

WELCOME TO

Waterford[®] BANK, N.A.

Important information for Clarkston State Bank clients
about your new accounts, products and services.



Customer Transition Guide

WWW.WATERFORDBANKNA.COM | 248-625-8585



NMLS #520256



Mike Miller
Chairman & CEO



Grant Smith
Michigan President

Welcome to Waterford Bank, N.A.

Dear Clarkston State Bank Customer,

We are pleased to announce that the merger of Clarkston State Bank by Waterford Bank, N.A. became effective on January 1, 2020. On behalf of the entire Waterford Bank, N.A. family, we warmly welcome our new colleagues and clients from the Clarkston State Bank community.

This joining of our two banks will provide an array of benefits to you as a personal or business customer. Thanks to this opportunity, built on our mutual commitment to superior service, you will now have access to enhanced product offerings, additional branch locations, and expanded community support – all backed by our experienced banking team.

Our history is one built on “Redefining Relationship Banking.” That’s because at Waterford Bank, we’re not just about business, we’re about investing time in getting to know our customers as people, learning what works best for them, and being available when they need us. We also understand that what goes on behind the scenes is just as important as what happens at the forefront. Over the next month as we transition our systems to one unified bank, you can count on us to make these changes as smooth as possible, upholding and expanding on the service you’ve come to know and expect.

Within the pages of this Welcome Guide, you will find information about important dates and events, changes to your accounts, new product offerings and more. You may already have begun to see the Waterford Bank, N.A. logo appearing on your statements and other financial documents. In the coming weeks, you may receive additional communications from us relating to matters of your accounts. Please be sure to watch for and read any future correspondence that may come your way.

Once again, we welcome you to the Waterford Bank, N.A. family. We thank you for your business and look forward to supporting not only your unique banking needs, but those of your neighbors, families, and friends.

Sincerely,
Mike Miller
Chairman & CEO

Grant Smith
Michigan President

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Important Dates and Events

February 17 New Waterford Bank, N.A. Visa Debit Cards mailed

- ▶ They can be activated when they arrive, but not used until March 9, 2020.

March 5 Last day to schedule a bill payment through the old Bill Payment Online

- ▶ To ensure proper arrival of payments, please do not schedule any payments for March 6, 2020 through March 9, 2020.

March 6 Online banking will be in Inquiry Only mode after 5 PM and through the weekend.

March 6-9 (midnight) Clarkston State Bank debit cards can still be used throughout the weekend – limits may be lower than normal. If arrangements need to be made, please contact us at 248-625-8585 ahead of time.

March 9 (6 AM) New debit cards will be active and the Clarkston State Bank debit cards will cease to work.

- ▶ Clarkston Mobile Banking will be deactivated.

March 9 (8 AM) The new online banking (www.waterfordbankna.com) will be available with your existing user id.

- ▶ Your password will be set to the last six digits of your social security or tax identification number.
- ▶ You will be prompted for the following:
 - Accept the terms and conditions
 - Set a new password
 - Select security questions

After March 9 You can do any of these as needed:

- ▶ Download and set up Mobile Banking.
- ▶ Change the Routing and Transit (R/T) on any automatic transfers to 041215854.
- ▶ If new checks are needed, come into the branch and we can help you order them.

Important Details to Know



Account Numbers Will Remain the Same; Routing Numbers Will Change

Your account numbers will stay the same, but the routing number will change to 041215854 after March 9, 2020.



Online Bill Payments

Please do not schedule any online bill payments between March 6, 2020 and March 9, 2020.



Account Statements

Checking and Savings accounts will have statements cut on March 6, 2020. These will be mailed to you and not immediately available online. After that, statements will resume their normal schedule.



Debit Cards

Waterford Bank Visa Debit Cards will be mailed early, but not available for use until March 9, 2020.



Automatic Transactions and Checks

Transactions and checks will be automatically rerouted so that they post to your accounts.



Rebecca Neuman is one of the many familiar Clarkston State Bank faces that will welcome you to Waterford Bank, N.A. in 2020.

Stay Safe

Waterford Bank, N.A. will never contact you by phone, email, or text to ask for any of your sensitive personal information, account numbers, or PIN numbers. To help protect yourself from fraud – do not give out this information to anyone. If you feel you have been subjected to any type of fraudulent activity as it relates to your banking, please contact your banker immediately.



Let's Connect

Whether you want to talk about something you see in the guide or have another question about the merger, we want you to be able to reach us.

Call Us

Feel free to reach out to your current Clarkston State Banker as you already do. All Clarkston representatives will be equipped to answer any questions you may have. You can reach the Clarkston Office by calling 248-625-8585 or the Waterford office by calling 248-886-0086.

Visit Us

Each of our offices are staffed with experienced bankers ready to meet your financial needs. Stop in at one of our full service branches in Clarkston, Waterford, Toledo, and Perrysburg or one of our loan production offices in Findlay or Bryan and we'll be happy to answer your questions.

See the next page for a complete list of office locations, hours, and contact information.

Connect with Us Online

When you visit www.waterfordbankna.com you will have a powerful arsenal of financial tools at your fingertips. From here you can send us an email, look up our locations, learn more about our products and services, and access your online banking.

Our website is one of your best sources to check out bank news, financial education, cybersecurity tips, and more detailed product and service information that we touch upon later in this guide.

Aside from the website, you can also join us in the social media community on Facebook, Instagram, LinkedIn, and Twitter. We strive to bring you timely financial and community news – so follow us for the latest happenings with your bank.

Our Branch Locations and Hours

Stop into one of our convenient locations to learn more about our services, complete your banking, or connect with your favorite bankers!



Waterford Office

- 📍 6600 Highland Rd., Ste 2, Waterford, MI 48327
- ☎ 248-886-0086
- 🕒 Hours: Monday – Friday, 8:30 a.m. – 5 p.m.
Closed on Federal Holidays



Clarkston Office

- 📍 5800 S. Main St., Clarkston, MI 48346
- ☎ 248-625-8585
- 🕒 Hours: Monday – Friday, 8:30 a.m. – 5 p.m.
Closed on Federal Holidays



Toledo Office - Headquarters

- 📍 3900 N. McCord Rd., Toledo, OH 43617
- ☎ 419-720-3900
- ☎ Toll-free: 866-707-2871
- 🕒 Monday – Friday, 8:30 a.m. – 5 p.m.
Closed on Federal Holidays



Perrysburg Office

- 📍 231 Louisiana Ave., Perrysburg, OH 43551
- ☎ 419-931-8750
- ☎ Toll-free: 855-896-2064
- 🕒 Hours: Monday – Friday, 8:30 a.m. – 5 p.m.
Closed on Federal Holidays



Bryan Loan Production Office

- 📍 128 W. High St., Bryan, OH 43506
- ☎ 419-519-3214
- 🕒 Closed on Federal Holidays



Findlay Loan Production Office

- 📍 209 S. Main St., Findlay, OH 45840
- ☎ 419-720-3888
- 🕒 Closed on Federal Holidays



Personal Banking

Angie Logan and Sandy Gaulin have faithfully served the Clarkston State Bank Community for years and are eager to continue that work at Waterford Bank, N.A.

Personal Deposit Accounts

Your current Clarkston State Bank personal deposit account(s) will be converted to Waterford Bank, N.A. accounts on Monday, March 9, 2020. We have made every effort to continue to provide you with the same account features you enjoy today with your existing accounts. Please refer to the tables that follow for more details on your account product name and features. If you are unsure of the exact product name of your Clarkston State Bank account, please refer to your most recent account statement.

Account Numbers

Your Clarkston State Bank deposit account number(s) will NOT change.

Routing and Transit Number

As of Monday, March 9, 2020, your new routing and transit number is 041215854.

Existing Checks

Continue to use your existing Clarkston State Bank checks and deposit tickets until depleted, as your account number will stay the same.

When you place your next order through Waterford Bank, N.A. new check orders will be updated automatically with the new routing and transit number. If ordered from an outside vendor, please provide the updated routing number, 041215854, to your vendor.

If you order your checks from an outside vendor, please use our check specifications which you can find on page 29.

Direct Deposit/ACH

If you have automatic payments deducted from your deposit account (including online bill payments), or funds direct deposited to your account, these automatic payments and deposits will continue. However, after March 9, 2020 please notify the payment processor that the routing and transit (R & T) number has changed. The new number is 041215854.

FDIC Coverage

Your accounts will continue to have FDIC coverage to \$250,000. If you happen to have accounts at both the former Clarkston State Bank and Waterford Bank, N.A., your accounts will be separately insured through the FDIC for six months following the merger (June 30, 2020) which is the FDIC grace period for merged institutions. Once the grace period is over, a bank representative will be happy to meet with you to discuss how to maximize your FDIC insurance coverage.

Personal Deposit Accounts

Account Conversions

If your Clarkston State Bank account is: **Classic Checking**

Your Waterford Bank, N.A. account will be: **Waterford Classic Checking**

Account Features:

- ▶ Basic checking with unlimited check writing.
- ▶ Available with no monthly service fee if minimum required account balance is maintained. The minimum required account balance is \$1,500 average daily ledger balance in checking or a combined total deposit relationship of \$7,500, otherwise a \$10.00 monthly service fee applies.
- ▶ ATM fees waived up to \$30 or 10 transactions (whichever occurs first) per card per month, plus unlimited debit card transactions.
- ▶ Initial order of Waterford Bank checks are free. If ordering non-standard checks you will receive a \$4.00 discount for your first order. All reorders are regular price through our vendor, Harland Clarke.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

See the Account Disclosures at the end of this Guide for more details on account terms and conditions, as well as any other fees that may apply.

If your Clarkston State Bank account is: **Interest Checking**

Your Waterford Bank, N.A. account will be: **Waterford Elite Checking**

Account Features:

- ▶ High yielding interest bearing checking account.
- ▶ Available with no monthly service fee if minimum required account balance is maintained. The minimum required account balance is \$3,500 average daily ledger balance in checking or a combined total deposit relationship of \$25,000, otherwise a \$19.00 monthly service fee applies.
- ▶ Variable interest compounded and credited monthly on the daily collected balance.
- ▶ ATM fees waived up to \$30 or 10 transactions (whichever occurs first) per card per month, plus unlimited debit card transactions.
- ▶ Standard Waterford Bank checks are free for all orders. If ordering non-standard checks you will receive a \$4.00 discount on all orders.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

See the Account Disclosures at the end of this Guide for more details on account terms and conditions, as well as any other fees that may apply.

Personal Deposit Accounts



If your Clarkston State Bank account is: **Electronic Checking**

Your Waterford Bank, N.A. account will be: **Waterford Classic Checking**

Account Features:

- ▶ Basic checking with unlimited check writing. Your account will convert with no monthly service fee.
- ▶ ATM fees waived up to \$30 or 10 transactions (whichever occurs first) per card per month, plus unlimited debit card transactions.
- ▶ Initial order of Waterford Bank checks are free. If ordering non-standard checks you will receive a \$4.00 discount for your first order. All reorders are regular price.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

See the Account Disclosures at the end of this Guide for more details on account terms and conditions, as well as any other fees that may apply.



If your Clarkston State Bank account is: **Statement Savings**

Your Waterford Bank, N.A. account will be: **Waterford Classic Savings**

Account Features:

- ▶ Basic savings account. Limited to 6 withdrawals per month.*
- ▶ No minimum required balance.
- ▶ Variable interest compounded and credited quarterly on the daily collected balance.
- ▶ Free access to Online Banking, Mobile Banking, and E-Statements.

See the Account Disclosures at the end of this Guide for more details on account terms and conditions, as well as any other fees that may apply.

**Federal Regulation D limits the number of checks, preauthorized, automatic, telephone, electronic (including ACH), online, and other transfers and withdrawals not made in person or by ATM to 6 per month.*

Personal Deposit Accounts

Account Conversions

If your Clarkston State Bank account is: **Money Market Plus Savings**

Your Waterford Bank, N.A. account will be: **Waterford Premier Money Market****

Account Features:

- ▶ **Please note, this conversion is changing your account from a savings to a checking account.**
- ▶ High yielding Money Market account with limited check writing. Limited to 6 withdrawals per month.*
- ▶ No minimum required balance.
- ▶ ATM fees waived up to \$30 or 10 transactions (whichever occurs first) per card per month, plus unlimited debit card transactions.
- ▶ Variable interest compounded and credited monthly on the daily collected balance.
- ▶ Initial order of Waterford Bank checks are free. All reorders are regular price.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

See the Account Disclosures at the end of this Guide for more details on account terms and conditions, as well as any other fees that may apply.

