

**FRANKLIN STATE BANK & TRUST COMPANY**

**802 PRARIE STREET**

**P. O. BOX 940**

**WINNSBORO, LA 71295**

Federal and State Banking laws govern much of our relationship with you. In particular, laws concerning negotiable instruments, deposit accounts and how we treat the activity of these accounts. Complete disclosures of our fees and charges are listed. Please retain for your records.

**TRUTH IN SAVINGS ACT:** The FDIC Improvement Act of 1991 contained within it the Truth in Savings Act. The purpose of this act is to enable consumers to make informed decisions about deposit accounts in depository institutions.

**ACCOUNT DESCRIPTIONS**

**CHECKING**

**CHECK-LESS ACCOUNT**

You must deposit \$100.00 to open this account. A statement will be prepared monthly on your account.

**ACCOUNT FEES:** The monthly maintenance fee is \$3.00. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00.

**FSB PLATINUM CLUB ACCOUNT**

You must deposit \$100.00 to open this account. A statement will be prepared monthly on your account.

**ACCOUNT FEES:** The monthly maintenance fee is \$7.00. For persons 55 years of age or older, the monthly maintenance fee is \$5.00. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per item. Fee for Incoming and Outgoing Wire Transfers is \$20.00.

## PREMIER CHECKING

You must deposit \$100.00 to open this account. A statement will be prepared monthly on your account.

**ACCOUNT FEES:** If your minimum balance is \$800.00 or more, there is no service charge. If your minimum balance is \$300.00 to \$799.99, there is a \$6.00 per month service charge. If your minimum balance is less than \$300.00, there is an \$8.00 per month service charge. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost for check printing varies depending on the style of checks ordered.

## ELITE CHECKING

You must deposit \$1,500.00 to open this account. A statement will be prepared monthly on your account. This account is available to individuals, sole proprietorships, and nonprofit organizations.

**ACCOUNT FEES:** If your minimum balance is \$1,500.00 or more, there is no service charge. If your minimum monthly balance is less than \$1,500.00 there is a \$9.00 per month service charge and \$.15 charge per debit item. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost for check printing varies depending on the style of checks ordered.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest is compounded monthly and is paid monthly at the statement cycle. Interest will begin to accrue on the business day items are deposited. If you close your account before interest is credited, you will not receive the accrued interest. At our discretion, we may change the interest rate on your account at any time.

## INVESTMENT

You must deposit \$2,500.00 to open this account. A statement will be prepared monthly on your account. You may make six (6) transfers from your account per month by preauthorized or automatic transfer, telephone agreement (including data transmission), order, or instruction. Three (3) of these transfers may be made by check, draft, debit card, or similar order, by the depositor and payable to third parties. Transfers and withdrawals made in person, by mail, or at an ATM are unlimited. Federal regulations require the account to be closed in the event of repeated violations of these restrictions.

**ACCOUNT FEES:** If your minimum balance is \$2,500.00 or more, there is no service charge. If your minimum balance is less than \$2,500.00, there is a \$7.00 per month service charge. There is a charge of \$1.00 for transfers made by check, draft, debit card, or similar order, by the depositor more than three (3) per month. There is a withdrawal/transfer charge of \$1.00 for each withdrawal more than six (6) per month. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost of check printing varies depending on the style of checks ordered.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full

amount of principal in the account each day. Interest is compounded monthly at the statement cycle. Interest will begin to accrue on the business day items are deposited. If you close your account before interest is credited, you will not receive the accrued interest. At our discretion, we may change the interest rate on your account at any time.

#### TREASURY-INDEX CHECKING INDIVIDUAL

You must deposit \$5,000.00 to open this account. A statement prepared monthly on your account. This account is available to individuals, sole proprietorships, and nonprofit organizations.

**ACCOUNT FEES:** If your minimum balance is \$5,000.00 or more, there is no service charge. If your minimum balance is less than \$5,000.00, there is a \$9.00 per month service charge. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost for check printing varies depending on the style of checks ordered.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is in the Daily Balancing Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest is compounded monthly and is paid monthly at the statement cycle. Interest will begin to accrue on the business day items are deposited. If you close your account before interest is credited, you will not receive the accrued interest. At our discretion, we may change the interest rate on your account at any time. Balances less than \$5,000.00 receive no interest.

#### CONVENIENCE CHECKING

You must deposit \$100.00 to open this account. A statement will be prepared monthly on your account.

