairs as specified by the terms of the written maintenance agreement. Should a workgroup unit be out of service, due to maintenance needs, for more than 16 consecutive business hours, or if a production print unit is out of service for more than 24 business hours, Konica Minolta shall provide a loaner unit of similar capabilities upon your request. Any unit that Konica Minolta determines cannot be properly repaired to manufacturer's specifications will be eligible for a replacement unit of substantially similar or greater capabilities, at no additional charge.

The best customer experience is one that avoids problems altogether which is why we've established remote monitoring and a rapid response process in conjunction with your local sales representative.

- Our Solutions & Support team will proactively monitor our installed MFP's performance, looking to identify potential issues before they become problems for our customers.
- Should a problem arise, our technical support, local service manager and advanced diagnostics team members are all empowered to authorize a replacement, allowing for a fast and easy resolution.

**If the equipment is replaced during the course of the lease, the customer will receive a credit of $1,000 towards the lease of a new KM MFP, provided it is exercised within 30 days of lease expiration and the new equipment is leased through KMPF. The Customer One Guarantee does not apply to printers. Each printer has a one year warranty and extended warranties up to 3 years are available for an additional cost.
Recognitions and Awards

We are proud to be recognized from widely respected industry organizations for our achievements as we continually demonstrate our ongoing pursuit for excellence.

Environmental Sustainability

Protecting our planet is a top priority. We pursue a broad array of environmental initiatives – eliminating pollutants, reducing energy consumption and creating products and solutions that help our clients realize their own sustainability goals and strive to assist our clients to resolve their environmental issues.

- Eco Vision 2050 - our long term environmental vision
- Solar Energy Initiative - installation of a solar panels to harness the power of the sun for pollution-free energy
- Earth Friendly Products - environmentally friendly innovations that consistently improve efficiencies in our print technologies
- EPEAT - proud to have the highest total of EPEAT points of any registered imaging equipment company in the world
- Clean Planet - program for cost-free recycling of our consumables
- Simitri® HD® Toner - consumes less energy during production and CO₂, NOx and Sox emissions are reduced by more than 1/3 during use
- Green Products Certification System
- Green Factory Certification System
- Green Marketing

To ensure efficient implementation of environmental management Konica Minolta is committed to the environment by operating its management systems based on ISO 14001.
Office Systems a complete line up in every segment in both color and monochrome devices. A common platform and interface with the bizhub experience.

Light-Volume Perfect for fit for mixed MFP and desktop environments. Provides increased efficiency, wide-ranging flexibility, reduced cost and greater accuracy and accountability.

Mid-Volume Flexible solutions for every business need – an essential resource for workgroup, branch offices and small businesses with expanding ambitions.

High-Volume Built for speed, workflow efficiency and improving productivity.

Customizable:
The bizhub MFP user interface can be customized to suit individual needs by adding or removing an application from the home screen, customizing a scanning process or displaying the functions that match small business needs or enterprise user demands.

Simplicity:
The exclusive INFOPalette design lets you drag, drop, pinch in and pinch out, rotate images and more. Most models provide the ability to preview documents before you print, reducing errors that waste time and paper.
**bizhub i-Series** rethinks the role of multifunctional printers in business, our next-generation technology seamlessly connects your dynamic environment. Simply and securely bringing together people, places and devices to embrace the way you work. Improve communications and productivity, streamline processes, make better decisions and, ultimately, enable smarter business.

**Simple, Secure, Intuitive, Safer, Smarter**

**FEATURES**
- New User Interface
- Floating panel
- New LED indicators
- Ease of Use

**SECURE**
- Solid State Drive
- GDPR ready
- Compatibale with HTTP/2
- Top-class security features

**ENVIRONMENTALLY FRIENDLY**
- EPEAT
- ENERGY STAR
Application for the Michigan Veterans Affairs Agency’s
County Training Reimbursement Program

Date of Application: 03/03/2020  County Applying: Osceola

Veteran Service Director: Richard Lloyd  Phone Number: 231.791.7082

Office Address: 240 E. Church St.  Reed City, MI  49677

Names of County Counselors Requesting Training: Richard Lloyd, Dave Blanchard and Wayne Stevens

Title/Description of Training: Spring Conference MACVC

Training Location: Frankenmuth: Bavarian Inn, MI

Training Dates: 04/14 to 04/17, 2020

Estimated Training Costs:

Registration $195.00  Lodging $576.30
Mileage $292.50  Meals $292.50
Parking $0  Tolls $0

Total Amount Requested: $1,063.80

Specify any additional information: Two gentleman will share one room so only two rooms are needed (for three attendees).

Signature, Chairperson, Board of Directors ___________________________ Date ___________________________

Printed Name

Signature, Director ___________________________ Date ___________________________

Printed Name