If your Clarkston State Bank account is: **High Yield Money Market Savings**

Your Waterford Bank, N.A. account will be: **Waterford Personal Preferred Money Market****

Account Features:

- ▶ **Please note, this conversion is changing your account from a savings to a checking account.**
- ▶ Highest yielding Money Market account with limited check writing. Limited to 6 withdrawals per month.*
- ▶ Available with no monthly service fee if minimum required account balance is maintained. The minimum required account balance is \$100,000 average daily ledger balance, otherwise a \$50.00 monthly service fee applies.
- ▶ Variable interest compounded and credited monthly on the daily collected balance.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

See the Account Disclosures at the end of this Guide for more details on account terms and conditions, as well as any other fees that may apply.

**Federal Regulation D limits the number of checks, preauthorized, automatic, telephone, electronic (including ACH), online, and other transfers and withdrawals not made in person or by ATM to 6 per month.*

***Please note that any automatic transfers in or out of this account will need to be changed from a savings account to a checking account. Since your current account does not allow check writing you will need to order checks for your account if you plan to write checks. Please contact your branch office to order checks.*

Certificates of Deposit

If you have a Certificate of Deposit, the current terms and conditions of your account will remain in effect until maturity. Your existing CD will continue to earn the same rate of interest and mature on the same schedule that you selected when you opened the account. At maturity, your CD will renew under the terms and conditions offered by Waterford Bank for CD products at that time.

Account Numbers

Your Clarkston State Bank CD account numbers will NOT change.

Interest Payments

If you are currently set up for interest payments via check or ACH, these will continue without interruption.

Your current terms and conditions will remain in effect until maturity, at which time your account will automatically renew. The renewal term will be the same as your original term, beginning on the maturity date. The interest rate at renewal will be the same interest rate that Waterford Bank is offering on new CDs as of the maturity date for the same term. A maturity notice will be mailed to you prior to your maturity date. If you do not want your CD to automatically renew, you may give your instructions to Waterford Bank prior to maturity. Further, you will have a grace period of ten calendar days after the maturity date to withdraw funds without penalty.

Notices

You will no longer receive an interest notice when interest is added to your certificate of deposit.



Our Bankers, like Paul Drossman, spend time out in the community – getting to know clients not only as customers, but as neighbors and friends.

First-Time Login

Upon your initial login, your default password will be the last six digits of your social security number or tax identification number. You will be prompted to change your password and set up three new security questions for accessing online banking.

Finally, you will see an informational pop-up for IBM Security Trusteer Rapport, an online fraud protection software available at no additional charge to Waterford customers. You can ask to be reminded about Trusteer at a later date, if you do not wish to download it at this time.

Online Banking

Starting in January, please visit Waterford Bank, N.A.'s website, www.waterfordbankna.com, to access online banking. From here you will select the login button on the top right of the website.

Please update any previous bookmarks or favorites you had saved to the new www.waterfordbankna.com link.

System Conversion – March 6-8, 2020

Please note that the way you login prior to and after this system conversion will vary slightly.

Prior to March 9, 2020

Select the Login Button located at the top right of www.waterfordbankna.com and click the Clarkston Login option. You will then enter your existing credentials and be taken into your Personal Online Banking. After 5:00 p.m. on Friday, March 6, 2020, online banking will be in inquiry mode only.

On March 9, 2020

The Clarkston login option will be removed and you will access online banking at www.waterfordbankna.com and click on the Personal Online Banking login button.

If your login id is six characters or less you will be prompted to choose a longer login id the first time you go to login.

Other Features

- ▶ **IBM Security Trusteer Rapport** – Through our partnership with IBM, a leading expert in financial security, our customers can download Trusteer Rapport online fraud protection software at no additional charge. We highly recommend you download this software.
- ▶ **Notifi Alert System** – set real-time account alerts that you can choose to receive by email, text, or push notification.
- ▶ **Quicken** – Waterford Bank, N.A. Online Banking includes access to Quicken. If you are a current Quicken user, we strongly recommend that you upload your latest data before Friday, March 6. On or after Monday, March 9, you may need to disconnect and reconnect Quicken, activating Waterford Bank, N.A. as your new financial institution.

Online Bill Payment

Up until Friday, March 6, 2020, you will access your Online Bill Payment system through your Clarkston Online Banking login on www.waterfordbankna.com.

Online Bill Pay will be unavailable during our systems conversion from March 6, 2020 - March 9, 2020. After conversion, you will be able to access Bill Pay through your Waterford Bank, N.A. online banking platform. We apologize for this interruption of service, but it is necessary to ensure a smooth transition of this and other services.

In order to not miss any scheduled payments, please do not schedule any payments between March 6-9, 2020.

First Time Access Post Conversion

To access the Bill Pay system starting Monday, March 9, 2020, Online Banking customers will first need to login to Online Banking and follow the security prompts. Once this is complete, Bill Pay can be accessed by clicking on the Bill Pay tab within Online Banking.

Bill Pay Information After Conversion

Once at your Payment Center, you will see your payees already set up. We encourage you to carefully review your payee list and scheduled payments as they appear in your Payment Center and make corrections or additions as needed. If you find a payee missing, simply click the "Add a company or person to pay" link and follow the instructions to add your payee.

Waterford Bill Pay will allow you to schedule payments based on the date you want a payee to receive your payment, rather than the date payment will be sent. You may also want to adjust some of your pay dates, as appropriate for the individual payee.

Funds for Bill Payments sent via check will be deducted from your account on the date the check clears. Electronic payments clear the day it is scheduled by you.

Fees

Bill Pay is free to use as long as you make at least one payment per month, otherwise there is a \$5.95 monthly fee.

Data Conversion

All of your Bill Payment Payees will be automatically converted to the new system. Upon your first login you should see your payees as you had them prior.

In addition, all of your scheduled and recurring payments will also be automatically converted.

Please note, any alerts, reminders, incoming e-Bills, person-to-person payments, email payees, and external transfers will not be automatically converted and will need to be setup within the new Bill Pay system.

From now until our conversion date of March 9, 2020, please continue to use your current Clarkston State Bank Mobile Apps. From March 6-9, 2020, Mobile Banking will be in inquiry mode only.

Mobile Banking via Clarkston State Bank Mobile Apps will end on Monday, March 9, 2020. On Monday, March 9, 2020, Clarkston State Bank customers will be able to enroll and use Waterford Bank's Personal Mobile Banking platform.

Mobile Banking

Using Mobile Banking — First Time Access Post Conversion

To bank on your mobile device starting Monday, March 9, 2020, Clarkston customers will need to follow the enrollment steps below.

If you have yet to login to Online Banking post conversion, you will need to do this before you can access Mobile Banking.

You can then download our free Apple or Android™ Mobile Banking Apps by visiting your respective App store and searching for “**Waterford Mobile Banking Toledo.**” Mobile carrier rates may apply.

If you are already enrolled in Online Banking and completed the Online Banking login process after conversion, you can simply login using your existing Online Banking Username and Password and access our full suite of mobile banking features including Bill Pay and Balance Transfers.

Get Started

1. Login to Personal Online Banking.
2. Sign up for Mobile Banking through the Profile button at the top of your Personal Online Banking Page.
3. Navigate to the Mobile Banking section of your Profile and click Manage Devices.
4. Accept the Terms and Conditions.
5. Add your Mobile Phone number in the designated boxes and opt in for any additional services you may want, then click continue.
 - ▶ From here you can have a text sent to your phone with the app download link or you can go to your respective app store and search for Waterford Bank Toledo. Click Install to download the free app “WFB Banking” to your device.
6. Now you can select your time zone, the accounts that you would like to have access to from your mobile device, and identify your accounts with nicknames.
7. From this same area you can manage your enrolled mobile devices going forward for items such as adding new devices, changing phone numbers, and editing account nicknames and time zones.

You can find out more helpful information about personal mobile banking at <https://www.waterfordbankna.com/personal/mobile-apps/>.

Mobile Check Deposit

App. Snap. Deposit. Now you can deposit checks fast with the Waterford Bank Mobile App by just snapping a photo of the front and back of the endorsed check. It is fast, secure, and free.

Existing Mobile Deposit Users

Once you have downloaded the Waterford Mobile Banking App, you must agree to the Waterford Mobile Banking Services Agreement. You will automatically be prompted to accept the Mobile Banking Services Agreement the first time you open the App. Once complete, you will see the option for Mobile Deposit on your Mobile Banking App.

New Mobile Deposit Users

To enroll, you must first agree to the Waterford Mobile Banking Services Agreement and then complete the Consumer Mobile Deposit Capture Enrollment Form. Return the enrollment form and allow 2 to 3 business days for account activation. You will see the option for Mobile Deposit on your Mobile Banking App once it has been activated.

Please note that any checks you wish to mobile deposit must include your signature and the note “For Mobile Deposit Only” in the endorsement of the check.

You can find the Mobile Deposit enrollment form and more helpful information about Mobile Deposit at <https://www.waterfordbankna.com/personal/mobile-apps/>.

Other Mobile Services

In addition to Mobile Banking and its many benefits, we have other mobile services for your personal use.

- ▶ **Card Valet App** – Card Valet can be used as a companion app to your Waterford Mobile Banking. Card Valet helps you control and monitor debit card usage anywhere, anytime using your mobile phone. With Card Valet you can help protect your personal and business debit cards from fraud by setting alerts and controls to determine how your card can be used. And, if you misplace your card, you can use the app to turn it off... and then turn it back on when you find it! Learn more about Card Valet at <https://www.waterfordbankna.com/personal/mobile-apps/>.
- ▶ **Notifi Alerts through Mobile Banking** – set real-time account alerts that you can choose to receive by email, text, or push notification.



Before Using Your New Card

Prior to using your new Waterford Bank card on March 9, 2020, you will need to call 800-992-3808 to activate your card and set a PIN. An initial PIN will not be assigned - other information will be used for validation to activate your new card. Instructions will be provided with the card. You can call to activate your card upon receipt of the card, but note you WILL NOT be able to use the new card prior to Monday, March 9, 2020. For security purposes, please destroy your Clarkston State Bank cards after March 9, 2020.

Your new debit card is accepted for payment anywhere you see the Visa™ logo.

Debit Cards & ATM Access

From now until midnight on Sunday, March 8, 2020, please continue to use your current Clarkston State Bank debit card(s).

New Cards

If you are an active card holder, you will be receiving a new Waterford Bank, N.A. VISA Debit Card in the mail by mid to late February. If you have not received your new card by the end of February, please call us at 248-685-8585 or 248-886-0086.

Your current Clarkston State Bank card will no longer be active after midnight on Sunday, March 8, 2020.

Start using your Waterford Bank card on Monday, March 9, 2020, after 6 a.m.

Your new Waterford Bank daily card limits will be as follows:

Consumer/Business

\$500 for cash withdrawal

\$1,000 for Point-of-Sale

All new cards will have a new card number and expiration date. If you use your debit card for automatic payments, you will need to update the card number and expiration date with these merchants.

ATMs

You can use any ATM in the world and be reimbursed for ATM usage fees up to \$30.00 or 10 times per month, whichever comes first.

Other Personal Services

Checks

Your current checks will continue to be accepted, just as they are today. Upon your next reorder, we can assist you in selecting Waterford Bank checks.

If you order your checks from an outside vendor, please use our check specifications which you can find on page 29.

Statements

You will receive a special activity statement for each of your Clarkston State Bank checking and savings accounts. These activity statements will be mailed to customers the week of March 9, 2020, regardless of your regular statement date. Statements will include transactions posted through Friday, March 6, 2020. Service charges will be waived for this special statement.

We will then begin producing your statements on the Waterford Bank system. Your statement cycle will remain the same. Your first Waterford service charge will be waived as well, if applicable.

To ensure that you receive additional information promptly with no disruption, please verify that the address information on your most recent statement is correct.