**ACCOUNT FEES:** If your minimum balance is \$800.00 or more, there is no service charge. If your minimum balance is \$300.00 to \$799.99, there is a \$3.00 per month service charge. If your minimum balance is less than \$300.00, there is a \$5.00 per month service charge. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost for check printing varies depending on the style of checks ordered.

#### FREEDOM CHECKING

You must deposit \$100.00 to open this account. Customers will have electronic statement information emailed to them monthly. A charge of \$10.00 per hour will be assessed to prepare requested images on your account.

**ACCOUNT FEES:** There will be no monthly service charges. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. A fee of \$20.00 per transaction will be applied to Incoming and Outgoing Wire Transfers. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. The cost of check printing varies depending on the style of checks ordered.

#### BUSINESS CHECKING

You must deposit \$100.00 to open this account. A statement will be prepared monthly on your account.

ACCOUNT FEES: If your minimum balance is \$800.00 or more, there is no service charge. If your minimum balance is \$300.00 to \$799.99, there is a \$6.00 per month service charge. If your minimum balance is less than \$300.00, there is an \$8.00 per month service charge. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost for check printing varies depending on the style of checks ordered.

#### BUSINESS INVESTMENT

You must deposit \$2,500.00 to open this account. A statement will be prepared monthly on your account. You may make six (6) transfers from your account per month. If by preauthorized or automatic transfer, telephone agreement (including data transmission), order, or instruction. Three (3) of these transfers may be made by check, draft, debit card, or similar order, by the depositor and payable to third parties. Transfers and withdrawals made in person, by mail, or at an ATM are unlimited. Federal regulations require the account to be closed in the event of repeated violations of these restrictions.

ACCOUNT FEES: If your minimum balance is \$2,500.00 or more, there is no service charge. If your minimum balance is less than \$2,500.00, there is a \$7.00 per month service charge. There is a charge of \$1.00 for transfers made by check, draft, debit card, or similar order by the depositor more than three (3) per month. There is a withdrawal/transfer charge of \$1.00 for each withdrawal /transfer more than six (6) per month. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost of check printing varies depending on the style of checks ordered.

RATE INFORMATION: This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest is compounded monthly and is paid monthly at the statement cycle. Interest will begin to accrue on the business day items are deposited. If you close your account before interest is credited; you will not receive the accrued interest. At our discretion, we may change the interest rate on your account at any time.

#### TREASURY-INDEX BUSINESS

You must deposit \$5,000.00 to open this account. A statement will be prepared monthly on your account.

ACCOUNT FEES: If your minimum balance is \$10,000.00 or more, there is no service charge. If your minimum balance is less than \$10,000.00, there is a \$15.00 per month service charge. Insufficient Funds/Overdraft Charge is \$30.00 per item. We will charge an insufficient funds or overdraft item fee regardless of the number of times an item is presented (represented) to us for payment against insufficient funds, and regardless of whether we pay or return the item. A fee of \$10.00 will be charged to reopen a closed account. The Stop Payment Charge is \$30.00 per item. Balancing of Statement is \$20.00 per hour. Fee for Incoming and Outgoing Wire Transfers is \$20.00. The cost for check printing varies depending on the style of check ordered.

RATE INFORMATION: This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principle in the account each day. Interest is compounded monthly and is paid at the statement cycle. Interest will begin to accrue on the business day items are deposited. If you close your account before interest is credited, you will not receive the accrued interest. At our discretion, we may change the interest rate on your account at any time. Balances less than \$5000.00 receive no interest.

## **FSB SAVINGS**

You must deposit \$100.00 to open this account. A statement will be prepared quarterly on your account. You may make three (3) withdrawals from your savings account per month. Federal regulations require the account to be closed in the event of repeated violations of these restrictions.

**ACCOUNT FEES:** If your minimum balance is \$500.00 or more, there is no service charge. If your minimum balance falls below \$500.00, there is a \$6.00 quarterly service charge. There is a withdrawal/transfer charge of \$1.00 for each withdrawal/transfer more than three (3) per month. Insufficient Funds/Overdraft Charge is \$30.00 per item. Fee for Incoming and Outgoing Wire Transfers is \$20.00.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest is compounded quarterly and is paid at the statement cycle. Interest will begin to accrue on the business day items are deposited. If you close your account before interest is credited, you will receive the accrued interest. At our discretion, we may change the interest rate on your account at any time.

## **CHRISTMAS CLUB SAVINGS**

You must deposit \$2.00 to open this account. A statement will be prepared annually on your account.

