

CUSTOMER FINANCE POLICY

Customer Finance Policy — Individual Accounts (Net 30)

DOC NUMBER EMK-POL-001	REVISION Rev 2.0 · 2026-06-24	EFFECTIVE 2026-07-01	APPROVED BY Board of Directors of Emmonak Corporation
SUPERSEDES Version 1.0 dated August 7, 2025	APPLIES TO All Emmonak Corporation customers		

This Customer Finance Policy — Individual Accounts (the "Policy") sets the terms under which Emmonak Corporation ("Emmonak," "we," "us," or "our") extends credit on a Net 30 basis to individual customers ("you" or "Customer") at our Tank Farm, Company Store, and any other Emmonak business unit. By submitting the Individual Credit Application and signing the resulting account agreement, you agree to all terms of this Policy. This Policy is governed by the laws of the State of Alaska and applies to credit extended in or from the State of Alaska.

1. APPLICATION AND APPROVAL

Credit is extended at Emmonak's sole discretion based on the application you submit, identification verification, income verification, and prior account history with Emmonak Corporation. The President & CEO (or designee) approves credit limits and notifies the applicant in writing — by mail or email — within ten (10) business days of a complete application. Emmonak reserves the right to deny credit, increase or decrease the credit limit, or close an account at any time with written notice.

2. NET 30 PAYMENT TERMS

All purchases charged to your Emmonak Customer Account are due in full no later than thirty (30) calendar days after the purchase date (the "Due Date"). Statements are issued monthly. Payment may be made in cash, by check, or by credit card in person at 49 Old Airport Way, Emmonak, AK 99581, by mail to P.O. Box 49, Emmonak, AK 99581, or by phone at (907) 949-1129.

3. FINANCE CHARGES ON PAST-DUE BALANCES

Any unpaid balance remaining after the Due Date is past due and accrues a finance charge of one and one-half percent (1.5%) per month, equal to an annual percentage rate (APR) of eighteen percent (18.0%), calculated on the daily average past-due balance. Finance charges continue to accrue until the past-due balance is paid in full. This rate is a contract rate to which you consent in writing pursuant to Alaska Statute 45.45.010.

4. APPLICATION OF PAYMENTS

Payments received on a past-due account are applied in the following order: (a) accrued finance charges; (b) oldest past-due principal balances; (c) current period balances. Payments may not be applied to specific transactions at the Customer's direction unless the Customer is contesting a specific charge in writing under Section 7 (Billing Errors).

5. DEFAULT AND REMEDIES

Your account is in default if any payment remains unpaid for sixty (60) days or more after the original Due Date, or if you breach any other term of this Policy or the Individual Credit Application. Upon default, Emmonak will issue a written Delinquency Notice giving you ten (10) business days to pay the entire outstanding balance in full, including all accrued finance charges. If you fail to cure the default within that period, Emmonak may, to the extent permitted by Alaska law: (a) permanently close your account; (b) report the delinquency to one or more consumer reporting agencies, which may negatively affect your credit score; (c) repossess any items purchased on credit, regardless of condition, where a valid security interest exists and applicable Alaska Uniform Commercial Code procedures (AS 45.29) are followed; (d) seize and dispose of any collateral pledged for the account in accordance with AS 45.29; (e) refer the account to a licensed third-party collection agency or attorney; and (f) recover from you all reasonable attorneys' fees and collection costs incurred, as permitted by AS 09.60.010.

6. COLLECTION CONDUCT

Emmonak will conduct all collection activity in compliance with the Alaska Unfair Trade Practices and Consumer Protection Act (AS 45.50.471 et seq.), and where a third-party collector is engaged, in compliance with the federal Fair Debt Collection Practices Act (15 U.S.C. § 1692 et seq.).

7. BILLING ERRORS AND DISPUTE RESOLUTION

If you believe your statement contains an error, you must notify Emmonak in writing within thirty (30) days of the statement date. Send disputes to Emmonak Corporation, Attn: Accounting, P.O. Box 49, Emmonak, AK 99581 or accounting@emmonak.com. Include your full name, account number, the specific charge in dispute, and a description of the alleged error. Emmonak will investigate and respond in writing within thirty (30) business days. While a dispute is under review, the disputed amount will not be reported to credit bureaus and will not accrue finance charges until resolved.

8. TRUTH IN LENDING NOTICE

This is an open-end consumer credit account subject to the federal Truth in Lending Act (15 U.S.C. § 1601 et seq.) and Regulation Z (12 C.F.R. Part 1026). The annual percentage rate, finance charge calculation method, payment terms, and billing-rights notice are disclosed in this Policy and on each periodic statement. If you have questions about your rights under federal credit law, contact the Consumer Financial Protection Bureau at consumerfinance.gov.

9. PRIVACY

Information collected on the Individual Credit Application is used only to evaluate, administer, and collect on your account, and is not sold or shared with third parties except as required by law, by the Alaska Department of Commerce, by your authorized agent, or in connection with collection if the account becomes delinquent.

10. CHANGES TO THIS POLICY

This Policy may be amended only by approval of Emmonak Corporation's Board of Directors. Material changes will be communicated to active account holders in writing at least thirty (30) days before they take effect.

11. GOVERNING LAW AND VENUE

This Policy is governed by the laws of the State of Alaska. Any dispute arising under this Policy will be brought in the Bethel Superior Court or, if jurisdiction permits, in the United States District Court for the District of Alaska.

CUSTOMER ACKNOWLEDGMENT

By signing below, you acknowledge that you have read and understood this Policy — or had it explained to you in a language you understand — and you agree to all of its terms.

Signature

Date

Printed Name

Emmonak Corporation Authorized Signatory

Date

IMPORTANT NOTICE

All charges are payable in full within Net 30. Past-due balances accrue finance charges. Receipt of any product or service constitutes acceptance of this Policy.

Questions about this Policy: Jason D. Wagner, President & CEO, Emmonak Corporation. (907) 949-4114 · jason@emmonak.com