E-Statements

If you are currently receiving E-Statements, you will be sent a paper statement for the period ending March 6, 2020. That statement will not be immediately available as an E-Statement.

If you are an existing Clarkston State Bank Online Banking and E-Statement user, beginning Monday, March 9, 2020, you will be able to login to Online Banking at www.waterfordbankna.com to view any future Waterford Bank E-Statements.

E-Statement historical data will not be immediately converted to the new system. If you would like access to your historical E-Statements, we recommend that you download a copy of your statements prior to March 6, 2020. The Bank will have access to your historical statements if needed but they will not be available online.

To access your E-Statements, login to Online Banking at www.waterfordbankna.com, click on the account you wish to view, then click the “Documents” button. From here you can set the date range you wish to see and all available E-Statements from this range will be displayed.

Safe Deposit Boxes

Please note these are only available at our Clarkston, MI office and current terms and conditions will apply after conversion to Waterford Bank N.A.

Direct Deposit/ACH

If you have automatic payments deducted from your deposit account (including online bill payments), or funds direct deposited to your account, these automatic payments and deposits will continue. However, after March 9, 2020, please notify the payment processor that the routing and transit (R & T) number has changed. The new number is 041215854.

Fees

Please refer to the included Fee Schedule at the back of this guide for more information.

Money Orders and Gift Cards

Waterford Bank, N.A. does not offer money orders or Visa Gift Cards.

Overdraft Protection Services

Please note that Overdraft Bounce Protection will no longer be available as of March 9, 2020. Please contact your branch for alternatives.

Mortgages

As a Waterford Bank, N.A. customer you will now have access to an array of mortgage products. Backed by a team of experienced lenders, we can help you purchase a home, build a new home, or refinance an existing loan. Enjoy the convenience of applying for a mortgage loan through our mortgage center at <https://waterfordbankna.mymortgage-online.com/>.

Our comprehensive range of Mortgage Products and Services include:

- ▶ Fixed Rate Mortgages
- ▶ Adjustable Rate Mortgages
- ▶ Construction Loans
- ▶ FHA, VA, and USDA Loans

All loans subject to credit approval. NMLS# 520256

Consumer Lending, Home Equity and Mortgages

Your current Clarkston State Bank loans and lines of credit will convert to Waterford Bank loans and lines of credit as of Monday, March 9, 2020. The terms and conditions expressed in your current loan documents will remain the same, including the interest rate and payment due date. Please read below for important information regarding your loan accounts.

Account Numbers

Your Clarkston State Bank consumer loan account numbers will NOT change.

Making Payments and Contacting Us

Please continue to remit your loan payments as you have in the past, however starting January 1, 2020, loan payments should be made payable to Waterford Bank, N.A.

If you need assistance, please call 248-922-2700.

HELOC Checks and Advances

Please continue to use your current Home Equity Line of Credit checks. You will also be able to advance available funds beginning March 9, 2020, through Online Banking.

IRS Form 1098

Eligible customers will receive one 1098 mortgage interest statement for the 2019 tax year that will reflect interest paid by you to Clarkston State Bank. Your statement will be mailed to you by January 31, 2020.



Business Banking

Whether new to the team or seasoned Clarkston State Bank management, our bankers like Guy Rau and Grant Smith are here to help ensure a smooth transition for you.

Business Deposit Accounts

Account Conversions

Your current Clarkston State Bank business account(s) will be converted to Waterford Bank, N.A. accounts on Monday, March 9, 2020. We have made every effort to continue to provide you with the same account features you enjoy today with your existing accounts. Please refer to the tables that follow for more detail on your account product name and features. If you are unsure of the exact product name of your Clarkston State Bank account, please refer to your most recent account statement.

Account Numbers

Your Clarkston State Bank business account numbers will NOT change.

	If your Clarkston State Bank account is: Perks Plus Checking OR Basic Business Checking
	Your Waterford Bank, N.A. account will be: Waterford Business Classic Checking

Account Features:

- ▶ Basic small business checking account for any type of business.
- ▶ First 225 transactions free per month then \$.30 per each transaction.
- ▶ Available with no monthly service fee if minimum required account balance is maintained. The minimum required account balance is \$1,500 average daily ledger balance in checking account for the monthly statement cycle, otherwise a \$10.00 monthly service fee applies.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

	If your Clarkston State Bank account is: Regular Business Checking
	Your Waterford Bank, N.A. account will be: Waterford Business Analysis Checking

Account Features:

- ▶ Designed for businesses with moderate to high checking activity levels.
- ▶ Monthly service charges can be offset by earnings credit on the average collected balance.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

Business Deposit Accounts



If your Clarkston State Bank account is: **Business Savings**

Your Waterford Bank, N.A. account will be: **Waterford Business Classic Savings**

Account Features:

- ▶ Traditional savings account for businesses that maintain minimal balances. Limited to a total of 6 electronic withdrawals per month.*
- ▶ Pays variable interest compounded and credited quarterly on the daily collected balance.
- ▶ Available with no monthly service fee or minimum required balance.
- ▶ Free access to Online Banking, Mobile Banking, and E-Statements.



If your Clarkston State Bank account is: **Business Money Market Savings**

Your Waterford Bank, N.A. account will be: **Waterford Business Premier Money Market****

Account Features:

- ▶ **Please note, this conversion is changing your account from a savings to a checking account.**
- ▶ High yielding Money Market account with limited check writing capabilities. Limited to a total of 6 withdrawals per month.*
- ▶ 50 free deposited items and other credits per month then \$.12 each.
- ▶ Pays variable interest compounded and credited monthly on the daily collected balance.
- ▶ Available with no monthly service fee or minimum required balance.
- ▶ Free access to Online Banking, Mobile Banking, and E-Statements.

**Federal Regulation D limits the number of checks, preauthorized, automatic, telephone, electronic (including ACH), online, and other transfers and withdrawals not made in person or by ATM to 6 per month.*

***Please note that any automatic transfers in or out of this account will need to be changed from a savings account to a checking account. Since your current account does not allow check writing you will need to order checks for your account if you plan to write checks. Please contact your branch office to order checks.*

Business Deposit Accounts

Account Conversions

If your Clarkston State Bank account is: **High Yield Money Market Savings**
Your Waterford Bank, N.A. account will be: **Waterford Business Preferred Money Market****

Account Features:

- ▶ **Please note, this conversion is changing your account from a savings to a checking account.**
- ▶ Available with no monthly service fee if minimum required account balance is maintained. The minimum required account balance is \$100,000 average daily ledger balance, otherwise a \$50.00 monthly service fee applies.
- ▶ High yielding Money Market account with limited check writing capabilities. Limited to a total of 6 withdrawals per month.*
- ▶ Pays variable interest compounded and credited monthly on the daily collected balance.
- ▶ Free access to Online Banking, Mobile Banking, and E-Statements.

*Federal Regulation D limits the number of checks, preauthorized, automatic, telephone, electronic (including ACH), online, and other transfers and withdrawals not made in person or by ATM to 6 per month.

**Please note that any automatic transfers in or out of this account will need to be changed from a savings account to a checking account. Since your current account does not allow check writing you will need to order checks for your account if you plan to write checks. Please contact your branch office to order checks.

If your Clarkston State Bank account is: **Non-Profit Checking**
Your Waterford Bank, N.A. account will be: **Waterford Business Classic Checking**

Account Features:

- ▶ Basic small business checking account with no monthly service charge.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

If your Clarkston State Bank account is: **Clarkston IOLTA**
Your Waterford Bank, N.A. account will be: **Waterford IOLTA**

Account Features:

- ▶ Available exclusively to lawyers and title companies to hold client funds.
- ▶ Available with no monthly service fee or minimum required balance.
- ▶ Free access to Online Banking, Mobile Banking, Bill Pay (as long as you make at least one payment per month), and E-Statements.

Business Online Banking, Online Bill Payment, Mobile Banking

Most businesses will be converted to Personal Online Banking. If your circumstances are different, you will be contacted by a member of our Treasury Management Team prior to conversion.

Please refer to Online Banking, Bill Payment, and Mobile Banking information starting on Page 14.

Other Business Services

Checks

Your current checks will continue to be accepted, just as they are today. Please feel free to continue to use your existing supply of checks as long as you wish. Upon your next reorder, we can assist you in selecting Waterford Bank checks.

Statements

You will receive a special activity statement on all Clarkston State Bank checking and savings accounts. These activity statements will be mailed to customers the week of March 9, 2020 regardless of your regular statement date. Statements will include transactions posted through Friday, March 6, 2020. Service charges will be waived for this special statement.

We will then begin producing your statements on the Waterford Bank system. Your statement cycle will remain the same. Your first Waterford statement service charge will be waived as well, if applicable.

To ensure that you receive additional information promptly with no disruption, please verify that the address information on your most recent statement is correct.

E-Statements

If you are currently receiving E-Statements, you will be sent a paper statement for the period ending March 6, 2020. That statement will not immediately be available as an E-Statement.

If you are an existing Clarkston State Bank Online Banking and E-Statement user, beginning Monday, March 9, 2020, you will be able to login to Online Banking at www.waterfordbankna.com to view your future Waterford Bank E-Statements.

E-Statement historical data will not be immediately converted to the new system. If you would like access to your historical E-Statements, we recommend that you download a copy of your statements prior to March 6, 2020. The Bank will have access to your historical statements if needed but they will not be available online.

To access your E-Statements, login to Online Banking at www.waterfordbankna.com, click on the account you wish to view, then click the “Documents” button. From here you can set the time range you wish to see and all available E-Statements from this range will be displayed.

Treasury Management

At Waterford Bank, our Treasury Management team understands the speed of business. We work closely with each of our clients to ensure that their challenges are met quickly and efficiently. Providing single-source access, personalized service and time-saving products, we provide each of our clients with thorough, round-the-clock banking solutions that work when they do.

Unlike many bigger banks who make clients call an 800 number for assistance on any of their questions, Waterford Bank gives our clients a single source of contact for all their Treasury Management needs, and we back it up with a staff that is always available to address needs or answer questions promptly.

We combine robust treasury solutions with industry expertise to help organizations optimize cash flows, maintain liquidity, manage risk and operate more efficiently. The services we use to do this include:

- ▶ Account Reconciliation
- ▶ Automated Clearing House (ACH) Origination including Same Day
- ▶ Business Mobile Banking
- ▶ Business Online Banking
- ▶ Commercial Deposit Accounts
- ▶ Corporate Debit and Credit Cards
- ▶ Lockbox Services
- ▶ Merchant Services
- ▶ Positive Pay
- ▶ Remote Deposit Capture
- ▶ Sweep Accounts
- ▶ Wire Transfer Services
- ▶ Zero Balance Accounts (ZBA)

The Treasury Management team which includes Dawn Horner, Jill Barden, Angie Logan and Marissa Hadley are available to help you with all your Treasury Management needs.



Commercial and Industrial Lending and Commercial Real Estate

Commercial Loans and Lines of Credit

Our Commercial and Industrial Lending team helps fund the operations of a wide array of industries by providing credit facilities that finance their working capital needs, equipment and machinery acquisitions and beyond.

Working alongside our clients, we develop a thorough understanding of each company's cash flow needs and asset conversion cycles, enabling us to provide tailored solutions that can save time and money and improve their overall financial performance. From start to finish, our team works diligently to make the loan process painless for each of our clients.

Commercial Real Estate Mortgages and Construction Loans

We understand that the best way to finance commercial real estate is the way that meets the customer's goals. Our Commercial Real Estate Lending team navigates the financing marketplace with the distinct needs of each client and each situation firmly in focus.

With this personalized approach in mind, we continue to enhance our product line to provide creative financing solutions to our commercial real estate relationships. With these innovative products and resources available, the Bank can obtain several mortgage solutions from a variety of different funding sources to provide the best solution for each and every client.



Learn More

To learn more about any of our powerful business lending solutions, give us a call at [248-625-8585](tel:248-625-8585) or email us at clientservices@waterfordbankna.com.

The Commercial Lending Team welcomes you to Waterford Bank, N.A. and they look forward to building on existing relationships and laying the foundations for new partnerships.