**ACCOUNT FEES:** There are no service charges on this account.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest is paid at maturity, October 31 of each year. A check is issued as of October 31 of each year for the balance of the account plus accrued interest. If you close your account before interest is credited, you will receive the accrued interest. Interest will begin to accrue on the business day items are deposited. At our discretion, we may change the interest rate on your account at any time.

## **CERTIFICATES OF DEPOSIT**

You must deposit \$1,000.00 to open this account. A \$10,000.00 deposit is required to open Money Manager Certificate of Deposit. After the account is opened, you may not make any deposits into or withdrawals from the principal in the account until the maturity date.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest will be credited to your account or paid to you monthly, quarterly, semiannually, annually, at maturity, or as agreed upon. Certificates of Deposit with maturity of greater than 1 year require the distribution of interest at least annually. The interest is not compounded.

**PENALTY FOR EARLY WITHDRAWAL:** Certificates of Deposit with a maturity of 7 – 31 days the greater of: (1) all interest earned on the amount withdrawn from the most recent of the date of deposit or last renewal, or (2) all interest that could have been earned on the amount withdrawn during a period equal to one-half the maturity period.

Certificates of Deposits with a maturity of 32 days or up to one (1) year an amount at least equal to one month of interest earned or that could have been earned. Certificates of Deposit with a maturity of more than one year an amount at least equal to three (3) months on interest earned or that could have been earned. If any owner of this time deposit dies or is declared to be mentally incompetent by a court, we must grant a proper request for early withdrawal and no penalty may be applied as a result of such a withdrawal. **RENEWAL POLICY:** If your Certificate of Deposit is a Single Maturity and does not automatically renew, present it promptly at maturity as no interest is payable after the maturity date. If your Certificate of Deposit is automatically renewed, you will have a grace period of ten (10) days from maturity date to present this certificate of deposit for payment without penalty. If the certificate automatically renews, it will be renewed at the rate in effect at this institution on the date of maturity.

#### 6 MONTH ADD-ON CERTIFICATE

You must deposit \$1,000.00 to open this account. You are allowed to make deposits to this account.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart as a 6 Month CD. The interest computation method is the Daily balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest will be credited to your account or paid to you monthly, quarterly, semiannually, at maturity, or as agreed upon. The interest is not compounded.

**PENALTY FOR EARLY WITHDRAWAL:** The penalty for early withdrawal is an amount at least equal to one month of interest earned or that could have been earned. If any owner of this certificate of deposit dies or is declared to be mentally incompetent by a court, we must grant a proper request for early withdrawal and no penalty may be applied as a result of such a withdrawal.

**RENEWAL POLICY:** If your Certificate of Deposit is a Single Maturity and does not automatically renew, present it promptly at maturity as no interest is payable after the maturity date. If your Certificate of Deposit is automatically renewed, you will have a grace period of ten (10) days from the maturity date to present this certificate of deposit for payment without penalty. If the certificate automatically renews, it will be renewed at the rate in effect for 6 Month Certificates of Deposit on the date of maturity.

### **INDIVIDUAL RETIREMENT ACCOUNTS**

You must deposit \$100.00 to open this account. A statement will be prepared annually, as of December 31, on your account.

**RATE INFORMATION:** This account is an interest-bearing account. The interest rate and annual percentage yield are included in the Rate Chart. The interest computation method is the Daily Balance Method, which is determined by the application of a daily periodic rate to the full amount of principal in the account each day. Interest will be credited to your account quarterly. Interest is compounded quarterly. Interest will begin to accrue on the business day items are deposited. At our discretion, we may change the interest rate on your account at any time.

**PENALTY FOR EARLY WITHDRAWAL:** An amount at least equal to three months of interest earned or that could have been earned. All or part of the Individual Retirement Account may be withdrawn without a penalty upon disability or age 59 ½ years.

RENEWAL POLICY: Your Individual Retirement Account will automatically be renewed for an eighteen (18) month term at the rate in effect at this institution on the date of maturity.

## FEDERAL ELECTRONIC FUND TRANSFER ACT DISCLOSURES

The Federal Electronic Fund Transfer Act and regulations adopted hereunder provide that we disclose pertinent information to you about electronic fund transfers to or from your account. By electronic fund transfers, we mean transactions initiated by you through the use of your debit card in an automated teller machine, preauthorized deposits to and if applicable, transfer from your account with us.

TYPES OF TRANSFER AVAILABLE: 1. Point-of-Sale Transfers; 2. Automated Teller Machine Transfers; 3. Direct Deposit or withdrawals of funds; 4. Transfers Initiated by Telephone; 5. All debit card transfers – whether initiated through an electronic terminal.

