



## TRUTH IN SAVINGS DISCLOSURE

FOR FIXED RATE 42 MONTH TIME DEPOSIT

(Online Account Opening)

**This schedule sets forth certain conditions, rates, and charges that are specific to your 42 Month Certificate of Deposit Time Account.** This is the Truth in Savings Disclosure and is part of the Time Deposit Agreement (the "Agreement") and the Deposit Account Agreement and Disclosure. Capitalized terms used in this Truth in Savings Disclosure but not defined have the meanings given to them in the Agreement. Account Holder ("you" or "your") agree to the terms set forth in the Truth in Savings Disclosure and acknowledge that it is part of the Time Deposit Agreement and Deposit Account Agreement and Disclosure. Subject to applicable law and terms of the Agreement, NBH Bank (including its divisions - Bank Midwest, Community Banks of Colorado, Hillcrest Bank and Bank of Jackson Hole Divisions) ("we", "us" or "our") may amend the rates, fees and charges contained in the schedule from time to time.

**This is an interest bearing account.** The interest rate is 3.25% with an annual percentage yield of 3.25%. The interest rate and annual percentage yield will not change for the term of the account. Interest will begin to accrue on the business day you deposit non-cash items (for example, checks). The annual percentage yield assumes interest will remain on deposit until maturity. A withdrawal will reduce earnings, as described below.

**Interest is compounded annually and credited to your account annually and at maturity.** We use the daily balance method to calculate interest on your account. This method applies a daily periodic rate to the principal in your account each day. We use an interest accrual basis of 365 for each day in the year. You must maintain a minimum balance of \$500.00 in the account each day to obtain the disclosed annual percentage yield.

**You must deposit** a minimum of \$500.00 to open this account. You may deposit or withdraw funds from this account while the account is within the grace period after the maturity date (described below), as long as the balance does not fall below the \$500.00 minimum.

**Time account information.** Your account will mature **42 months** from the date of initial deposit or the date of the last renewal. If you withdraw any of the principal before the maturity date, we may impose a penalty on the greater of the initial deposit or amount on deposit at the last renewal. The amount of the penalty is determined as follows:  
Terms 7-181 days = 31 days of interest / Terms 182 - 364 days = 90 days of interest / Terms 12 months but less than 60 months = 180 days of interest. Terms 60 months but less than 120 months = 365 days of interest / Terms 120 months and greater = 730 days of interest  
We will use the rate in effect on the date of withdrawal to calculate the penalty.

**This account will automatically renew at maturity.** You will have the following grace period after the maturity date to withdraw funds without being charged a penalty.

**Grace Period.** Terms 29 days or less = 3 calendar days / Terms greater than 29 days = 10 calendar days

**FDIC Notice.** Bank Midwest, Community Banks of Colorado, Hillcrest Bank and Bank of Jackson Hole are all divisions of NBH Bank. Divisions of NBH Bank are not separately FDIC-insured banks. The FDIC coverage extended to deposit clients of the various divisions of NBH Bank is that of one insured bank.



## Time Deposit Agreement

**Automatic renewal policy.** Your Account will automatically renew as described above, the principal amount and all paid earned interest that has not been withdrawn will automatically renew on each maturity date for the term described above in the Time Account Information section. Interest on renewed accounts will be calculated at the interest rate then in effect for time deposits for that term. If you wish to withdraw funds from your Account, you must notify us during the grace period after the maturity date

**Early Withdrawal Penalty:** You have agreed to keep the funds on deposit until the maturity date of your Account. Any withdrawal of all or part of the funds from your Account prior to maturity may result in an early withdrawal penalty. We will consider requests for early withdrawal and, if granted, the penalty as specified above may apply.

**Minimum Required Penalty:** If you withdraw money within six (6) days after the date of deposit, the Minimum Required Penalty is seven (7) days simple interest on the withdrawn funds. If partial early withdrawal(s) are permitted, we are required to impose the Minimum Required Penalty on the amount(s) withdrawn within six (6) days after each partial withdrawal. The early withdrawal penalty may be more than the Minimum Required Penalty. You pay the early withdrawal penalty by forfeiting part of the accrued interest on the Account. If your Account has not earned enough interest, or if the interest has been paid, we may take the difference from the principal amount of your Account.