Equal Housing Lender, Member FDIC. NMLS# 520256

Fee Schedule*

Fee Description	Amount
ATM Transaction Fee	Waived up to \$30.00 or 10 transactions per month, whichever comes first
Excessive Withdrawal Fee**	\$15.00 per transaction
Cashier's Checks	
Customer	No Charge
Check Image Return	\$3.00
Canadian/Foreign Check Processing	\$11.00
Coin Counting	
Customer	No Charge
Non-Customer	10% or Min. \$5.00
Collection Item (Incoming & Outgoing)	\$15.00
Debit Card Replacement	\$15.00
Debit Card Rush Delivery	\$70.00
ISA - International Service Assessment Fee on Debit Card***	0.80% – 1.20%
Inactive Account (12 Mo's No Activity)	\$10.00 per month
Dormant Account (18 Mo's No Activity)	\$15.00 per month
Foreign Currency Conversion	\$35.00 plus shipping
Garnishment / Levy	\$75.00
Check Cashing (non-customers)	
\$1,000 - \$4,999	\$20.00
\$5,000 - \$9,999	\$50.00
\$10,000 +	\$100.00
Overdraft Items	\$35.00 per item
Research	\$30.00 per hour (1 hr. min.)
Return Deposited Item / Chargeback	\$15.00 per item
Safe Deposit Late Charge	\$25.00
Stop Payment Check/ACH	\$30.00
Wire Transfer	
Incoming - Domestic & Int'l	\$10.00
Domestic Outgoing	\$20.00
International Outgoing	\$40.00
Wire Transfer Recall Fee	\$50.00

*Effective March 9, 2020

**Withdrawals and/or transfers exceeding the standard six per account cycle allowance for savings or money market accounts.

***The International Service Assessment Fee applies to U.S.-issued debit cards being used at merchants outside of the U.S., and this fee varies depending on what currency the transaction is settled in. Rates are subject to change.

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Rev. August 2014

FACTS

WHAT DOES WATERFORD BANK, N.A. DO WITH YOUR PERSONAL INFORMATION?

Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.	
What?	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> ● Social Security number ● Account balances ● Payment history ● Transaction history ● Overdraft history ● Account transactions <p>When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.</p>	
How?	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Waterford Bank, N.A. chooses to share; and whether you can limit this sharing.	
Reasons we can share your personal information	Does Waterford Bank, N.A. share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes - to offer our products and services to you	No	We don't share
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes - information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes - information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share
Questions?	Call toll-free 866-707-2871 or go to www.waterfordbankna.com	

What We Do	
How does Waterford Bank, N.A. protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Waterford Bank, N.A. collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> ● Open an account ● Apply for a loan ● Use your credit or debit card ● Make deposits or withdrawals from your account ● Show your driver's license <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> ● sharing for affiliates' everyday business purposes - information about your creditworthiness ● affiliates from using your information to market to you ● sharing for nonaffiliates to market to you <p>State laws and individual companies may give you additional rights to limit sharing.</p>
Definitions	
Affiliates	<p>Companies related by common ownership or control. They can be financial and non-financial companies.</p> <ul style="list-style-type: none"> ● <i>Waterford Bank, N.A. has no affiliates.</i>
Nonaffiliates	<p>Companies not related by common ownership or control. They can be financial and non-financial companies.</p> <ul style="list-style-type: none"> ● <i>Waterford Bank, N.A. does not share with nonaffiliates so they can market to you.</i>
Joint Marketing	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> ● <i>Waterford Bank, N.A. does not jointly market.</i>

TERMS AND CONDITIONS OF YOUR ACCOUNT

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT - 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 will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

AGREEMENT - This document, along with any other documents we give you pertaining to your account(s), is a contract that establishes rules which control your account(s) with us. Please read this carefully and retain it for future reference. If you sign the signature card or open or continue to use the account, you agree to these rules. You will receive a separate schedule of rates, qualifying balances, and fees if they are not included in this document. If you have any questions, please call us.

This agreement is subject to applicable federal laws, the laws of the state of Ohio and other applicable rules such as the operating letters of the Federal Reserve Banks and payment processing system rules (except to the extent that this agreement can and does vary such rules or laws). The body of state and federal law that governs our relationship with you, however, is too large and complex to be reproduced here. The purpose of this document is to:

- (1) summarize some laws that apply to common transactions;
- (2) establish rules to cover transactions or events which the law does not regulate;
- (3) establish rules for certain transactions or events which the law regulates but permits variation by agreement; and
- (4) give you disclosures of some of our policies to which you may be entitled or in which you may be interested.

If any provision of this document is found to be unenforceable according to its terms, all remaining provisions will continue in full force and effect. We may permit some variations from our standard agreement, but we must agree to any variation in writing either on the signature card for your account or in some other document. Nothing in this document is intended to vary our duty to act in good faith and with ordinary care when required by law.

As used in this document the words "we," "our," and "us" mean the financial institution and the words "you" and "your" mean the account holder(s) and anyone else with the authority to deposit, withdraw, or exercise control over the funds in the account. However, this agreement does not intend, and the terms "you" and "your" should not be interpreted, to expand an individual's responsibility for an organization's liability. If this account is owned by a corporation, partnership or other organization, individual liability is determined by the laws generally applicable to that type of organization. The headings in this document are for convenience or reference only and will not govern the interpretation of the provisions. Unless it would be inconsistent to do so, words and phrases used in this document should be construed so the singular includes the plural and the plural includes the singular.

LIABILITY - You agree, for yourself (and the person or entity you represent if you sign as a representative of another) to the terms of this account and the schedule of charges. You authorize us to deduct these charges, without notice to you, directly from the account balance as accrued. You will pay any additional reasonable charges for services you request which are not covered by this agreement.

Each of you also agrees to be jointly and severally (individually) liable for any account shortage resulting from charges or overdrafts, whether caused by you or another with access to this account. This liability is due immediately, and we can deduct any amounts deposited into the account and apply those amounts to the shortage. You have no right to defer payment of this liability, and you are liable regardless of whether you signed the item or benefited from the charge or overdraft.

You will be liable for our costs as well as for our reasonable attorneys' fees, to the extent permitted by law, whether incurred as a result of collection or in any other dispute involving your account. This includes, but is not limited to, disputes between you and another joint owner; you and an authorized signer or similar party; or a third party claiming an interest in your account. This also includes any action that you or a third party takes regarding the account that causes us, in good faith, to seek the advice of an attorney, whether or not we become involved in the dispute. All costs and attorneys' fees can be deducted from your account when they are incurred, without notice to you.

DEPOSITS - We will give only provisional credit until collection is final for any items, other than cash, we accept for deposit (including items drawn "on us"). Before settlement of any item becomes final, we act only as your agent, regardless of the form of indorsement or lack of indorsement on the item and even though we provide you provisional credit for the item. We may reverse any provisional credit for items that are lost, stolen, or returned. Unless prohibited by law, we also reserve the right to charge back to your account the amount of any item deposited to your account or cashed for you which was initially paid by the payor bank and which is later returned to us due to an allegedly forged, unauthorized or missing indorsement, claim of alteration, encoding error, counterfeit cashier's check or other problem which in our judgment justifies reversal of credit. You authorize us to attempt to collect previously returned items without giving you notice, and in attempting to collect we may permit the payor bank to hold an item beyond the midnight deadline. Actual credit for deposits of, or payable in, foreign currency will be at the exchange rate in effect on final collection in U.S. dollars. We are not responsible for transactions by mail or outside depository until we actually record them. We will treat and record all transactions received after our "daily cutoff time" on a business day we are open, or received on a day we are not open for business, as if initiated on the next business day that we are open. At our option, we may take an item for collection rather than for deposit. If we accept a third-party check or draft for deposit, we may require any third-party indorsers to verify or guarantee their indorsements, or indorse in our presence.

WITHDRAWALS -

Generally - Unless clearly indicated otherwise on the account records, any of you, acting alone, who signs to open the account or has authority to make withdrawals may withdraw or transfer all or any part of the account balance at any time. Each of you (until we receive written notice to the contrary) authorizes each other person who signs or has authority to make withdrawals to indorse any item payable to you or your order for deposit to this account or any other transaction with us.

Postdated checks - A postdated check is one which bears a date later than the date on which the check is written. We may properly pay and charge your account for a postdated check even though payment was made before the date of the check, unless we have received written notice of the postdating in time to have a reasonable opportunity to act. Because we process checks mechanically, your notice will not be effective and we will not be liable for failing to honor your notice unless it precisely identifies the number, date, amount and payee of the item.

Checks and withdrawal rules - If you do not purchase your check blanks from us, you must be certain that we approve the check blanks you purchase. We may refuse any withdrawal or transfer request which you attempt on forms not approved by us or by any method we do not specifically permit. We may refuse any withdrawal or transfer request which is greater in number than the frequency permitted, or which is for an amount greater or less than any withdrawal limitations. We will use the date the transaction is completed by us (as opposed to the date you initiate it) to apply the frequency limitations. In addition, we may place limitations on the account until your identity is verified.

Even if we honor a nonconforming request, we are not required to do so later. If you violate the stated transaction limitations (if any), in our discretion we may close your account or reclassify it as a transaction account. If we reclassify your account, your account will be subject to the fees and earnings rules of the new account classification.

If we are presented with an item drawn against your account that would be a “substitute check,” as defined by law, but for an error or defect in the item introduced in the substitute check creation process, you agree that we may pay such item.

Cash withdrawals - We recommend you take care when making large cash withdrawals because carrying large amounts of cash may pose a danger to your personal safety. As an alternative to making a large cash withdrawal, you may want to consider a cashier's check or similar instrument. You assume full responsibility of any loss in the event the cash you withdraw is lost, stolen, or destroyed. You agree to hold us harmless from any loss you incur as a result of your decision to withdraw funds in the form of cash.

Multiple signatures, electronic check conversion, and similar transactions - An electronic check conversion transaction is a transaction where a check or similar item is converted into an electronic fund transfer as defined in the Electronic Fund Transfers regulation. In these types of transactions the check or similar item is either removed from circulation (truncated) or given back to you. As a result, we have no opportunity to review the signatures or otherwise examine the original check or item. You agree that, as to these or any items as to which we have no opportunity to examine the signatures, you waive any requirement of multiple signatures.

Notice of withdrawal - We reserve the right to require not less than 7 days' notice in writing before each withdrawal from an interest-bearing account other than a time deposit or demand deposit, or from any other savings account as defined by Regulation D. (The law requires us to reserve this right, but it is not our general policy to use it.) Withdrawals from a time account prior to maturity or prior to any notice period may be restricted and may be subject to penalty. See your notice of penalty for early withdrawal.

OWNERSHIP OF ACCOUNT AND BENEFICIARY DESIGNATION - These rules apply to this account depending on the form of ownership and beneficiary designation, if any, specified on the account records. We reserve the right to refuse some forms of ownership on any or all of our accounts. We make no representations as to the appropriateness or effect of the ownership and beneficiary designations, except as they determine to whom we pay the account funds.

Individual Account - is an account in the name of one person.

Joint Account - With Survivorship (And Not As Tenants In Common) - is an account in the name of two or more persons. Each of you intend that when you die the balance in the account (subject to any previous pledge to which we have agreed) will belong to the survivor(s). If two or more of you survive, you will own the balance in the account as joint tenants with survivorship and not as tenants in common.

Joint Account - No Survivorship (As Tenants In Common) - This is owned by two or more persons, but none of you intend (merely by opening this account) to create any right of survivorship in any other person. We encourage you to agree and tell us in writing of the percentage of the deposit contributed by each of you. This information will not, however, affect the number of signatures necessary for withdrawal.

Revocable Trust or Pay-On-Death Account - If two or more of you create this type of account, you own the account jointly with survivorship. Beneficiaries cannot withdraw unless: (1) all persons creating the account die, and (2) the beneficiary is then living. If two or more beneficiaries are named and survive the death of all persons creating the account, beneficiaries will own this account in equal shares, without right of survivorship. The person(s) creating either of these account types may: (1) change beneficiaries, (2) change account types, and (3) withdraw all or part of the account funds at any time.

BUSINESS, ORGANIZATION AND ASSOCIATION ACCOUNTS - Earnings in the form of interest, dividends, or credits will be paid only on collected funds, unless otherwise provided by law or our policy. You represent that you have the authority to open and conduct business on this account on behalf of the entity. We may require the governing body of the entity opening the account to give us a separate authorization telling us who is authorized to act on its behalf. We will honor the authorization until we actually receive written notice of a change from the governing body of the entity.