### AUTOMATED TELLER MACHINES, DEBIT CARDS, AND POINT-OF-SALE TRANSFERS:

#### A. ACCESSING YOUR ACCOUNT

1. Withdrawal cash from your checking or savings account.
2. Pay for purchases at places that have agreed to accept the card.

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

#### B. LIMITATIONS

1. Limitations on the frequency of transfers.
  - a. There is no limitation on the frequency of transfer.
2. Limitations on dollar amounts of transfers.
  - a. You may withdraw up to \$200.00 from our terminals each day; the limit may be raised upon request and with approval from an officer.
  - b. You may buy up to your available balance worth of goods or services each day when making a point-of-sale transfer, the limit is set at \$500.00 but may be raised upon request and with approval from an officer.
3. In addition to those limitations listed elsewhere, transfer, from an insured Money Market Account or from a savings account to another account or to third parties by preauthorized, automatic, or telephone transfers are limited to 6 per statement cycle with no more than 3 by check, debit card, or similar order to third parties.

#### C. CHARGES FOR TRANSFERS OR RIGHT TO MAKE TRANSFERS

1. We will charge you \$1.00 for each transaction initiated at an automated teller machine that is not ours.

#### D. RECEIPT FOR TRANSACTION

1. You will receive a written receipt at the time you make any transfer to or from your account using one of our automated teller machines, or point-of-sale terminals.

## E. CUSTOMER LIABILITY

Tell us AT ONCE if you believe your card has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account. If you tell us within 2 business days, you can lose no more than \$50.00 if someone used your card 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 we can prove we could have stopped someone from using your card without your permission if you had told us, you could lose as much as \$500.00. Also, if your statement shows transfers that you did not make, 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.

## F. HOW TO CONTACT US

If you believe that your card has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, or if for any reason you wish to contact us, telephone or write to us at the number or address given at the close of this section.

## ELECTRONIC FUND TRANSFERS BY PREAUTHORIZATION

### A. DOCUMENTATION OF TRANSFERS

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 the phone number listed at the end of this section to find out whether the deposit has been made.

### B. LIMITATIONS

1. There is no limitation on the frequency of withdrawal transfers

### C. RIGHT TO STOP PAYMENT

If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Here's how: Call us on the phone number given at the end of this section or write to the address given at the end of this section, 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. 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. (We will charge you \$30.00 for each stop-payment order you give.)

### D. NOTICE OF TRANSFERS VARYING IN AMOUNT

If the preauthorized regular transfers from your account may vary in amount, the person you are going to pay should 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 differs by more than a certain amount from the previous payment, or when the amount falls outside certain limits that you set.

## E. CUSTOMER LIABILITY

If your statement shows unauthorized transfers from your account, tell us at once. If you do not tell us within 60 days after we sent you the FIRST statement upon which the problem appeared, 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 money if you had told us in time.

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

## F. HOW TO CONTACT US

If you believe that a transaction involving your account has been made without your permission, or if for any reason you wish to contact us, telephone us on the phone number given or write to us at the address given at the close of this document.

#### DISCLOSURES WHICH APPLY TO ALL ELECTRONIC FUND TRANSFERS

##### A. PERIODIC STATEMENTS

CHECKING: You will get a monthly account statement.

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

##### B. ACCOUNT INFORMATION DISCLOSURE

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

1. Where it is necessary to complete 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. If you give us your written permission.

##### C. 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 instances:

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

##### D. ERROR RESOLUTION PROCEDURES

In case of errors or questions about your electronic transfers: Telephone or write to us at the phone number or address given at the close of the document, as soon as you can, if you think your statement or receipt is wrong or if you need information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent you 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 possible why you believe it is an error or why you need more information.
3. Tell us the dollar amount of the suspected error.

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

#### E. ERROR RESOLUTION NOTICE

We will determine whether an error occurred within 10 business days after we hear from you, and we will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days 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. We will tell you about the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

#### F. EXTENSION OF THE TIME PERIOD – NEW ACCOUNTS

1. The applicable time is 20 business days in place of 10 business days if the notice of error involves an electronic fund transfer to or from the account within 30 days after the first deposit to the account was made.

2. The applicable time is 90 days in place of 45 days of investigation, if a notice of error involves an electronic fund transfer that:

- a. Was not initiated within a state;
- b. Resulted from a point-of-sale debit card transaction; or
- c. Occurred within 30 days after the first deposit to the account was made.

