

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 financial institution information. This information can be found on your check as well as on a deposit or withdrawal slip. Thus, you should only provide your financial institution 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 and/or savings account(s).
- **Preauthorized payments** – You may make arrangements to pay certain recurring bills from your checking and/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.

Telephone Banking – types of transactions – You may access your account by telephone 24 hours a day at (316) 831-8200 using a touch tone phone, your account number(s), personal identification number (PIN) and/or social security number, to:

- transfer funds between your accounts
- make payments from checking or savings to loan accounts with us
- get information about your account transactions and balance

When you transfer funds using telephone banking, you will be given immediate credit for the transfer if it is made prior to 6:00 p.m. on any business day. If you make a transfer after 6:00 p.m. you will receive credit the following business day.

ATM – types of transactions – You may access your account(s) by ATM using your ATM or MasterCard Debit Card and your personal identification number (PIN) to:

- deposit funds to checking or savings account(s) at Southwest National Bank ATMs
- withdraw cash from checking or savings account(s)
 - you may withdraw no more than \$200.00 per day with an ATM card
 - you may withdraw no more than \$300.00 per day with a debit card
- transfer funds between checking and savings account(s)
- get information about your account transactions and balance

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

Deposits and transfers will be credited immediately if made prior to 2:00 p.m. on any business day. If you make a deposit or transfer at the ATM after 2:00 p.m. you will receive credit the following business day.

Please also see Limits and Fees section of this disclosure.

MasterCard Debit Card Point-of-Sale Transactions - You may access your checking account(s) using your MasterCard Debit Card to do transactions that participating merchants will accept, including:

- purchase goods in person, online, or by phone
- pay for services in person, online, or by phone
- get cash from participating merchant or financial institutions

You may not exceed \$2,500 in transactions per business day, in combination with ATM withdrawals.

Please also see Limits and Fees section of this disclosure.

Internet Banking – types of transactions – You may access your account(s) by computer through the internet by logging onto our website at www.southwestnb.com and using your USER ID AND PASSWORD to:

- transfer funds between your accounts
- transfer funds from third party to Southwest National Bank checking, savings or loan
- make payments from checking to third party or loan accounts with us

- get checking and/or savings account information
- get certificate of deposit and/or IRA account information
- get loan and/or line of credit account information

Please also see Limits and Fees section of this disclosure.

IPAY-Bill payment provider – types of transfers – You may access this service by computer at www.southwestnb.com and using your user name and password and account number(s).

You may access this service to:

- Make payments from your checking account(s) to merchants and individuals. (Some payments made by paper check will not be subject to this Electronic Fund Transfers disclosure, as disclosed separately. Please refer to our fee disclosure for information about fees and limitations that may apply to these electronic fund transfers).

Mobile Banking – types of transactions- You may access your account(s) remotely with your web-enabled cell phone or other mobile access device by downloading our mobile app, *My Bank Now* and entering your user id and password. You may use this service to:

- transfer funds between your accounts
- transfer funds from third party to Southwest National Bank checking, savings or loan
- make payments from checking to third party or loan accounts with us
- get checking and/or savings account information
- get certificate of deposit and/or IRA account information
- get loan and/or line of credit account information

You may also access your account(s) by text messaging; you can do the following with text banking:

- get deposit account balance information
- get deposit transaction information

Mobile and text banking services are only available after online banking registration and enrollment in mobile and text banking is approved.

Your mobile service provider's standard service fees, such as text message fees or similar charges, will apply to all transactions. Check with your service provider for information about these fees.

Please also see Limits and Fees section of this disclosure.

Limits and Fees – Please refer to our fee disclosure for information about fees and limitations that may apply to 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 ATM or point-of-sale terminal.

Periodic statements – You will get a monthly account statement from us for your checking account(s). You will get a monthly account statement from us for your Savings account(s), unless there are no transfers in a particular month. In any case, you will get a statement at least quarterly.

PREAUTHORIZED PAYMENTS

Right to stop payment and procedure for doing so. If you have told us 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 three 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. You may be charged for each stop payment (see Limits and Fees section).

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 described in our privacy policy disclosure, provided separately.

UNAUTHORIZED TRANSFERS

(a) Consumer liability. 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. If you notify us within 2 business days of learning about unauthorized transfers involving PIN-based ATM and POS transfers, you will have \$0 (zero) liability.

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 period.

(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 not 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 (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 (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 the 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.

If you have inquiries regarding your account, please contact us at:

SOUTHWEST NATIONAL BANK

DEPOSIT OPERATIONS

P.O. BOX 1401

WICHITA, KS 67201-1401

Business Days: Monday through Friday (Excluding Federal Holidays)

Phone: (316) 291-5303 OR (800) 747-5303

To report a lost or stolen ATM or Debit Card after business hours, please call (800) 500-1044.

NOTICE OF ATM/NIGHT DEPOSIT FACILITY USER PRECAUTIONS

As with all financial transactions, please exercise discretion when using an automated teller machine (ATM) or night deposit facility. For your own safety, be careful. The following suggestions may be helpful.

1. Prepare for your transactions at home (for instance, by filling out a deposit slip) to minimize your time at the ATM or night deposit facility.
2. Mark each transaction in your account record, but not while at the ATM or night deposit facility. Always save your ATM receipts. Don't leave them at the ATM or night deposit facility because they may contain important account information.
3. Compare your records with the account statements you receive.
4. Don't lend your ATM card to anyone.
5. Remember; do not leave your card at the ATM. Do not leave any documents at a night deposit facility.
6. Protect the secrecy of your Personal Identification Number (PIN). Protect your ATM card as though it were cash. Don't tell anyone your PIN. Don't give anyone information regarding your ATM card or PIN over the telephone. Never enter your PIN in any ATM that does not look genuine, has been modified, has a suspicious device attached, or is operating in a suspicious manner. Don't write your PIN where it can be discovered. For example, don't keep a note of you PIN in your wallet or purse.
7. Prevent others from seeing you enter your PIN by using your body to shield their view.
8. If you lose your ATM card or if it is stolen, promptly notify us. You should consult the other disclosures you have received about electronic fund transfers for additional information about what to do if your card is lost or stolen.
9. When you make a transaction, be aware of your surroundings. Look out for suspicious activity near the ATM or night deposit facility, particularly if it is after sunset. At night, be sure that the facility (including the parking area and walkways) is well lighted. Consider having someone accompany you when you use the facility, especially after sunset. If you observe any problem, go to another ATM or night deposit facility.
10. Don't accept assistance from anyone you don't know when using an ATM or night deposit facility.
11. If you notice anything suspicious or if any other problem arises after you have begun an ATM transaction, you may want to cancel the transaction, pocket your card and leave. You might consider using another ATM or coming back later.
12. Don't display your cash; pocket it as soon as the ATM transaction is completed and count the cash later when you are in the safety of your own car, home, or other secure surroundings.
13. At a drive-up facility, make sure all the car doors are locked and all of the windows are rolled up, except the driver's window. Keep the engine running and remain alert to your surroundings.
14. We want the ATM and night deposit facility to be safe and convenient for you. Therefore, please tell us if you know of any problem with a facility. For instance, let us know if a light is not working or there is any damage to a facility. Please report any suspicious activity or crimes to both the operator of the facility and the local law enforcement officials immediately.

MORE DETAILED INFORMATION IS AVAILABLE UP REQUEST