**Exceptions:** We may let you withdraw money from your Account before the Maturity Date without an early withdrawal penalty: (1) if one or more account holder dies or is determined legally incompetent or incapacitated by a court or other administrative body of competent jurisdiction; or (2) if the Account is an Individual Retirement Account (IRA) established in accordance with 26 USC 408 and the money is paid within seven (7) days after the Account is opened; or (3) if the Account is a Keogh Plan, if you forfeit at least the interest earned on the withdrawn funds; or (4) if the Account is an IRA or a Keogh Plan established pursuant to 26 U.S.C. 408 or 26 U.S.C. 401, when you reach at age 59 1/2 or become disabled; or (5) within an applicable grace period (if any).

**Right of Setoff:** Subject to applicable law, we may exercise our right of setoff or security interest against any and all of your Accounts (except IRA, HSA, Keogh plan and Trust Accounts) without notice, for any liability or debt owed by you, whether joint or individual, whether direct or contingent, whether now or hereafter existing, and whether arising from overdrafts, endorsements, guarantees, loans, attachments, garnishments, levies, attorneys' fees, or other obligations. If the Account is a joint or multiple-party account, each joint or multiple-party account holder authorizes us to exercise our right of setoff against any and all Accounts of each Account Holder.

**Other Account Rules:** The following rules also apply to the Account.

**Surrender of Instrument:** We may require you to endorse and surrender this Agreement to us when you withdraw funds, transfer or close your Account. If you lose your copy of this Agreement, you agree to sign any affidavit of lost instrument, or other Agreement we may require, and agree to hold us harmless from liability, prior to our honoring your withdrawal or request.

**Death of Account Holder:** Each Account Holder agrees to notify us immediately upon the death of any other Account Holder. You agree that we may hold the funds in your Account until we have received all required documentation and instructions.

**Indemnity:** If you ask us to follow instructions that we believe might expose us to any claim, liability or damages, we may refuse to follow your instructions or may require a bond or other protections, including your agreement to indemnify us.

**Pledge:** You agree not to pledge your Account without our prior consent. You may not withdraw funds from your Account until all obligation(s) secured by your Account are satisfied.

## PERSONAL SERVICE FEE SCHEDULE

Effective: April 11, 2025

Activity Printout	\$3.00	Per request
Amortization Schedule	\$10.00	Per schedule
ATM Foreign Withdrawal Fee	\$2.50	Per withdrawal at any ATM that is not Bank owned
Check Images	\$5.00	Front and back per statement
	\$10.00	Images on CD ROM per statement
Collections	\$30.00	Outgoing - Per Item
	\$20.00	Incoming - Per item
Copies	\$0.25	Per page
Counter Checks	\$1.00	Per check
Early Closure Fee	\$25.00	If closed within first 90 days - Applies to Checking, Savings, and Money Market
Excessive Reject Fee	\$1.00	Per item
Expedited Debit Card Delivery Fee	\$45.00	Per occurrence
Special Handling Debit Card Fee	\$10.00	Per occurrence
Foreign Currency Draft	\$50.00	Each
Foreign Currency Exchange	\$12.00	Each
Garnishment/Levies	\$125.00	Each
Inactivity Fee	\$5.00	Per month after 6 months of no activity if client has no other account relationship
	\$25.00	Per month when no activity for 5 years
Night Drop Lock Bags	\$45.00	Per bag
Non-US Dollar Checks	\$20.00	Plus exchange
Overdraft- Paid*	\$35.00	Per item paid
Returned Check Fee (NSF)*	\$35.00	Per returned item
Continuous Overdraft Fee	\$5.00	Per day beginning on the 5th business day of overdraft
Cashiers' Check	\$9.00	Per check
Paper Statement	\$3.00	Per Statement
Replacement ATM/Visa Debit Card	\$5.00	Each
Research	\$30.00	Per hour, one-hour minimum and \$3.00 per copy
Returned Deposited Item	\$9.00	Each
Re-Clear Returned Deposited Item	\$9.00	Per item
Safe Box Drilling	Actual cost	Per occurrence
Safe Box Key Replacement	\$30.00	Per key
Special Statement Cutoff	\$5.00	Per statement
Statement Reprinting Fee	\$3.00	Per statement - applies to reprint requests made via phone or banking center
Statement Reconciliation	\$30.00	Per hour, one-hour minimum
Stop Payment	\$40.00	Per item
Telephone Transfer	\$2.00	Per transfer
Transfers	\$10.00	Deficit Transfer (Overdraft Protection and Balance Maintenance Transfer)
	\$10.00	Ready Cash Reserve Transfer
Verification of Deposit	\$15.00	Each
Wire Transfers	\$35.00	Domestic - Outgoing per wire
	\$50.00	International - Outgoing per wire
	\$15.00	Incoming per wire

