



**The Bank  
of New Glarus**

# **WELCOME TO THE BANK OF NEW GLARUS!**

**A guide to understanding the conversion  
of your accounts from First National Bank  
to The Bank of New Glarus.**

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**Find enclosed:**

- Account change information
- Commonly asked questions
- Our locations and contact information

# TABLE OF CONTENTS

<b>Welcome to The Bank of New Glarus</b> .....	3
<b>Commonly Asked Questions and Answers</b> .....	4-7
<b>Account Information</b>	
Personal Savings Account Grid .....	8
Certificates of Deposit Grid .....	8
Personal Checking Account Grid .....	9
Business Checking and Savings Account Grid .....	10
Checking Accounts .....	11
Debit Cards .....	11
Savings and Money Market Accounts .....	11
Certificates of Deposit (CDs) and Individual Retirement Accounts (IRAs) .....	12
Credit Cards .....	12
Loans .....	12-13
Online and Mobile Banking .....	14
<b>Disclosures</b>	
Fee Schedule .....	15
Funds Availability Policy .....	16-17
Electronic Fund Transfers .....	18-26
Privacy Notice .....	27-28
Terms and Conditions of Your Account .....	29-42
<b>Map of Locations</b> .....	43
<b>Contact Us</b> .....	Back Cover



**Ronald J. Schaaf**

President / CEO

January, 2025

**Dear The Bank of New Glarus customer,**

It has been a pleasure serving Darlington and Gratiot as your full service community bank since our merger in June. As we approach the final step in this journey, the operational merger, we want to assure you that we are prepared to make this transition as smooth as possible.

The operational merger, which will take place on February 22, 2025, involves converting your legacy First National Bank accounts to a comparable Bank of New Glarus account. This will also entail maintaining your accounts on our data processing system, and moving First National Bank's online banking to The Bank of New Glarus online banking presence.

As a result of this final step, you will receive new account features and benefits. There will be a few modest changes in some types of accounts, as well as some changes in features and pricing.

In preparation for this transition, we have sent you this comprehensive guide to help you understand these changes and to reference with any questions you may have regarding your accounts.

We appreciate your continued trust and support as we complete this transition. Our commitment to providing you with exceptional service remains our top priority. If you have any questions or need assistance, please do not hesitate to contact us.

Sincerely,

**Ronald J. Schaaf,**  
President / CEO  
The Bank of New Glarus

# COMMONLY ASKED QUESTIONS AND ANSWERS

Following are answers to some of your most pressing questions about becoming a Bank of New Glarus customer.

## Accounts:

### 1. Will I have to close my account at First National Bank and open a new one at The Bank of New Glarus?

In most cases, no, you will not have to open a new account at The Bank of New Glarus. Your accounts will be converted on the weekend of February 22, 2025. There could be some accounts with account number duplications, in which case we would contact you to make the change as smooth as possible and at no cost to you.

### 2. Will I have a choice in the type of account available to me, or will you just assign me one?

Your account(s) will be transferred to the The Bank of New Glarus' account(s) that most closely fits the features and benefits of your existing account(s). If you determine that another account is more appropriate, simply contact a Personal Banker at any of our locations to change your account.

All accounts will be converted on the weekend of February 22, 2025. See the following pages for information on how your account will be converted:

- Personal accounts: pages 8-9
- Business accounts: page 10

### 3. What will happen to my direct deposit or any automatic withdrawals on my account?

If you have automatic deposits or withdrawals posting to your account, these transactions will continue in your new The Bank of New Glarus account without interruption.

### 4. When will I receive my Statement?

Your deposit statement will now generate at the end of each month and be available the following business day.

### 5. How long can I use my First National Bank checks?

You can continue to use your checks until you run out. When you need to reorder checks, contact any The Bank of New Glarus office and they can assist you in your reorder.

### 6. How long can I continue to use my First National Bank debit card?

You can continue to use your debit card through Sunday, February 23, 2025. In February, the Bank of New Glarus will mail you a new The Bank of New Glarus debit card. You will need to activate this debit card and you can begin using the card effective, Saturday, February 22, 2025.