STOP PAYMENTS - Unless otherwise provided, the rules in this section cover stopping payment of items such as checks and drafts. Rules for stopping payment of other types of transfers of funds, such as consumer electronic fund transfers, may be established by law or our policy. If we have not disclosed these rules to you elsewhere, you may ask us about those rules.

We may accept an order to stop payment on any item from any one of you. You must make any stop-payment order in the manner required by law and we must receive it in time to give us a reasonable opportunity to act on it before our stop-payment cutoff time. Because stop-payment orders are handled by computers, to be effective, your stop-payment order must precisely identify the number, date, and amount of the item, and the payee. You may stop payment on any item drawn on your account whether you sign the item or not. Generally, if your stop-payment order is given to us in writing it is effective for six months. Your order will lapse after that time if you do not renew the order in writing before the end of the six-month period. If the original stop-payment order was oral your stop-payment order will lapse after 14 calendar days if you do not confirm your order in writing within that time period. We are not obligated to notify you when a stop-payment order expires.

If you stop payment on an item and we incur any damages or expenses because of the stop payment, you agree to indemnify us for those damages or expenses, including attorneys' fees. You assign to us all rights against the payee or any other holder of the item. You agree to cooperate with us in any legal actions that we may take against such persons. You should be aware that anyone holding the item may be entitled to enforce payment against you despite the stop-payment order.

Our stop-payment cutoff time is one hour after the opening of the next banking day after the banking day on which we receive the item. Additional limitations on our obligation to stop payment are provided by law (e.g., we paid the item in cash or we certified the item).

TELEPHONE TRANSFERS - A telephone transfer of funds from this account to another account with us, if otherwise arranged for or permitted, may be made by the same persons and under the same conditions generally applicable to withdrawals made in writing. Limitations on the number of telephonic transfers from a savings account are described elsewhere.

AMENDMENTS AND TERMINATION - We may change any term of this agreement. Rules governing changes in interest rates are provided separately in the Truth-in-Savings disclosure or in another document. For other changes, we will give you reasonable notice in writing or by any other method permitted by law. We may also close this account at any time upon reasonable notice to you and tender of the account balance personally or by mail. Items presented for payment after the account is closed may be dishonored. When you close your account, you are responsible for leaving enough money in the account to cover any outstanding items to be paid from the account. Reasonable notice depends on the circumstances, and in some cases such as when we cannot verify your identity or we suspect fraud, it might be reasonable for us to give you notice after the change or account closure becomes effective. For instance, if we suspect fraudulent activity with respect to your account, we might immediately freeze or close your account and then give you notice. If we have notified you of a change in any term of your account and you continue to have your account after the effective date of the change, you have agreed to the new term(s).

NOTICES - Any written notice you give us is effective when we actually receive it, and it must be given to us according to the specific delivery instructions provided elsewhere, if any. We must receive it in time to have a reasonable opportunity to act on it. If the notice is regarding a check or other item, you must give us sufficient information to be able to identify the check or item, including the precise check or item number, amount, date and payee. Written notice we give you is effective when it is deposited in the United States Mail with proper postage and addressed to your mailing address we have on file. Notice to any of you is notice to all of you.

STATEMENTS - Your duty to report unauthorized signatures, alterations and forgeries - You must examine your statement of account with “reasonable promptness.” If you discover (or reasonably should have discovered) any unauthorized signatures or alterations, you must promptly notify us of the relevant facts. As between you and us, if you fail to do either of these duties, you will have to either share the loss with us, or bear the loss entirely yourself (depending on whether we used ordinary care and, if not, whether we substantially contributed to the loss). The loss could be not only with respect to items on the statement but other items with unauthorized signatures or alterations by the same wrongdoer.

You agree that the time you have to examine your statement and report to us will depend on the circumstances, but will not, in any circumstance, exceed a total of 30 days from when the statement is first sent or made available to you.

You further agree that if you fail to report any unauthorized signatures, alterations or forgeries in your account within 60 days of when we first send or make the statement available, you cannot assert a claim against us on any items in that statement, and as between you and us the loss will be entirely yours. This 60-day limitation is without regard to whether we used ordinary care. The limitation in this paragraph is in addition to that contained in the first paragraph of this section.

Your duty to report other errors or problems - In addition to your duty to review your statements for unauthorized signatures, alterations and forgeries, you agree to examine your statement with reasonable promptness for any other error or problem - such as an encoding error or an unexpected deposit amount. Also, if you receive or we make available either your items or images of your items, you must examine them for any unauthorized or missing indorsements or any other problems. You agree that the time you have to examine your statement and items and report to us will depend on the circumstances. However, this time period shall not exceed 60 days. Failure to examine your statement and items and report any errors to us within 60 days of when we first send or make the statement available precludes you from asserting a claim against us for any errors on items identified in that statement and as between you and us the loss will be entirely yours.

Errors relating to electronic fund transfers or substitute checks - For information on errors relating to electronic fund transfers (e.g., on-line, mobile, debit card or ATM transactions) refer to your Electronic Fund Transfers disclosure and the sections on consumer liability and error resolution. For information on errors relating to a substitute check you received, refer to your disclosure entitled Substitute Checks and Your Rights.

Duty to notify if statement not received - You agree to immediately notify us if you do not receive your statement by the date you normally expect to receive it. Not receiving your statement in a timely manner is a sign that there may be an issue with your account, such as possible fraud or identity theft.

ACCOUNT TRANSFER - This account may not be transferred or assigned without our prior written consent.

DIRECT DEPOSITS - If we are required for any reason to reimburse the federal government for all or any portion of a benefit payment that was directly deposited into your account, you authorize us to deduct the amount of our liability to the federal government from the account or from any other account you have with us, without prior notice and at any time, except as prohibited by law. We may also use any other legal remedy to recover the amount of our liability.

TEMPORARY ACCOUNT AGREEMENT - If the account documentation indicates that this is a temporary account agreement, each person who signs to open the account or has authority to make withdrawals (except as indicated to the contrary) may transact business on this account. However, we may at some time in the future restrict or prohibit further use of this account if you fail to comply with the requirements we have imposed within a reasonable time.

SETOFF - We may (without prior notice and when permitted by law) set off the funds in this account against any due and payable debt any of you owe us now or in the future. If this account is owned by one or more of you as individuals, we may set off any funds in the account against a due and payable debt a partnership owes us now or in the future, to the extent of your liability as a partner for the partnership debt. If your debt arises from a promissory note, then the amount of the due and payable debt will be the full amount we have demanded, as entitled under the terms of the note, and this amount may include any portion of the balance for which we have properly accelerated the due date.

This right of setoff does not apply to this account if prohibited by law. For example, the right of setoff does not apply to this account if: (a) it is an Individual Retirement Account or similar tax-deferred account, or (b) the debt is created by a consumer credit transaction under a credit card plan (but this does not affect our rights under any consensual security interest), or (c) the debtor's right of withdrawal only arises in a representative capacity. We will not be liable for the dishonor of any check when the dishonor occurs because we set off a debt against this account. You agree to hold us harmless from any claim arising as a result of our exercise of our right of setoff.

AUTHORIZED SIGNER (Individual Accounts only) - A single individual is the owner. The authorized signer is merely designated to conduct transactions on the owner's behalf. The owner does not give up any rights to act on the account, and the authorized signer may not in any manner affect the rights of the owner or beneficiaries, if any, other than by withdrawing funds from the account. The owner is responsible for any transactions of the authorized signer. We undertake no obligation to monitor transactions to determine that they are on the owner's behalf.

The owner may terminate the authorization at any time, and the authorization is automatically terminated by the death of the owner. However, we may continue to honor the transactions of the authorized signer until: (a) we have received written notice or have actual knowledge of the termination of authority, and (b) we have a reasonable opportunity to act on that notice or knowledge. We may refuse to accept the designation of an authorized signer.

RESTRICTIVE LEGENDS OR INDORSEMENTS - The automated processing of the large volume of checks we receive prevents us from inspecting or looking for restrictive legends, restrictive indorsements or other special instructions on every check. For this reason, we are not required to honor any restrictive legend or indorsement or other special instruction placed on checks you write unless we have agreed in writing to the restriction or instruction. Unless we have agreed in writing, we are not responsible for any losses, claims, damages, or expenses that result from your placement of these restrictions or instructions on your checks. Examples of restrictive legends placed on checks are "must be presented within 90 days" or "not valid for more than \$1,000.00." The payee's signature accompanied by the words "for deposit only" is an example of a restrictive indorsement.

FACSIMILE SIGNATURES - Unless you make advance arrangements with us, we have no obligation to honor facsimile signatures on your checks or other orders. If we do agree to honor items containing facsimile signatures, you authorize us, at any time, to charge you for all checks, drafts, or other orders, for the payment of money, that are drawn on us. You give us this authority regardless of by whom or by what means the facsimile signature(s) may have been affixed so long as they resemble the facsimile signature specimen filed with us, and contain the required number of signatures for this purpose. You must notify us at once if you suspect that your facsimile signature is being or has been misused.

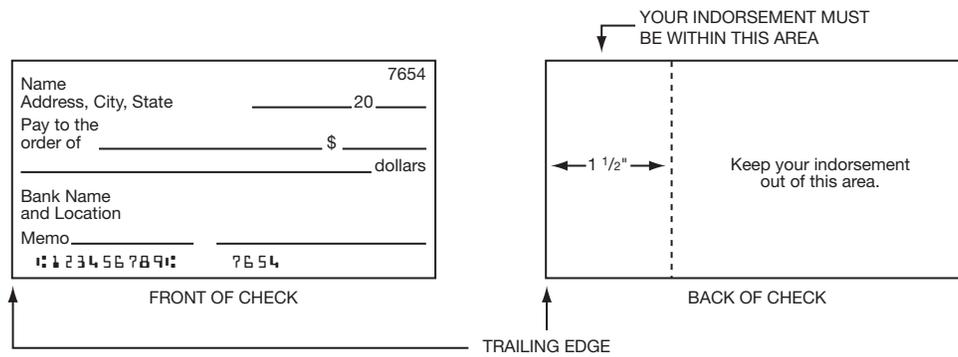
CHECK PROCESSING - We process items mechanically by relying solely on the information encoded in magnetic ink along the bottom of the items. This means that we do not individually examine all of your items to determine if the item is properly completed, signed and indorsed or to determine if it contains any information other than what is encoded in magnetic ink. You agree that we have exercised ordinary care if our automated processing is consistent with general banking practice, even though we do not inspect each item. Because we do not inspect each item, if you write a check to multiple payees, we can properly pay the check regardless of the number of indorsements unless you notify us in writing that the check requires multiple indorsements. We must receive the notice in time for us to have a reasonable opportunity to act on it, and you must tell us the precise date of the check, amount, check number and payee. We are not responsible for any unauthorized signature or alteration that would not be identified by a reasonable inspection of the item. Using an automated process helps us keep costs down for you and all account holders.

CHECK CASHING - We may charge a fee for anyone that does not have an account with us who is cashing a check, draft or other instrument written on your account. We may also require reasonable identification to cash such a check, draft or other instrument. We can decide what identification is reasonable under the circumstances and such identification may be documentary or physical and may include collecting a thumbprint or fingerprint.

INDORSEMENTS - We may accept for deposit any item payable to you or your order, even if they are not indorsed by you. We may give cash back to any one of you. We may supply any missing indorsement(s) for any item we accept for deposit or collection, and you warrant that all indorsements are genuine.

To ensure that your check or share draft is processed without delay, you must indorse it (sign it on the back) in a specific area. Your entire indorsement (whether a signature or a stamp) along with any other indorsement information (e.g. additional indorsements, ID information, driver's license number, etc.) must fall within 1 1/2" of the "trailing edge" of a check. Indorsements must be made in blue or black ink, so that they are readable by automated check processing equipment.

As you look at the front of a check, the "trailing edge" is the left edge. When you flip the check over, be sure to keep all indorsement information within 1 1/2" of that edge.