\*Fees imposed for overdrafts created by checks, in -person withdrawals, ATM withdrawals or electronic means, as applicable.

*All fees are subject to Gross Receipts Tax in New Mexico. These taxes will be added to the stated fee.*

## SAFE BOX RENTAL FEE SCHEDULE

Effective: December 05, 2022

Small	1.5 x 5 - 5 x 5	\$30.00
Medium	2.5 x 10 - 8 x 10	\$45.00
Large	9 x 10 - 10 x 16, 4 x 5, 6 x 16	\$85.00
X-Large	12 x 16 & Up	\$100.00

*All fees are subject to Gross Receipts Tax in New Mexico. These taxes will be added to the stated fee.*

# ELECTRONIC FUND TRANSFER AGREEMENT AND DISCLOSURES

Effective: December 05, 2022

This Electronic Fund Transfer Agreement and Disclosure (the "Agreement and Disclosure") is made in compliance with Federal and State laws regulating electronic fund transfer ("EFT") services. Electronic fund transfers are electronically initiated transfers of money involving a deposit account at NBH Bank, including its Bank Midwest, Community Banks of Colorado, Hillcrest Bank and Bank of Jackson Hole divisions (the "Financial Institution"). In this Agreement and Disclosure, the words "you" and "your" mean you, our consumer client, or anyone acting on your behalf using a service covered in this Agreement and Disclosure. The words "we," "us" and "our" means the Financial Institution. The following disclosures set forth your and our rights and responsibilities concerning electronic fund transfers.

## 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:

### Types of Transfers

- **Preauthorized credits.** You may arrange for certain direct deposits (such as U.S. Treasury (Social Security) or some employers (payroll)) to be accepted into your checking or savings account(s).
- **Preauthorized payments.** You may arrange 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.

## ATM CARD

You may use the automated teller machine ("ATM") card we issue to you and the personal identification number ("PIN") we provide you to initiate transactions at our ATMs, ATMs within the networks identified on your card and such other facilities as we may designate from time to time. At present, you may use your ATM card to (some of these services may not be available at all ATMs):

### Types of Transfers

- Deposit funds to your checking account.
- Withdraw cash from your checking account.
- Deposit funds to your savings account.
- Withdraw cash from your savings account.
- Transfer funds between your checking and savings accounts.
- Obtain balance information on your deposit accounts.
- Withdraw funds from a money market deposit account.

### Limitations on Frequency and Amount

- You may withdraw up to a maximum of \$500.00 per day.

### Fees and Charges for ATM Transactions

- There is no charge for ATM withdrawals at machines owned by us.
- There is a \$2.50 charge for each ATM withdrawal at machines we do not own.