### 7. What will happen to my Certificates of Deposit (CDs)?

All rates and terms will remain the same as they are today until the CD matures. At maturity, you will be able to choose the Certificate of Deposit that best fits your needs. You can find CD rates and terms on page 8.

### 8. What will happen to my loans?

All rates and terms will remain the same as they are today until your loan matures or you pay off your loan.

### 9. Will the Bank Office hours change?

Office Hours will remain the same at this time. If hours would change in the future, customers will be notified. You can find all office's hours on our website: [www.thebankofnewglarus.bank/locations](http://www.thebankofnewglarus.bank/locations).

**10. Will I have enough FDIC coverage during the operational merger?**

Yes. Your insurance coverage will continue and your accounts will be insured to the normal limits. CDs from the assumed bank are separately insured until the earliest maturity date after merger.

**11. Will I have to sign a new safe deposit lease agreement?**

No, your safe deposit box agreement will still be in effect. You will not have to fill out any additional paperwork. Annual renewal rates and sizes can be found on page 15.

**12. How long can I continue to use my First National Bank credit card?**

You can continue to use your credit card until its predetermined expiration date just as before and contact the same customer service number. For customers looking to establish a new credit card, consumers can visit our website to apply. Business customers can contact their loan officer or a Business Banking Specialist for assistance.

**Retail Online Banking:**

**13. What will happen to my First National Bank Personal Online Banking access?**

First National Bank customers will have normal system access until 4:00 pm CST on February 21, 2025. You will have inquiry only access through February 23, 2025. Beginning February 24, 2025, you can start using The Bank of New Glarus Online Banking products.

**14. If I currently use First National Bank's Personal Internet Banking, will I need a new User ID and Password?**

No. Beginning on Monday, February 24, 2025, you can log into Personal Online Banking using your current username and current password.

**15. What is Retail Online Banking?**

The Bank of New Glarus Retail Online Banking product provides access to many of your accounts, such as personal checking, savings, money market, CDs, home equity lines and loans. Online Banking allows you to:

- View your up-to-date account balances
- View pending transactions and access your transaction history
- Make a loan payment
- Create a one-time or recurring bill payment
- Transfer funds between your accounts
- Enroll in eStatements
- Set up account alerts
- Set up travel alerts within mobile app
- Initiate an external transfer to another financial institution

All personal deposit accounts receive online access free. Plus, enjoy free bill pay, mobile banking, and mobile deposit access.

**16. What is the website address I would use to access Retail Online Banking?**

[www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank)

**17. Do you have a mobile app I can use to access my accounts?**

Yes, we have a mobile app for personal account holders to access their account information. To learn more or download the app, browse to our website:

[www.thebankofnewglarus.bank/personal/mobile-banking](http://www.thebankofnewglarus.bank/personal/mobile-banking)

**18. What are my limits for using mobile deposit?**

Our personal mobile deposit allows you to deposit a check up to \$2,000, with a maximum of \$5,000 per day.

**19. Can I use Bill Payment on the new system?**

Customers will be able to use The Bank of New Glarus' Online Bill Pay function through our Online Banking Product.

**20. When will the money for my bill payments made online be deducted from my account?**

Your online bill payments will be deducted from your account on the date you schedule your payment to be made, not the payment due date. To allow proper time for processing, we require a five-business-day lead time to guarantee your bill payment.

**21. Can I obtain copies of the checks I've written from my personal account online?**

Yes. Our Retail Online Banking allows you to view images of checks online and print copies, if you choose. Any checks or deposits will be available online for you to view. If you are unable to access any images, you can contact us at any one of our offices, or through our Customer Care Center at 1-608-527-5205.

**22. Can I set up recurring payments or transfers in Retail Online Banking?**

Yes. For any recurring payments, such as your mortgage payment, you can schedule your payments to be processed automatically by going to the transfer page. If you currently have scheduled transfers, review under our Scheduled Transfer section to verify if your transfer is displaying before setting up a new recurring transfer.