It is important that you confine the indorsement information to this area since the remaining blank space will be used by others in the processing of the check to place additional needed indorsements and information. You agree that you will indemnify, defend, and hold us harmless for any loss, liability, damage or expense that occurs because your indorsement, another indorsement or information you have printed on the back of the check obscures our indorsement.

These indorsement guidelines apply to both personal and business checks.

DEATH OR INCOMPETENCE - You agree to notify us promptly if any person with a right to withdraw funds from your account(s) dies or is adjudicated (determined by the appropriate official) incompetent. We may continue to honor your checks, items, and instructions until: (a) we know of your death or adjudication of incompetence, and (b) we have had a reasonable opportunity to act on that knowledge. You agree that we may pay or certify checks drawn on or before the date of death or adjudication of incompetence for up to ten (10) days after your death or adjudication of incompetence unless ordered to stop payment by someone claiming an interest in the account.

FIDUCIARY ACCOUNTS - Accounts may be opened by a person acting in a fiduciary capacity. A fiduciary is someone who is appointed to act on behalf of and for the benefit of another. We are not responsible for the actions of a fiduciary, including the misuse of funds. This account may be opened and maintained by a person or persons named as a trustee under a written trust agreement, or as executors, administrators, or conservators under court orders. You understand that by merely opening such an account, we are not acting in the capacity of a trustee in connection with the trust nor do we undertake any obligation to monitor or enforce the terms of the trust or letters.

CREDIT VERIFICATION - You agree that we may verify credit and employment history by any necessary means, including preparation of a credit report by a credit reporting agency.

LEGAL ACTIONS AFFECTING YOUR ACCOUNT - If we are served with a subpoena, restraining order, writ of attachment or execution, levy, garnishment, search warrant, or similar order relating to your account (termed "legal action" in this section), we will comply with that legal action. Or, in our discretion, we may freeze the assets in the account and not allow any payments out of the account until a final court determination regarding the legal action. We may do these things even if the legal action involves less than all of you. In these cases, we will not have any liability to you if there are insufficient funds to pay your items because we have withdrawn funds from your account or in any way restricted access to your funds in accordance with the legal action. Any fees or expenses we incur in responding to any legal action (including, without limitation, attorneys' fees and our internal expenses) may be charged against your account. The list of fees applicable to your account(s) provided elsewhere may specify additional fees that we may charge for certain legal actions.

ACCOUNT SECURITY -

Duty to protect account information and methods of access - It is your responsibility to protect the account numbers and electronic access devices (e.g., an ATM card) we provide you for your account(s). Do not discuss, compare, or share information about your account number(s) with anyone unless you are willing to give them full use of your money. An account number can be used by thieves to issue an electronic debit or to encode your number on a false demand draft which looks like and functions like an authorized check. If you furnish your access device and grant actual authority to make transfers to another person (a family member or coworker, for example) who then exceeds that authority, you are liable for the transfers unless we have been notified that transfers by that person are no longer authorized.

Your account number can also be used to electronically remove money from your account, and payment can be made from your account even though you did not contact us directly and order the payment.

You must also take precaution in safeguarding your blank checks. Notify us at once if you believe your checks have been lost or stolen. As between you and us, if you are negligent in safeguarding your checks, you must bear the loss entirely yourself or share the loss with us (we may have to share some of the loss if we failed to use ordinary care and if we substantially contributed to the loss).

Positive pay and other fraud prevention services - Except for consumer electronic fund transfers subject to Regulation E, you agree that if we offer you services appropriate for your account to help identify and limit fraud or other unauthorized transactions against your account, and you reject those services, you will be responsible for any fraudulent or unauthorized transactions which could have been prevented by the services we offered. You will not be responsible for such transactions if we acted in bad faith or to the extent our negligence contributed to the loss. Such services include positive pay or commercially reasonable security procedures. If we offered you a commercially reasonable security procedure which you reject, you agree that you are responsible for any payment order, whether authorized or not, that we accept in compliance with an alternative security procedure that you have selected. The positive pay service can help detect and prevent check fraud and is appropriate for account holders that issue: a high volume of checks, a lot of checks to the general public, or checks for large dollar amounts.

TELEPHONIC INSTRUCTIONS - Unless required by law or we have agreed otherwise in writing, we are not required to act upon instructions you give us via facsimile transmission or leave by voice mail or on a telephone answering machine.

MONITORING AND RECORDING TELEPHONE CALLS AND CONSENT TO RECEIVE COMMUNICATIONS - Subject to federal and state law, we may monitor or record phone calls for security reasons, to maintain a record and to ensure that you receive courteous and efficient service. You consent in advance to any such recording.

To provide you with the best possible service in our ongoing business relationship for your account we may need to contact you about your account from time to time by telephone, text messaging or email. However, we first obtain your consent to contact you about your account in compliance with applicable consumer protection provisions in the federal Telephone Consumer Protection Act of 1991 (TCPA), CAN-SPAM Act and their related federal regulations and orders issued by the Federal Communications Commission (FCC).

- Your consent is limited to your account, and as authorized by applicable law and regulations.

- Your consent is voluntary and not conditioned on the purchase of any product or service from us.

With the above understandings, you authorize us to contact you regarding your account throughout its existence using any telephone numbers or email addresses that you have previously provided to us by virtue of an existing business relationship or that you may subsequently provide to us.

This consent is regardless of whether the number we use to contact you is assigned to a landline, a paging service, a cellular wireless service, a specialized mobile radio service, other radio common carrier service or any other service for which you may be charged for the call. You further authorize us to contact you through the use of voice, voice mail and text messaging, including the use of pre-recorded or artificial voice messages and an automated dialing device.

If necessary, you may change or remove any of the telephone numbers or email addresses at any time using any reasonable means to notify us.

CLAIM OF LOSS - If you claim a credit or refund because of a forgery, alteration, or any other unauthorized withdrawal, you agree to cooperate with us in the investigation of the loss, including giving us an affidavit containing whatever reasonable information we require concerning your account, the transaction, and the circumstances surrounding the loss. You will notify law enforcement authorities of any criminal act related to the claim of lost, missing, or stolen checks or unauthorized withdrawals. We will have a reasonable period of time to investigate the facts and circumstances surrounding any claim of loss. Unless we have acted in bad faith, we will not be liable for special or consequential damages, including loss of profits or opportunity, or for attorneys' fees incurred by you.

You agree that you will not waive any rights you have to recover your loss against anyone who is obligated to repay, insure, or otherwise reimburse you for your loss. You will pursue your rights or, at our option, assign them to us so that we may pursue them. Our liability will be reduced by the amount you recover or are entitled to recover from these other sources.

EARLY WITHDRAWAL PENALTIES (and involuntary withdrawals) - We may impose early withdrawal penalties on a withdrawal from a time account even if you don't initiate the withdrawal. For instance, the early withdrawal penalty may be imposed if the withdrawal is caused by our setoff against funds in the account or as a result of an attachment or other legal process. We may close your account and impose the early withdrawal penalty on the entire account balance in the event of a partial early withdrawal. See your notice of penalty for early withdrawals for additional information.

ADDRESS OR NAME CHANGES - You are responsible for notifying us of any change in your address or your name. Unless we agree otherwise, change of address or name must be made in writing by at least one of the account holders. Informing us of your address or name change on a check reorder form is not sufficient. We will attempt to communicate with you only by use of the most recent address you have provided to us. If provided elsewhere, we may impose a service fee if we attempt to locate you.

RESOLVING ACCOUNT DISPUTES - We may place an administrative hold on the funds in your account (refuse payment or withdrawal of the funds) if it becomes subject to a claim adverse to (1) your own interest; (2) others claiming an interest as survivors or beneficiaries of your account; or (3) a claim arising by operation of law. The hold may be placed for such period of time as we believe reasonably necessary to allow a legal proceeding to determine the merits of the claim or until we receive evidence satisfactory to us that the dispute has been resolved. We will not be liable for any items that are dishonored as a consequence of placing a hold on funds in your account for these reasons.

WAIVER OF NOTICES - To the extent permitted by law, you waive any notice of non-payment, dishonor or protest regarding any items credited to or charged against your account. For example, if you deposit an item and it is returned unpaid or we receive a notice of nonpayment, we do not have to notify you unless required by federal Regulation CC or other law.

ACH AND WIRE TRANSFERS - This agreement is subject to Article 4A of the Uniform Commercial Code - Fund Transfers as adopted in the state in which you have your account with us. If you originate a fund transfer and you identify by name and number a beneficiary financial institution, an intermediary financial institution or a beneficiary, we and every receiving or beneficiary financial institution may rely on the identifying number to make payment. We may rely on the number even if it identifies a financial institution, person or account other than the one named. You agree to be bound by automated clearing house association rules. These rules provide, among other things, that payments made to you, or originated by you, are provisional until final settlement is made through a Federal Reserve Bank or payment is otherwise made as provided in Article 4A-403(a) of the Uniform Commercial Code. If we do not receive such payment, we are entitled to a refund from you in the amount credited to your account and the party originating such payment will not be considered to have paid the amount so credited. Credit entries may be made by ACH. If we receive a payment order to credit an account you have with us by wire or ACH, we are not required to give you any notice of the payment order or credit.

TRUNCATION, SUBSTITUTE CHECKS, AND OTHER CHECK IMAGES - If you truncate an original check and create a substitute check, or other paper or electronic image of the original check, you warrant that no one will be asked to make payment on the original check, a substitute check or any other electronic or paper image, if the payment obligation relating to the original check has already been paid. You also warrant that any substitute check you create conforms to the legal requirements and generally accepted specifications for substitute checks. You agree to retain the original check in conformance with our internal policy for retaining original checks. You agree to indemnify us for any loss we may incur as a result of any truncated check transaction you initiate. We can refuse to accept substitute checks that have not previously been warranted by a bank or other financial institution in conformance with the Check 21 Act. Unless specifically stated in a separate agreement between you and us, we do not have to accept any other electronic or paper image of an original check.

REMOTELY CREATED CHECKS - Like any standard check or draft, a remotely created check (sometimes called a telecheck, preauthorized draft or demand draft) is a check or draft that can be used to withdraw money from an account. Unlike a typical check or draft, however, a remotely created check is not issued by the paying bank and does not contain the signature of the account owner (or a signature purported to be the signature of the account owner). In place of a signature, the check usually has a statement that the owner authorized the check or has the owner's name typed or printed on the signature line.

You warrant and agree to the following for every remotely created check we receive from you for deposit or collection: (1) you have received express and verifiable authorization to create the check in the amount and to the payee that appears on the check; (2) you will maintain proof of the authorization for at least 2 years from the date of the authorization, and supply us the proof if we ask; and (3) if a check is returned you owe us the amount of the check, regardless of when the check is returned. We may take funds from your account to pay the amount you owe us, and if there are insufficient funds in your account, you still owe us the remaining balance.

UNLAWFUL INTERNET GAMBLING NOTICE - Restricted transactions as defined in Federal Reserve Regulation GG are prohibited from being processed through this account or relationship. Restricted transactions generally include, but are not limited to, those in which credit, electronic fund transfers, checks, or drafts are knowingly accepted by gambling businesses in connection with the participation by others in unlawful Internet gambling.

TERMS AND CONDITIONS OVERDRAFT ADDENDUM

Understanding and Avoiding Overdraft and Nonsufficient Funds (NSF) Fees

Generally. This Addendum is part of the Terms and Conditions of Your Account. The information in this Addendum is being provided to help you understand what happens if your account is overdrawn. Understanding the concepts of overdrafts and nonsufficient funds (NSF) is important and can help you avoid being assessed fees or charges. This section also provides contractual terms relating to overdrafts and NSF transactions.

An overdrawn account will typically result in you being charged an overdraft fee or an NSF fee. Generally, an overdraft occurs when there is not enough money in your account to pay for a transaction, but we pay (or cover) the transaction anyway. An NSF transaction is slightly different. In an NSF transaction, we do not cover the transaction. Instead, the transaction is rejected and the item or requested payment is returned. In either situation, we can charge you a fee.

Determining Your Available Balance. We use the “available balance” method to determine whether your account is overdrawn, that is, whether there is enough money in your account to pay for a transaction. Importantly, your “available” balance may not be the same as your account’s “actual” balance. This means an overdraft or an NSF transaction could occur regardless of your account’s actual balance.