## VISA® DEBIT CARD

You may use the VISA® Debit Card we issue to you and the PIN we provide you to initiate transactions at our ATMs, ATMs within the networks identified on your VISA® Debit Card and such other facilities as we may designate from time to time. At present, you may use your VISA® Debit Card to:

### Types of Transfers

- Deposit funds to your checking account.
- Withdraw cash from your checking or savings account.
- Deposit funds to your savings account.
- Transfer funds between your checking and savings accounts.
- Obtain balance information on your deposit accounts.
- Make loan payments from your deposit accounts.
- Withdraw funds from your money market deposit account.
- Make third party transfers from your checking account through POS (point-of-sale) terminals.
- Make purchases from your checking or Money Market account at merchants who accept VISA® cards.

### Limitations on Frequency and Amount

- You may withdraw up to \$500 from an ATM and make purchases up to \$3,000 in goods and services each day with your VISA® Debit Card.

### Fees and Charges for VISA® Debit Card transactions

- There is no charge for ATM withdrawals at ATMs owned by us.
- There is no charge for VISA® Debit Card purchases.
- There is a \$2.50 charge for each ATM withdrawal at machines we do not own.

## VISA International Service Assessment

VISA® charges a fee for any international transaction completed with the use of a VISA® branded card. These fees are passed directly to you by their inclusion in the transaction amount deducted from your account. The amount of the fee is determined by whether or not there is a currency conversion. The fee is .8% for transactions involving only a single currency or 1% for transactions involving multiple currencies. For example: for a transaction conducted in Mexico, the fee would be .8% of the transaction amount if the entire transaction was conducted in U.S. dollars, but the fee would be 1% of the transaction amount if the transaction was converted into Pesos. VISA® defines an international transaction as a transaction where the financial institution that issued the card is in a different country from the merchant that is accepting the card. This means that an Internet transaction could qualify as an international transaction.

#### FOREIGN AUTOMATED TELLER USAGE SURCHARGE FEE DISCLOSURE

If you use your VISA® Debit Card or other Bank-issued access device at an ATM not owned by us ("foreign ATM"), the operator of the foreign ATM and any national, regional, or local network utilized to effect the transaction may charge you a fee (and you may be charged a surcharge fee for a balance inquiry even if you do not complete a fund transfer).

#### COMPUTER ONLINE BANKING TRANSFERS / MOBILE BANKING TRANSFERS

You may access your account(s) by logging onto our website or through the browser on your mobile phone to:

##### Types of Transfers

- Transfer funds from checking to checking, savings, or loan account(s)
- Transfer funds from savings to checking, savings, or loan account(s)
- Transfer funds from line of credit to checking, savings, or loan account(s)
- Transfer funds externally to a person using either their mobile phone number or email address through our peer-to-peer payment partner Zelle (limits start at \$500.00 per day and can vary depending on your relationship with us.)
- Transfer funds externally to an account you have at other financial institution using the account and routing number (limits start at \$5,000 per day and can vary depending on your individual relationship with us).

#### LIABILITY FOR UNAUTHORIZED TRANSFERS

Tell us, AT ONCE, if you believe your ATM, VISA® Debit Card or PIN has been lost or stolen, or if you believe an EFT has been made without your permission using information from your check. Notifying us by telephone is the best way of keeping your possible losses down. You could lose all of the money in your account (plus any funds available through overdraft protection). If you tell us within two (2) business days (four (4) business days if your account was opened in Kansas) after you learn of the loss or theft of your card or PIN, you can lose a maximum of \$50.00 if someone uses your card and/or code without your permission.

If you do NOT tell us within two (2) business days (four (4) business days if your account was opened in Kansas) after you learn of the loss or theft of your card or code, and we can prove that we could have stopped someone from using your card or code without your permission if you had told us, you could lose as much as \$500.00 (\$300.00 if your account was opened in Kansas). VISA® rules limit your liability if you report a lost or stolen VISA® Debit Card.

For our Colorado clients, if your VISA® Debit Card, ATM Card, or PIN is lost or stolen, you shall have no liability if the unauthorized use of your VISA® Debit Card, ATM Card, or PIN occurs at a communications facility through no fault of yours. If we can establish the unauthorized transfer occurred as a result of your fault, you can lose the lesser of \$50 or the amount of money, goods or services obtained by the authorized use of your VISA® Debit Card, ATM Card, or PIN at a communications facility.