**23. Can I set up payments or transfers to be paid at a future date in Retail Online Banking and Mobile Banking?**

Yes. You can indicate any future date for a payment or transfer to occur.

**24. I currently receive my statement electronically, will this continue?**

Yes. You will not need to re-enroll to receive your statements electronically.

**Business Online Banking:**

**25. If I want to use The Bank of New Glarus Business Online Banking, will I need a new User ID and Password?**

Yes. Our staff will be contacting existing Business Online Banking users directly to help them get enrolled in our Business Online Banking. We will review with you who you would like to have access to the Business accounts and what functions you would like available. We will work with you to make the process as seamless as possible.

Also, if you currently use First National Bank Personal Online Banking and you have a business account, we will be contacting you to explain the benefits of using our Business Online Banking and help you enroll.

**26. What is the website address I would use to access Business Online Banking?**

[www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank)

**27. Do you have a mobile app I can use to access my business accounts?**

Yes, we have a mobile app for business account holders to access their account information. To learn more or download the app, visit:

**Apple Users:** <https://apps.apple.com/us/app/bng-business-mobile>

**Android Users:** <https://play.google.com/store/apps>

**28. Can I make deposits to my Business accounts using Business Mobile app?**

Yes, Our Business Mobile app allows you to deposit a check up to \$5,000. Higher limits are available upon approval.

**29. Do you offer bill pay for business accounts?**

Yes, we will help you enroll when we complete the paperwork for our Business Online Banking. You authorize who can perform bill payments on behalf of your company.

**30. Can I obtain copies of the checks I've written from my business account online?**

Yes. Our Business Online Banking allows you to view images of checks online and print copies, if you choose. Any checks or deposits will be available online for you to view. If you are unable to access any images, you can contact us at any one of our offices, or through our Customer Care Center at 1-608-527-5205.

**31. Can I set up recurring payments or transfers in Business Online Banking?**

Yes. For any recurring payments, such as your mortgage payment, you can schedule your payments to be processed automatically by going to the transfer page. If you currently have scheduled transfers, review under our Scheduled Transfer section to verify if your transfer is displaying before setting up a new recurring transfer.

**32. Can I set up payments or transfers to be paid at a future date in Business Online Banking and Business Mobile Banking?**

Yes. You can indicate any future date for a payment or transfer to occur.

**33. I currently receive my statement electronically, will this continue?**

No. If you wish to receive your statements electronically, you will need to work with a Business Banking Specialist in order to have your business enrolled in eStatements. Until then, you will receive your statements in printed format. You can reach a Business Banking Specialist at 1-608-424-2125 or 1-608-851-2477 to set up your electronic statements.

# ACCOUNT INFORMATION

## Personal Savings Accounts

If your current account is called:	Beginning February 22, 2025 Your The Bank of New Glarus Account will be called:	Your new account features include:
Statement Savings	<b>Select Savings</b>	<ul style="list-style-type: none"> <li>• \$2.00 (waived if minimum monthly balance of \$100.00 is maintained).</li> <li>• Service charge waived for account holders under the age of 18.</li> <li>• Free online banking and eStatements.</li> <li>• Unlimited deposits.</li> <li>• \$1 fee per debit after 2nd debit if minimum balance not maintained.</li> </ul>
Money Market	<b>Money Market</b>	<ul style="list-style-type: none"> <li>• \$10.00 (waived if minimum monthly balance of \$1,000.00 is maintained).</li> <li>• Free online banking and eStatements</li> <li>• Unlimited deposits.</li> </ul>
Platinum Money Market	<b>Platinum Money Market</b>	<ul style="list-style-type: none"> <li>• The rate may change after the account is opened</li> <li>• Interest on the tiered account is paid on the entire collected balance of your account at the rate shown for that tier.</li> <li>• Maintain a \$1,000.00 minimum balance to avoid the \$10.00 monthly fee.</li> <li>• Unlimited deposits.</li> </ul>

## Certificates of Deposit

The Bank of New Glarus has CD options from 6 – 60 months. Here's what you need to know about our CDs:

- Funds are FDIC-insured
- \$2,000 minimum opening deposit requirement
- Multiple payout options at maturity, including automatic renewal at current rate
- Interest is compounded quarterly
- Early withdrawals may be subject to penalty

For a comprehensive list of our Certificate of Deposit/IRA Rates, including two specialty CD offerings, you may visit our website at: [www.thebankofnewglarus.bank/personal/certificates-of-deposit](http://www.thebankofnewglarus.bank/personal/certificates-of-deposit).