Your account’s actual balance (sometimes called the ledger balance) only includes transactions that have settled up to that point in time, that is, transactions (deposits and payments) that have posted to your account. The actual balance does not include outstanding transactions (such as checks that have not yet cleared and electronic transactions that have been authorized but which are still pending). The balance on your periodic statement is the ledger balance for your account as of the statement date.

As the name implies, your available balance is calculated based on the money “available” in your account to make payments. In other words, the available balance takes transactions that have been authorized, but not yet settled, and subtracts them from the actual balance. In addition, when calculating your available balance, any “holds” placed on deposits that have not yet cleared are also subtracted from the actual balance.

Overdrafts. You understand that we may, at our discretion, honor withdrawal requests that overdraw your account. However, the fact that we may honor withdrawal requests that overdraw the account balance does not obligate us to do so later. So you can NOT rely on us to pay overdrafts on your account regardless of how frequently or under what circumstances we have paid overdrafts on your account in the past. We can change our practice of paying, or not paying, discretionary overdrafts on your account without notice to you. You can ask us if we have other account services that might be available to you where we commit to paying overdrafts under certain circumstances, such as an overdraft protection line-of-credit or a plan to sweep funds from another account you have with us. You agree that we may charge fees for overdrafts. We may use subsequent deposits, including direct deposits of social security or other government benefits, to cover such overdrafts and overdraft fees. For consumer accounts, we will not charge fees for overdrafts caused by ATM withdrawals or one-time debit card transactions if you have not opted-in to that service.

Nonsufficient Funds (NSF) Fees. If an item drafted by you (such as a check) or a transaction you set up (such as a preauthorized transfer) is presented for payment in an amount that is more than the amount of money available in your account, and we decide not to pay the item or transaction, you agree that we can charge you an NSF fee for returning the payment. Be aware that such an item or payment may be presented multiple times and that we do not monitor or control the number of times a transaction is presented for payment. You agree that we may charge you an NSF fee each time a payment is presented if the amount of money available in your account is not sufficient to cover the payment, regardless of the number of times the payment is presented.

Balance information. Keeping track of your balance is important. You can review your balance in a number of ways including reviewing your periodic statement, reviewing your balance online, accessing your account information by phone, or coming into one of our branches.

Funds Availability. Knowing when funds you deposit into your checking account will be made available for withdrawal is another important concept that can help you avoid being assessed fees or charges. Please see our funds availability disclosure for information on when different types of deposits will be made available for withdrawal. For those accounts to which our funds availability policy disclosure does not apply, you can ask us when you make a deposit when those funds will be available for withdrawal. An item may be returned after the funds from the deposit of that item are made available for withdrawal. In that case, we will reverse the credit of the item. We may determine the amount of available funds in your account for the purpose of deciding whether to return an item for insufficient funds at any time between the times we receive the item and when we return the item or send a notice in lieu of return. We need only make one determination, but if we choose to make a subsequent determination, the account balance at the subsequent time will determine whether there are insufficient available funds.

A Temporary Debit Authorization Hold Affects Your Account Balance. On debit card purchases, merchants may request a temporary hold on your account for a specified sum of money when the merchant does not know the exact amount of the purchase at the time the card is authorized. The amount of the temporary hold may be more than the actual amount of your purchase. Some common transactions where this occurs involve purchases of gasoline, hotel rooms, or meals at restaurants. When this happens, our processing system cannot determine that the amount of the hold exceeds the actual amount of your purchase. This temporary hold, and the amount charged to your account, will eventually be adjusted to the actual amount of your purchase, but it could be three calendar days, or even longer in some cases, before the adjustment is made. Until the adjustment is made, the amount of funds in your account available for other transactions will be reduced by the amount of the temporary hold. If another transaction is presented for payment in an amount greater than the funds left after the deduction of the temporary hold amount, you will be charged an NSF or overdraft fee according to our NSF or overdraft fee policy. You will be charged the fee even if you would have had sufficient funds in your account if the amount of the hold had been equal to the amount of your purchase.

ELECTRONIC FUND TRANSFERS YOUR RIGHTS AND RESPONSIBILITIES

Indicated below are types of Electronic Fund Transfers we are capable of handling, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Electronic Fund Transfers Initiated By Third Parties. You may authorize a third party to initiate electronic fund transfers between your account and the third party’s account. These transfers to make or receive payment may be one-time occurrences or may recur as directed by you. These transfers may use the Automated Clearing House (ACH) or other payments network. Your authorization to the third party to make these transfers can occur in a number of ways. For example, your authorization to convert a check to an electronic fund transfer or to electronically pay a returned check charge can occur when a merchant provides you with notice and you go forward with the transaction (typically, at the point of purchase, a merchant will post a sign and print the notice on a receipt). In all cases, these third party transfers will require you to provide the third party with your account number and bank information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your bank and account information (whether over the phone, the Internet, or via some other method) to trusted third parties whom you have authorized to initiate these electronic fund transfers. Examples of these transfers include, but are not limited to:

- **Preauthorized credits.** You may make arrangements for certain direct deposits to be accepted into your checking or savings account(s).
- **Preauthorized payments.** You may make arrangements to pay certain recurring bills from your checking or savings account(s).
- **Electronic check conversion.** You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills.
- **Electronic returned check charge.** You may authorize a merchant or other payee to initiate an electronic funds transfer to collect a charge in the event a check is returned for insufficient funds.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to savings accounts.

Telephone Transfers - types of transfers - You may access your account by telephone 866-707-2873 using your PIN (Personal Identification Number), a touch tone phone, and your account numbers, to:

- transfer funds from checking to savings
- transfer funds from savings to checking

- make payments from checking to loan accounts with us
- make payments from savings to loan accounts with us
- get information about:
 - checking and savings accounts

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to telephone transfers.

ATM Transfers - types of transfers and dollar limitations - You may access your account(s) by ATM using your Waterford Bank Debit Card and personal identification number, to:

- get cash withdrawals from checking account(s)
 - you may withdraw no more than \$500.00 per day
- get cash withdrawals from savings account(s)
 - you may withdraw no more than \$500.00 per day
- transfer funds from savings to checking account(s)
- transfer funds from checking to savings account(s)
- get information about:
 - checking and savings accounts

Some of these services may not be available at all terminals.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to ATM transfers.

Types of Waterford Bank Debit Card Point-of-Sale Transactions - You may access your checking account(s) to purchase goods (in person, online, or by phone), pay for services (in person, online, or by phone), get cash from a merchant, if the merchant permits, or from a participating financial institution and do anything that a participating merchant will accept. The bank cannot accept stop payments on POS transactions.

Point-of-Sale Transactions - dollar limitations - Using your card:

- you may not exceed \$1,000.00 in transactions per day

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to debit card transactions.

Currency Conversion and International Transactions. When you use your Visa®-branded Debit Card at a merchant that settles in currency other than US dollars, the charge will be converted into the US dollar amount. The currency conversion rate used to determine the transaction amount in US dollars is either a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives, or the government-mandated rate in effect for the applicable central processing date. The conversion rate in effect on the processing date may differ from the rate in effect on the transaction date or posting date.

The International Service Assessment Fee applies to U.S.-issued debit cards being used at merchants outside of the U.S., and this fee varies depending on what currency the transaction is settled in. Rates are subject to change.

Non-Visa Debit Transaction Processing. We have enabled non-Visa debit transaction processing. This means you may use your Visa®-branded Debit Card on a PIN-Debit Network* (a non-Visa network) without using a PIN.

The provisions of your agreement with us relating only to Visa transactions are not applicable to non-Visa transactions. For example, the additional limits on liability (sometimes referred to as Visa's zero-liability program) and the streamlined error resolution procedures offered on Visa debit card transactions are not applicable to transactions processed on a PIN-Debit Network.

Computer Transfers - types of transfers - You may access your account(s) by computer through the internet by logging onto our website at www.waterfordbankna.com and using your access ID and password, to:

- transfer funds from checking to savings
- transfer funds from savings to checking
- transfer funds from home equity line of credit to checking or savings
- transfer funds from checking or savings to other people using Pop Money
- make payments from checking to loan account(s) with us
- make payments from savings to loan account(s) with us
- get information about:
 - checking or savings accounts
- pay bills
- transfer funds to other institutions by using the bill payment option

Mobile Banking Transfers - types of transfers - You may access your account(s) by downloading our mobile banking app and using your access ID and password, to:

- transfer funds from checking to savings
- transfer funds from savings to checking
- transfer funds from home equity line of credit to checking or savings
- transfer funds from checking or savings to other people using Pop Money
- make payments from checking to loan account(s) with us
- make payments from savings to loan account(s) with us
- get information about:
 - checking or savings accounts
- pay bills
- transfer funds to other institutions using the bill payment option

You may be charged access fees by your cell phone provider based on your individual plan. Web access is needed to use this service. Check with your cell phone provider for details on specific fees and charges.

Please also see **Limitations on frequency of transfers** section regarding limitations that apply to computer transfers.

Limitations on frequency of transfers. In addition to those limitations on transfers elsewhere described, if any, the following limitations apply:

- Transfers from a savings or MMA account to another account or to third parties by preauthorized, automatic, telephone, or computer transfer or by check, draft, debit card, or similar order to third parties are limited to six per month. MMA Accounts include Premier Money Market, Premier Plus Money Market and Preferred Money Market.

FEES

- We do not charge for direct deposits to any type of account.
- There will be a \$15.00 replacement fee for lost or damaged cards.
- Overnight Delivery fee for card replacement is \$70.00.
- Please refer to our fee schedule for additional information about fees.

ATM Operator Fee - When you use an ATM not owned by us, the ATM operator may charge you a fee. You may be charged a fee for a balance inquiry even if you do not complete a fund transfer. We will waive these fees up to \$30.00 or 10 transactions per calendar month per ATM/Debit Card, whichever occurs first.

Except as indicated elsewhere, we do not charge for these electronic fund transfers.

ATM Operator/Network Fees. When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

DOCUMENTATION

- **Terminal transfers.** You can get a receipt at the time you make a transfer to or from your account using an automated teller machine or point-of-sale terminal. However, you may not get a receipt if the amount of the transfer is \$15 or less.
- **Preauthorized credits.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at 419-720-3900 to find out whether or not the deposit has been made.
- **Periodic statements.**

You will get a monthly account statement from us, unless there are no transfers in a particular month. In any case, you will get a statement at least quarterly.

You will get a quarterly account statement from us for your savings accounts, if the only possible electronic transfers to or from the account are preauthorized credits.

PREAUTHORIZED PAYMENTS

- **Right to stop payment and procedure for doing so.** If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here is how:

Call or write us at the telephone number or address listed in this disclosure in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.

We will charge you \$25.00 for each stop-payment order you give.

- **Notice of varying amounts.** If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. (You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.)
- **Liability for failure to stop payment of preauthorized transfer.** If you order us to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

FINANCIAL INSTITUTION'S LIABILITY

Liability for failure to make transfers. If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will not be liable, for instance:

- (1) If, through no fault of ours, you do not have enough money in your account to make the transfer.
- (2) If you have an overdraft line and the transfer would go over the credit limit.
- (3) If the automated teller machine where you are making the transfer does not have enough cash.
- (4) If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- (5) If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- (6) There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

We will disclose information to third parties about your account or the transfers you make:

- (1) where it is necessary for completing transfers; or
- (2) in order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- (3) in order to comply with government agency or court orders; or
- (4) as explained in the Privacy Disclosure contained elsewhere in this document; or
- (5) if you give us written permission.

UNAUTHORIZED TRANSFERS

(a) Consumer liability.

• *Generally.* Tell us AT ONCE if you believe your card and/or code has been lost or stolen, or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do NOT tell us within 2 business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, including those made by card, code or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time.

If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

• *Additional Limit on Liability for Visa®-branded Debit Card.* Unless you have been negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen Visa®-branded Debit Card. This additional limit on liability does not apply to ATM transactions outside of

the U.S., to ATM transactions not sent over Visa or Plus networks, or to transactions using your Personal Identification Number which are not processed by VISA®. Visa is a registered trademark of Visa International Service Association.

(b) Contact in event of unauthorized transfer. If you believe your card and/or code has been lost or stolen, call or write us at the telephone number or address listed in this disclosure. You should also call the number or write to the address listed in this disclosure if you believe a transfer has been made using the information from your check without your permission.