Also, if your statement shows any transfer you did not make, tell us at once. If you do not tell us within sixty (60) days after the statement was mailed to you, you may not get back any money lost after the sixty (60) days if we can prove we could have stopped someone from making the unauthorized transfers if you had told us in time. If you believe, your card or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write to us at the telephone number or address set forth below in the Agreement and Disclosure. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods.

**VISA® Zero Liability Policy.** Notwithstanding the forgoing, pursuant to the VISA® Zero Liability Policy, unless you have been grossly negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen VISA® Debit Card. In addition, your VISA® Debit Card also allows you to conduct transactions on the PLUS debit network, which generally requires you to enter your PIN. This additional limit on liability also applies to ATM transactions and transactions using your PIN processed through the PLUS network. Limit on liability does not apply to commercial cards. Some merchants are authorized to accept non-VISA® debit transactions without requiring you to enter your PIN. If you choose to sign to authorize a debit transaction, the transaction will be routed as a VISA® transaction. Provisions of your cardholder agreement specifically relating to VISA® transactions are inapplicable to non-VISA® debit transactions. VISA® is a registered trademark of VISA® International Service Association.

**Contact in the Event of an Unauthorized Transfer.** If you believe your card has been lost or stolen, call us at the Telebank 24 number listed in this Agreement and Disclosure or write us at 1111 Main, Kansas City, MO 64105. You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission.

**Business Days.** For purposes of this Agreement and Disclosure, our business days are Monday through Friday excluding Federal Holidays.

**Stop Payment Rights.** If you have arranged in advance to make regular electronic fund transfers out of your account(s) for money you owe others, you may stop payment of pre-authorized transfer from your account. You must notify us by calling the Telebank 24 number listed in this Agreement and Disclosure or write us at 1111 Main, Kansas City, MO 64105 in time for us to receive your request three (3) business days or more before the scheduled date of the transfer. If you call, we may also require you to put your request in writing and provide it to us within fourteen (14) days after you call. We will charge \$40.00 for each stop-payment order.

**Notice of Varying Amounts.** If these regular payments vary in amount, the person you are going to pay is required to tell you ten (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 you set.

**Liability for Failure to Stop Payment of Pre-Authorized Transfers.** If you order us to stop one of these payments three (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 that are proximately caused by our failure to do so. In order to request us to stop payment on a transfer, you must give us your account number, the date, the amount of the transfer and the name of the payee. You must be precise in the information you give us and you agree that we will not be liable for failing to stop payment on an item if the information you give us is incorrect or incomplete.

**Other Provisions.** There may be a delay between the time a deposit is made and when it will be available for withdrawal. You should review our Funds Availability Policy and Substitute Check Policy Disclosure to determine the availability of the funds deposited at ATMs. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account.

#### OUR 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:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If the transfer would go over the credit limit on your overdraftline.
- If the ATM where you are making the transfer does not have enough cash.
- If the terminal or system was not working properly and you knew about the problem when you started the transaction.
- If circumstances beyond our control (such as fire, flood or power failure) prevent the transfer despite reasonable precautions we have taken.
- If the money in your account is subject to legal process or other claim.
- If your account is frozen because of a delinquent loan.
- If there are other exceptions and limitations on liability stated elsewhere in our agreements with you.

## RIGHT TO DOCUMENTATION

You can get a receipt at the time you make any transfer to or from your account using one of our ATMs or a point-of-sale terminal. You should retain the receipt for your account reconciliation. Under Federal law, you may not always get a receipt for transfers for \$15 or less.

**Periodic Statement.** You will get a monthly account statement from us unless there are no transactions in a particular month. In any case, you will get a statement quarterly.

**Direct Deposits.** If you have arranged to have direct deposits made to your account at least once every sixty (60) days from the same person or company, you can call us at the Telebank 24 number listed in this Agreement and Disclosure to find out whether or not the deposit has been made.

## IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS

In case of errors or questions about your electronic transfers, telephone us at the Telebank 24 number listed in this Agreement and Disclosure and press 0 to speak to Client Services. Monday through Friday, 8:00 AM to 7:00 PM Central Time and Saturday, 9:00 AM to 2:00 PM Central Time, or write us at 1111 Main, Kansas City, MO 64105 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 sixty (60) days after we sent you the FIRST statement on which the problem or error appeared.

- Tell us your name and account number (if any).
- 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.
- Tell us the dollar amount of the suspected error.

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

We will determine whether an error occurred within the first ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days to investigate your complaint or question. If we decide to do this, we may credit your account within ten (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 ten (10) business days, we may not credit your account.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error. For point-of-sale transactions using your VISA® Debit Card, VISA® Operating Rules require us to re-credit your account within five (5) business days if we have not been able to complete our investigation.

We will tell you the results within three (3) business days after completing our investigation. If we decide there was no error, we will send you a written explanation. You may ask for copies of the documents we used in our investigation.

If we credit your account for the amount in question, we reserve the right to reverse the credit should we determine, after completion of our investigation, no error occurred. Furthermore, should we determine no error has occurred, you will be notified of the date and the amount of any debit we make to reverse the provisional credit. We will honor checks, drafts or similar paper instruments payable to third parties and preauthorized transfers from your account for five (5) business days after transmittal of such reversal notice. If we determine an error did occur, you will be notified the provisional credit has been made final.

**Account Information Disclosure.** We will disclose information to third parties about your account or the transfers you make:

- As necessary to complete transfers;
- To verify the existence and condition of your account upon the request of a third party, such as a credit bureau or merchant;
- To comply with government agency or court orders;
- If you give us your written permission; or
- As required by law.

**Personal Identification Number (PIN).** The ATM PIN issued to you is for your security purposes. The numbers are confidential and should not be disclosed to third parties or recorded on the card. You are responsible for safekeeping your PIN(s). You agree not to disclose or otherwise make your ATM PIN available to anyone not authorized to sign on your accounts.

**Notices.** All notices from us will be effective when we have mailed them or delivered them to your last known address on our records. Notices from you will be effective when received by us at the address specified in this Agreement and Disclosure. We reserve the right to change the terms and conditions upon which this service is offered. We will mail notice to you at least twenty-one (21) days before the effective date of any change, as required by law. Use of this service is subject to existing regulations governing your account and any future changes to those regulations.

**Termination of ATM or VISA® Debit Card Services.** You agree that we may terminate this Agreement and Disclosure and your use of the ATM Card or VISA® Debit Card services, if:

- You or any authorized user of your ATM PIN breach this or any other agreement with us;
- We have reason to believe there has been an unauthorized use of your ATM PIN; or
- We notify you or any other party to your account that we have cancelled or will cancel this Agreement and Disclosure.

You or any other party to your account can terminate this Agreement and Disclosure by notifying us in writing, in which case the termination of service will be effective the first business day following receipt of your written notice.

Termination of this Agreement and Disclosure will not affect the rights and responsibilities of the parties under this Agreement and Disclosure for transactions initiated before termination.

## TELEBANK 24

You may use Telebank 24, a 24-hour automated account information service, to:

- Obtain current account balances.
- Verify last deposit(s).
- Determine what checks have cleared your account.
- See what interest has been paid to your account.
- Transfer funds between accounts (cut-off time for same business day transfer is 9:00 p.m. MT/10:00 p.m. CT).
- Make loan payments from checking or savings.
- Leave a message for the bank.
- Apply for a loan.

To speak to a client services associate, call Telebank 24, then press 0, Monday through Friday, 7:00 AM to 8:00 PM Central Time and Saturday, 8:00 AM to 4 PM Central Time.

Telebank 24 phone numbers are listed below for the NBH Bank divisions. Each division's web address is also listed which can be utilized to gain information about banking products, services, and banking center locations.