The Bank of New Glarus current Deposit Rate Specials can be found in the table below. Annual Percentage Yield\* is accurate as of January 15, 2025

The Bank of New Glarus Certificate of Deposit:	Interest Rate	APY*	Minimum to open	Minimum to earn APY*
12-month CD / IRA	4.04%	4.10%	\$2,000	\$0.01
24-month CD / IRA	3.84%	3.90%	\$2,000	\$0.01



# ACCOUNT INFORMATION

## Personal Checking Accounts

If your current account is called:	Beginning February 22, 2025 Your The Bank of New Glarus Account will be called:	Your new account features include:
<b>NON Interest-Bearing Accounts</b>		
<b>Basic</b>	<b>Go Green</b>	<ul style="list-style-type: none"> <li>• Free access to online and mobile banking.</li> <li>• No per-check fee.</li> <li>• Access to Ready Reserve Overdraft Protection.</li> <li>• eStatements.</li> <li>• Access to free ATM network.</li> <li>• Direct deposit.</li> <li>• Check safekeeping.</li> <li>• Online check images.</li> </ul>
<b>Winner Club</b>	<b>Elite</b>	<ul style="list-style-type: none"> <li>• Free access to online and mobile banking.</li> <li>• No per-check fee.</li> <li>• Access to Ready Reserve Overdraft Protection.</li> <li>• eStatements.</li> <li>• Access to free ATM network.</li> <li>• Direct deposit.</li> <li>• Check safekeeping.</li> <li>• Online check images.</li> <li>• Free checks.</li> <li>• A \$7 fee applied if balance falls below \$100.</li> </ul>
<b>Interest-Bearing Accounts</b>		
<b>Now Account</b>	<b>Right Now</b>	<ul style="list-style-type: none"> <li>• Free access to online and mobile banking.</li> <li>• No per-check fee.</li> <li>• Access to Ready Reserve Overdraft Protection.</li> <li>• eStatements.</li> <li>• Access to free ATM network.</li> <li>• Direct deposit.</li> <li>• Check safekeeping.</li> <li>• Online check images.</li> </ul>
<b>Super Now</b>	<b>Right Now</b>	<ul style="list-style-type: none"> <li>• Free access to online and mobile banking.</li> <li>• No per-check fee.</li> <li>• Access to Ready Reserve Overdraft Protection.</li> <li>• eStatements.</li> <li>• Access to free ATM network.</li> <li>• Direct deposit.</li> <li>• Check safekeeping.</li> <li>• Online check images.</li> </ul>

# ACCOUNT INFORMATION

## Business Checking and Savings Accounts

If your current account is called:	Beginning February 22, 2025 Your The Bank of New Glarus Account will be called:	Recommended for businesses:	Your new account features include:
Business Checking	<b>Basic Business Checking</b>	Small businesses that will have fewer than 400 transactions per month.	<ul style="list-style-type: none"> <li>• No minimum balance requirement</li> <li>• \$0.25 fee for each deposit after 200 free deposits each month.</li> <li>• \$0.25 fee for each withdrawal after 200 free withdrawals each month.</li> <li>• 200 free deposits per month.</li> <li>• 200 free withdrawals per month.</li> <li>• No monthly service fees.</li> </ul>
Non Personal Now Non Profit Org Checking Non Personal Super Now Checking	<b>Right Now Business Checking</b>	Non-profit organizations looking to earn interest on their checking account.	<ul style="list-style-type: none"> <li>• No monthly service charge</li> <li>• Earn interest on daily balances over \$1,000.</li> <li>• eStatements are required for this account.</li> </ul>
Statement Savings Non Personal	<b>Business Savings Account</b>	Businesses that want a simple savings account that they can use easily.	<ul style="list-style-type: none"> <li>• \$2.00 monthly fee (waived if minimum balance of \$100 is maintained).</li> <li>• \$1.00 per debit fee after 2nd debit (waived if minimum balance of \$100 is maintained).</li> <li>• No monthly fee or debit item fee if minimum balance of \$100 is maintained.</li> <li>• Make unlimited deposits.</li> <li>• Free online banking and eStatements.</li> </ul>
Non Personal Money Market Non Personal Platinum Money Market	<b>Business Platinum Money Market</b>	Businesses that want to take advantage of tiered interest rates based on their account balance.	<ul style="list-style-type: none"> <li>• \$10.00 fee if minimum balance of \$1,000 is not maintained.</li> <li>• Tiered rate structure earns variable interest rate.</li> <li>• Make unlimited deposits.</li> <li>• Free online banking and eStatements.</li> </ul>