ERROR RESOLUTION NOTICE

In Case of Errors or Questions About Your Electronic Transfers, Call or Write us at the telephone number or address listed in this disclosure, as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 business days.

We will determine whether an error occurred within 10 business days (5 business days for Visa®-branded Debit Card point-of-sale transactions processed by Visa and 20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (5 business days for Visa®-branded Debit Card point-of-sale transactions processed by Visa and 20 business days if the transfer involved a new account) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. Your account is considered a new account for the first 30 days after the first deposit is made, unless each of you already has an established account with us before this account is opened.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation.

WATERFORD BANK, N.A.
3900 N. MCCORD ROAD
TOLEDO, OHIO 43617

Business Days: Monday through Friday
Excluding Federal Holidays
Phone: 419-720-3900

MORE DETAILED INFORMATION IS AVAILABLE
ON REQUEST

YOUR ABILITY TO WITHDRAW FUNDS

This policy statement applies to "transaction" accounts. Transaction accounts, in general, are accounts which permit an unlimited number of payments to third persons and an unlimited number of telephone and preauthorized transfers to other accounts of yours with us. Checking accounts are the most common transaction accounts. Feel free to ask us whether any of your other accounts might also be under this policy.

Our policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once the funds are available, you can withdraw them in cash and we will use the funds to pay checks that you have written.

Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit before 5:00 P.M. EST on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after 5:00 P.M. EST or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

If we cash a check for you that is drawn on another bank, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it.

If we accept for deposit a check that is drawn on another bank, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

LONGER DELAYS MAY APPLY

Case-by-case delays. In some cases, we will not make all of the funds that you deposit by check available to you on the first business day after the day of your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. The first \$200 of your deposits, however, will be available on the first business day.

If we are not going to make all of the funds from your deposit available on the first business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the day after we receive your deposit.

If you will need the funds from a deposit right away, you should ask us when the funds will be available.

Safeguard exceptions. In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

We believe a check you deposit will not be paid.

You deposit checks totaling more than \$5,000 on any one day.

You redeposit a check that has been returned unpaid.

You have overdrawn your account repeatedly in the last six months.

There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

SPECIAL RULES FOR NEW ACCOUNTS

If you are a new customer, the following special rules will apply during the first 30 days your account is open.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$5,000 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you (and you may have to use a special deposit slip). The excess over \$5,000 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than a U.S. Treasury check) is not made in person to one of our employees, the first \$5,000 will not be available until the second business day after the day of your deposit.

Funds from all other check deposits will be available on the ninth business day after the day of your deposit.

SUBSTITUTE CHECKS AND YOUR RIGHTS

What is a substitute check?

To make check processing faster, federal law permits banks to replace original checks with "substitute checks." These checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states: "This is a legal copy of your check. You can use it the same way you would use the original check." You may use a substitute check as proof of payment just like the original check.

Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you have rights under other law with respect to those transactions.

What are my rights regarding substitute checks?

In certain cases, federal law provides a special procedure that allows you to request a refund for losses you suffer if a substitute check is posted to your account (for example, if you think that we withdrew the wrong amount from your account or that we withdrew money from your account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount that was withdrawn from your account and fees that were charged as a result of the withdrawal (for example, bounced check fees).

The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check, whichever is less. You also are entitled to interest on the amount of your refund if your account is an interest-bearing account. If your loss exceeds the amount of the substitute check, you may be able to recover additional amounts under other law.

If you use this procedure, you may receive up to \$2,500 of your refund (plus interest if your account earns interest) within 10 business days after we received your claim and the remainder of your refund (plus interest if your account earns interest) not later than 45 calendar days after we received your claim.

We may reverse the refund (including any interest on the refund) if we later are able to demonstrate that the substitute check was correctly posted to your account.

How do I make a claim for a refund?

If you believe that you have suffered a loss relating to a substitute check that you received and that was posted to your account, please contact us at:

Waterford Bank, N.A.
3900 N. McCord Road
Toledo, Ohio 43617
419-720-3900

You must contact us within 40 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the account statement showing that the substitute check was posted to your account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.

Your claim must include —

- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect);
- An estimate of the amount of your loss;
- An explanation of why the substitute check you received is insufficient to confirm that you suffered a loss; and
- A copy of the substitute check or the following information to help us identify the substitute check: the check number, the amount of the check, the date of the check, and the name of the person or company to whom the check is written.

TRUTH-IN-SAVINGS DISCLOSURE

WATERFORD CLASSIC CHECKING ACCOUNT

Minimum balance to avoid imposition of fees - A monthly service fee of \$10.00 will be imposed every monthly statement cycle if the average daily balance for the statement cycle falls below \$1,500.00. This fee will not apply if you maintain a combined total deposit relationship of \$7,500.00 with us. The average daily balance is calculated by adding the principal in the account for each day of the period and dividing that figure by the number of days in the period.

WATERFORD ELITE CHECKING ACCOUNT

Rate Information - The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. **Frequency of rate changes** - We may change the interest rate on your account at any time.

Determination of rate - At our discretion, we may change the interest rate on your account.

Compounding and crediting frequency - Interest will be compounded every month. Interest will be credited to your account every month.

Effect of closing an account - If you close your account before interest is credited, you will not receive the accrued interest.

Minimum balance to avoid imposition of fees - A service fee of \$19.00 will be imposed each monthly statement cycle if the average daily balance for the monthly statement cycle falls below \$3,500.00. This fee will not apply if you maintain a combined total deposit relationship of \$25,000.00 with us. The average daily balance is calculated by adding the principal in the account for each day of the period and dividing that figure by the number of days in the period.

Average daily collected balance computation method - We use the average daily collected balance method to calculate the interest on your account. This method applies a periodic rate to the average daily collected balance in the account for the period. The average daily collected balance is calculated by adding the principal in the account for each day of the period and dividing that figure by the number of days in the period. The period we use is the monthly statement cycle.

Accrual of interest on noncash deposits - Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).

WATERFORD PREMIER MONEY MARKET ACCOUNT

Rate Information - The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. **Frequency of rate changes** - We may change the interest rate on your account at any time.

Determination of rate - At our discretion, we may change the interest rate on your account.

Compounding and crediting frequency - Interest will be compounded every month. Interest will be credited to your account every month.

Effect of closing an account - If you close your account before interest is credited, you will not receive the accrued interest.

Daily balance computation method - We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day.

Accrual of interest on noncash deposits - Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).

Transaction limitations:

Transfers from a Waterford Premier Money Market account to another account or to third parties by preauthorized, automatic, telephone or computer transfer or by check, draft, debit card, or similar order to third parties are limited to six per statement cycle. Withdrawals over the counter are unlimited.

WATERFORD PREMIER PLUS MONEY MARKET ACCOUNT

Rate Information - The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. **Frequency of rate changes** - We may change the interest rate on your account at any time.

Determination of rate - At our discretion, we may change the interest rate on your account.

Compounding and crediting frequency - Interest will be compounded every month. Interest will be credited to your account every month.

Effect of closing an account - If you close your account before interest is credited, you will not receive the accrued interest.

Daily balance computation method - We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day.

Accrual of interest on noncash deposits - Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).

Transaction limitations:

Transfers from a Waterford Premier Plus Money Market account to another account or to third parties by preauthorized, automatic, telephone, or computer transfer or by check, draft, debit card, or similar order to third parties are limited to six per statement cycle. Withdrawals over the counter are unlimited.

Additional Terms:

You must have a Classic or Elite Checking Account to qualify. The Classic or Elite Checking Account must have 15 transactions or \$5,000.00 in deposit every month in order to maintain the higher interest rate on the Premier Plus Money Market Account.

WATERFORD PERSONAL PREFERRED MONEY MARKET ACCOUNT

Rate Information - The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. **Frequency of rate changes** - We may change the interest rate on your account at any time.

Determination of rate - At our discretion, we may change the interest rate on your account.

Compounding and crediting frequency - Interest will be compounded every month. Interest will be credited to your account every month.

Effect of closing an account - If you close your account before interest is credited, you will not receive the accrued interest.

Minimum balance to avoid imposition of fees - A maintenance fee of \$50.00 will be imposed every statement cycle if the average daily balance for the statement cycle falls below \$100,000.00. The average daily balance is calculated by adding the principal in the account for each day of the period and dividing that figure by the number of days in the period.

Daily balance computation method - We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day.

Accrual of interest on noncash deposits - Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).

Transaction limitations:

Transfers from a Waterford Personal Preferred Money Market account to another account or to third parties by preauthorized, automatic, telephone, or computer transfer or by check, draft, debit card, or similar order to third parties are limited to six per statement cycle. Withdrawals over the counter are unlimited.

WATERFORD CLASSIC SAVINGS ACCOUNT

Rate Information - The interest rate and annual percentage yield for your account depend upon the applicable rate tier. The interest rate and annual percentage yield for these tiers may change. **Frequency of rate changes** - We may change the interest rate on your account at any time.

Determination of rate - At our discretion, we may change the interest rate on your account.

Compounding and crediting frequency - Interest will be compounded every quarter. Interest will be credited to your account every quarter.

Effect of closing an account - If you close your account before interest is credited, you will receive the accrued interest.

Daily balance computation method - We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day.

Accrual of interest on noncash deposits - Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).

Transaction limitations:

Transfers from a Waterford Classic Savings account to another account or to third parties by preauthorized, automatic, telephone, or computer transfer or by check, draft, debit card, or similar order to third parties are limited to six per monthly cycle.

CERTIFICATE OF DEPOSIT

Rate Information - You will be paid the disclosed rate until first maturity.

Compounding frequency - Interest will be compounded every month.

Crediting frequency - Interest will be credited to your account every month.

Effect of closing an account - If you close your account before interest is credited, you will receive the accrued interest.

Daily balance computation method - We use the daily balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day.

Accrual of interest on noncash deposits - Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).

Transaction limitations:

You may not make any deposits into your account before maturity.

You may make withdrawals of principal from your account before maturity only if we agree at the time you request the withdrawal. Principal withdrawn before maturity is included in the amount subject to early withdrawal penalty.

You can only withdraw interest credited in the term before maturity of that term, subject to penalty. You can withdraw interest any time during the term of crediting after it is credited to your account.

Time requirements - Your account will mature as stated on your certificate of deposit.

Early withdrawal penalties (a penalty will be imposed for withdrawals before maturity) -

- If your account has an original maturity of 1 - 5 months:
The fee imposed will equal 1 month interest on the amount withdrawn.
- If your account has an original maturity of 6 - 11 months:
The fee imposed will equal 3 months interest on the amount withdrawn.
- If your account has an original maturity of 12 months:
The fee imposed will equal 6 months interest on the amount withdrawn.

In certain circumstances such as the death or incompetence of an owner of this account, the law permits, or in some cases requires, the waiver of the early withdrawal penalty. Other exceptions may also apply, for example, if this is part of an IRA or other tax-deferred savings plan.

Withdrawal of interest prior to maturity - The annual percentage yield assumes interest will remain on deposit until maturity. A withdrawal will reduce earnings.

Automatically renewable time account - This account will automatically renew at maturity. You may prevent renewal if we receive written notice from you before maturity of your intention not to renew or you withdraw the funds in the account at maturity (or within the grace period mentioned below, if any). If you prevent renewal, interest will continue to accrue after final maturity for up to ten days. The interest rate will be the last rate in effect immediately before maturity.

Each renewal term will be the same as the original term, beginning on the maturity date. The interest rate will be the same we offer on new time deposits on the maturity date which have the same term, minimum balance (if any) and other features as the original time deposit.

You will have ten calendar days after maturity to withdraw the funds without a penalty.

COMMON FEATURES

Please refer to our separate rate sheet for current interest rate and annual percentage yield information and to our separate fee schedule for additional information about charges.

We reserve the right to require not less than 7 days' notice in writing before each withdrawal from an interest-bearing account other than a time deposit or demand deposit, or from any other savings account as defined by Regulation D. (The law requires us to reserve this right, but it is not our general policy to use it.) Withdrawals from a time account prior to maturity or prior to any notice period may be restricted and may be subject to penalty. See your notice of penalty for early withdrawal.

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