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

#### G. MAILING ADDRESS, TELEPHONE NUMBER AND BUSINESS DAY DISCLOSURE

1. Our mailing address is P. O. Box 940, 802 Prairie Street, Winnsboro, LA 71295
2. Our phone number is (318) 435-3711
3. Our business days are Monday through Friday. Holidays are not included.

### **DISCLOSURES REGARDING ELECTRONIC “WHOLESALE CREDIT” TRANSACTIONS SUBJECT TO UNIFORM COMMERCIAL CODE ARTICLE 4A**

#### **Provisional Payment:**

Credit given by us to you with respect to an automated clearing house credit entry is provisional until we receive final settlement for such entry through a Federal Reserve Bank. If we do not receive such final settlement, you are hereby notified and agree that we are entitled to a refund of the amount credited to you in connection with such entry, and the party making payment to you via such entry (i.e. the originator of the entry) shall not be deemed to have paid you in the amount of such entry.

#### **Notice of Receipt of Entry:**

Under the operating rules of the National Automated Clearing House Association, which are applicable to ACH transactions involving your account, we are not required to give next day notice to you of receipt of an ACH item and we will not do so. However, we will continue to notify you of the receipt of payments in the periodic statement we provide to you.

**Choice of Law:**

We may accept on your behalf payments to your account which have been transmitted through one or more automated Clearing Houses ("ACH") and which are not subject to the Electronic Fund Transfer Act and your rights and obligations with respect to such payments shall be construed in accordance with and governed by the laws of the state of New York, unless is has otherwise specified in a separate agreement that the law of some other state shall govern.

**FUNDS AVAILABILTY POLICY DISCLOSURE**

Our policy is to make funds from your deposits available to you on the same business day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. At this time, funds can be withdrawn in cash or funds used to pay checks written on the account. The Bank may refuse to accept items for deposit, which it feels may place the Bank at risk of loss. The Bank may also choose to accept items for collection rather than for deposit.

The Bank as policy does not delay availability on a customer's deposit. However, in the event that a delay is required, the Bank will give the customer written notice when a hold is placed for Delayed Availability.

In determining the availability of a deposit, every day is a business day, except Saturdays, Sundays, and holidays that cause the district Federal Reserve Bank to be closed including Good Friday and the Friday following Thanksgiving Thursday. If you make a deposit before 3:00 p.m., on a business day that we are open, then it is considered to be the day of the deposit. However, if you make a deposit after 3:00 p.m. or on a day we are not open, we will consider that the deposit was made on the next business day we are open. Deposits made on a Saturday that the Bank is open are considered to be made on the next business day that the Bank is open.

**LONGER DELAYS MAY APPLY**

In some cases, we will not make all the funds that you deposit by check available to you on the same business day of your deposit. Depending on the type of check that you deposit, funds may not be available until the fifth business day after the day of your deposit. However, the first \$225 of your deposits will be available on the first business day. If we are not going to make all 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 the day after we receive your deposit. If you need the funds from a deposit right away, you should ask us when the funds would be available.

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

1. We believe a check you deposited will not be paid.
2. You deposit checks totaling more than \$5,525.00 on any one day.
3. You redeposit a check that has been returned unpaid.
4. You have overdrawn your account repeatedly in the last six months.
5. There is an emergency, such as failure of communications or computer 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 fifth business day after the day of your deposit.

**SPECIAL RULES FOR NEW ACCOUNTS**

If you are a new customer, the following special rules 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 \$5,525.00 of a day's total deposits of cashier's, certified, teller's, travelers, 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 more than \$5,525.00 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 \$5,525.00 will not be available until the second business day of your deposit.

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

## **Branch Hours**

### **Home Office Lobby**

Monday-Thursday 9:00 a.m. to 3:00 p.m.  
Friday 9:00 a.m. to 5:00 p.m.

### **Home Office Drive Through**

Monday-Thursday 8:00 a.m. to 4:30 p.m.  
Friday 8:00 a.m. to 5:00 p.m.

### **Crowville and Wisner Lobby**

Monday-Thursday 9:00 a.m. to 2:00 p.m.  
Friday 9:00 a.m. to 5:00 p.m. (Closed 2:00 p.m. to 3:00 p.m.)

### **North Branch Lobby**

Monday-Thursday 9:00 a.m. to 3:00 p.m.  
Friday 9:00 a.m. to 5:00 p.m.

### **North Branch Drive Through**

Monday-Friday 8:00 a.m. to 6:00 p.m.  
Saturday 8:00 a.m. to 1:00 p.m.