## CHECKING ACCOUNTS

What you need to know about your new Checking Account:

Review your current bank statement to determine which First National Bank checking account product you have. In addition to the information here, see the chart on the previous pages for information specific to your new The Bank of New Glarus checking product.

**Preauthorized transactions:** Your new account will continue to make the preauthorized transactions you made with your First National Bank checking account (such as insurance premiums or direct deposits), without interruption.

**Overdraft protection:** If you have Ready Reserve or Savings Overdraft Protection, that will continue.

## DEBIT CARDS

**Watch for a separate mailing in early February with your new The Bank of New Glarus VISA Debit Card enclosed.** What you need to know about your debit card:

**Debit Card:** Your First National Bank Debit Card will remain active through February 22, 2025. You will receive your new Bank of New Glarus VISA Debit Card in the mail approximately 10 days prior to Operational Merger. When you receive your new VISA Debit Card, you will need to activate it according to the instructions on the card. Beginning February 24, 2025, you will begin using your new The Bank of New Glarus VISA Debit Card.

**Card Activation:** When you receive your new VISA Debit Card, you will need to activate it according to the instructions on the card. NOTE: You will be able to use your card beginning February 24, 2025.

**PIN:** You will be able to select your own unique PIN number when you activate your new VISA Debit Card.

**Automatic payments with your current First National Bank Mastercard Debit Card:** If you have automatic payments, such as monthly internet or phone services, charged to your current debit card, you will need to notify these companies of your new VISA Debit Card number and expiration date.

**Personal Cardholder Standard Limits:**

- Daily ATM withdrawal: \$400
- Point-of-sale (PIN) purchase: \$1,000
- Signature: \$1,000

**Business Cardholder Standard Limits:**

- Point-of-sale (PIN) purchase: \$1,000
- Daily ATM withdrawal is available upon request.

## SAVINGS AND MONEY MARKET ACCOUNTS

What you need to know about your new Savings and Money Market Accounts:

Review your current bank statement to determine which First National Bank Savings or Money Market Account product you have. In addition to the information here, see the chart on the previous pages for information specific to your new The Bank of New Glarus savings or money market product.

**Preauthorized transactions:** Your new account will continue to make the preauthorized transactions you made with your First National Bank Savings or Money Market Account (such as insurance premiums or direct deposits) without interruption.

**Overdraft:** If your Savings or Money Market account is overdrawn, normal overdraft fees will apply.

**Interest Compounding and Crediting Frequency:**

Monthly Statement Option – Interest will be compounded and credited to your account monthly.

Quarterly Statement Option – Interest will be compounded and credited to your account quarterly.

## CERTIFICATES OF DEPOSIT (CDS) AND INDIVIDUAL RETIREMENT ACCOUNTS (IRAS)

What you need to know about your CD and IRA Accounts:

**Interest rate and terms:** Your existing CD interest rate and terms will remain unchanged until the first maturity date or renewal date after February 24, 2025.

**Renewal or Maturity Notice:** A notice will be sent 10 days prior to the maturity or renewal date.

For additional account disclosure information and related fees, see a Personal Banker.