Bank Midwest  
800.867.2265  
www.bankmw.com

Community Banks of Colorado  
877.877.0395  
www.cobnks.com

Hillcrest Bank  
855.629.7618  
www.hillcrestbank.com

Bank of Jackson Hole  
877.877.0397  
www.bojh.com

**Bank Midwest, Community Banks of Colorado, Hillcrest Bank and Bank of Jackson Hole are divisions of NBH Bank. Divisions of NBH Bank are not separately FDIC-insured banks. The FDIC coverage extended to deposit customers of the various divisions of NBH Bank is that of one insured bank.**

# PRIVACY NOTICE.

Effective December 1, 2022

Please refer to the bottom of this form to opt-out

## FACTS

### WHAT DOES NATIONAL BANK HOLDINGS CORPORATION ("NBH") 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?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number
- Payment history
- Income
- Credit history
- Account balances
- Credit scores

#### 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 NBH chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does NBH share?	Can you limit this sharing?
<b>For our everyday business purposes</b> — such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes</b> — to offer our products and services to you.	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes</b> — information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes</b> — information about your creditworthiness	Yes	Yes
<b>For affiliates to market to you</b>	Yes	Yes
<b>For nonaffiliates to market to you</b>	No	We Don't Share

## TO LIMIT OUR SHARING

- Mail in the form below

**Please note:** If you are a new customer, we can begin sharing your information thirty (30) days from the date we sent this notice. When you are no longer our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

## QUESTIONS?

• Contact **866.217.6361**, email [privacy@nbhbank.com](mailto:privacy@nbhbank.com), or visit [www.nbhbank.com](http://www.nbhbank.com)

### Who We Are

#### Who is providing this notice?

- The financial companies within the National Bank Holdings Corporation (NBH) family of banks, including Bank of Jackson Hole Trust and NBH Bank, which operates under the following division names: Bank Midwest, Community Banks of Colorado, Hillcrest Bank, Bank of Jackson Hole, NBH Capital Finance, Bank Midwest Mortgage, Community Banks Mortgage, Hillcrest Bank Mortgage and Bank of Jackson Hole Mortgage.

### What We Do

#### How does NBH 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 NBH collect my personal information?

We collect your personal information, for example, when you

- Open an account
- Deposit money
- Pay your bills
- Apply for a loan
- Use your credit or debit card

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

#### Why can't I limit all sharing?

Federal law gives you the right to limit only

- 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

State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.

### What We Do

#### What happens when I limit sharing for an account I hold jointly with someone else?

Your choices apply to everyone on your account.

### Definitions

#### Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- Our affiliates currently include NBH Bank and Bank of Jackson Hole Trust.

#### Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *NBH does not share with nonaffiliates so they can market to you.*

#### Joint Marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *Our joint marketing partners include financial service companies.*



## Other Important Information

**Special Notice For State Residents:** You may have other privacy protections under applicable state laws. To the extent these state laws apply, we will comply with them when we share information about you.

**California Residents:** In accordance with California law, we will not share information we collect about California residents with nonaffiliates except as permitted by law, such as with the consent of the customer or to service the customer's accounts. We will also limit the sharing of information about you with our affiliates to the extent required by applicable California law.

**Vermont Residents:** In accordance with Vermont law, we will not share information we collect about Vermont residents with nonaffiliates except as permitted by law, such as with the consent of the customer or to service the customer's accounts. We will not share creditworthiness information about Vermont residents among NBH affiliates except with the authorization or consent of the Vermont resident.



## Mail-in Form

### Mail to:

NBH Privacy  
P.O. Box 26396  
Kansas City, MO 64196

### Mark any/all you want to limit:

- ☐ Do not share information about my creditworthiness with your affiliates for their everyday business purposes.
- ☐ Do not allow your affiliates to use my personal information to market to me.

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, \_\_\_\_\_

ZIP \_\_\_\_\_

Account # \_\_\_\_\_



Member FDIC

NBH-DISC-PRIVACY-GENERAL