## CREDIT CARDS

What you need to know about your VISA credit card:

**VISA cardholders:** You will be able to continue to use your First National Bank credit card within the terms set during the card's origination.

**Automatic payments with your current credit card:** If you have automatic payments, such as monthly internet or phone services charged to your current credit card, these will continue to work.

## LOANS

Your loans are now serviced by The Bank of New Glarus.

**Account Number Changes:** Your First National Bank customers' account numbers will not change.

Automatic payments: If your loan payment is automatically debited from your deposit account, this service will continue without interruption.

If you use a third-party service, such as a bill pay service, you will need to update the account number.

**Mailing Address:** The new mailing address for your loan payment and any loan-related correspondence will be:

The Bank of New Glarus  
501 First Street  
P.O. Box 129  
New Glarus WI 53574

**Payment Options:** You may make your loan payments:

- At any The Bank of New Glarus office.
- By contacting The Bank of New Glarus Customer Care Center at 608-527-5205.
- Sending it via mail to the address listed above.
- Through The Bank of New Glarus online banking.

If your loan payment is made from your deposit account, and the payment overdraws your deposit account, it will be treated as any other overdraft and the applicable fees will be assessed.

## **Additional Information For Specific Loan Types:**

### **Personal Loans/Installment Loans**

What you need to know about your Personal and Installment Loans:

**Loan Terms:** Your terms will remain the same until your loan matures.

### **Mortgage Loans**

What you need to know about your Mortgage Loans:

**Mortgage Loan Terms:** Your terms will remain the same until your loan matures.

**Payment Changes:** If your regular payment changes due to an interest rate adjustment (as may be the case with an Adjustable Rate Mortgage) or an escrow analysis, and you have an automatic payment (ACH) set up, please be aware of the following:

- Your payment will be automatically adjusted to make the new required payment amount.
- This change will not adjust the amount you have set up for any additional principal reduction.
- Contact Loan Service at (608) 527-5205 on or after February 22, 2025, if you would like to change the additional principal amount.

**Escrow Analysis Changes:** Escrow analysis will be performed on February 15th of each year. Your payment will adjust based on the analysis beginning with your April payment.

## **Home Equity Lines of Credit (HELOC), Personal Lines of Credit and Check Credit**

What you need to know about your Home Equity Lines of Credit, Personal Lines of Credit and Check Credit:

**Payments:** If your Home Equity Line of Credit, Personal Line of Credit or Check Credit payment is automatically debited from your deposit account, this service will continue without interruption. Your payment due date will remain the same.

**Check Credit:** The balance your monthly payment is calculated on will be rounded down to the nearest whole dollar amount and then your payment will be 5% of that amount.

**HELOC:** The balance your monthly payment is calculated on will be rounded down to the nearest whole dollar amount and then your payment will be 1% of that amount.

**Billing Statements:** Your billing statement date will remain the same.

**Accessing your line of credit:** You may continue to access your line of credit as you currently do.

# ONLINE AND MOBILE BANKING

## Retail Online Banking and Mobile Banking

Online banking provides you with convenience and savings. In today's busy world, you need the flexibility to choose when, where and how you want to bank. Our Retail Online Banking gives you that flexibility. You can use your computer to do just about all of your personal banking.

- FREE online account access – view personal checking, savings, money market, and loans.
- FREE bill payment services to all customers.
- Transfer funds between accounts, make loan payments, draw from your line of credit.
- View images of checks and/or deposit tickets.
- View current and previous statement activity online – up to 18 months history available.
- Detailed account information available.

**To Log On for the First Time:** Beginning February 24, 2025, you can use your current First National Bank online login and password.

Our website is: [www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank)

**Online bill payment:** Bill payment is available free for all The Bank of New Glarus' customers.

**eDocuments:** You can sign up to receive your statements and notices online. eDocuments provide you easy access to your statement or other notification information at YOUR convenience. To enroll, log in to your account, then click on the Add eDocuments button. Complete and submit the enrollment form. You will receive email notification that your information is online for you as soon as it is available.

# FEE SCHEDULE

Effective 4/1/2024

## Consumer Products and Services:

**Account Research / Reconciliation** ..... \$20.00 per hour/  
\$20.00 minimum

**ATM/Debit Card** .....\$13.50 for replacement

**B to B – Outbound Transfer Fee** ..... \$0.00 per transfer

**Bank Checks:**

**Cashier’s Check** – Customers Only ..... \$5.50 each

**Money Orders** – Customers Only ..... \$3.50 each

**Check Cashing** (Non-customer) ..... \$20.00 per item

**Check Printing** ..... Fee depends on style

**Collection Items** ..... \$20.00 per item

**Coin Counting** (Non-Customer) ..... 5% of the total /  
\$5.00 minimum

**Fax:**

Customers ..... Free up to 5 pages, Additional  
\$1.00 every Page Thereafter

Non-Customers ..... \$5.00 up to 5 pages, Additional  
\$1.00 for every page thereafter

**Foreign Currency Order Fee** - Customers Only .....\$18.00

**Garnishment / Levy:**

Miscellaneous Debit .....\$50.00 each

**International Items** ..... \$7.50 per item minimum

**IRA Accounts** – Transfer Out Fee .....\$25.00

**Night Deposit Bags:**

Locking Zipper Bags .....\$25.00 each

Non-Locking Zipper Bags ..... \$5.00 each

## Safe Deposit Boxes

Size	Auto-Pay	Billed
3 X 5	\$20 /yr.	\$30 /yr.
5 X 5	\$25 /yr.	\$35 /yr.
3 X 10	\$35 /yr.	\$45 /yr.
5 X 10	\$47 /yr.	\$57 /yr.

**Lost Box Key** .....\$35.00

**Overdrafts:**

(Created by check, in-person withdrawal, or electronic means other than one time debit card transactions)

**NSF Paid Fee** ..... \$30.00 per item/presentation

**NSF Returned Fee** ..... \$30.00 per item/presentation

Maximum overdraft/NSF

returned item fees per day ..... \$150.00

**Photocopies:**

Customers ..... First 5 copies free,  
then \$0.25 for every page thereafter

Non-customers ..... \$0.25 each copy

**Returned Item Charge** ..... \$8.00 per item

**Returned Statement for**

**Incorrect Address** ..... \$5.00 per statement

**Snapshot Statement** ..... \$2.00 each

**Stop Item Charge(s)** .....\$26.00 per item

**Telephone Transfers** (non-automated) ..... \$5.50

**Wires – Domestic Wire Transfer:**

Incoming Wire Fee .....\$10.00

Outgoing Wire Fee .....\$25.00

**Wires – International Wire Transfer:**

Incoming Wire Fee .....\$10.00

Outgoing Wire Fee .....\$40.00

**Box Drilling** ..... Cost from service provider plus \$10.00



## Funds Availability Policy

Effective July 1, 2024

### Your Ability to Withdraw Funds

Our policy is to make funds from your cash or check deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available on the day we receive the deposit. Once they are available, you can withdraw the funds in cash and we will use the funds to pay checks that you have written. Please remember that even after we have made funds available to you and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit.

For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. We have different deposit cut-off hours for different locations. Our earliest cut-off hour is 4:30pm. If you make a deposit before our cut-off hour on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after our cut-off hour or on a day, we are not open, we will consider that the deposit was made on the next business day we are open.

If you make a deposit at an ATM that we own or operate before 6:00 PM on a business day that we are open with your debit card, we will consider that day to be the day of your deposit. However, if you make a deposit at an ATM that we own or operate after 6:00 PM, or on a day we are not open, we will consider that the deposit was made on the next business day that we are open. All ATMs that we own or operate are identified as our machines.

### Longer Delays May Apply

In some cases, we will not make all of the funds that you deposit by check available to you on the first business day after the day of your deposit. Depending on the type of check that you deposit, funds may not be available until the 2nd business day after the day of your deposit. The first \$225 of your deposits, however, may be available on the first business day.

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

If you will need the funds from a deposit right away, you should ask us when the funds will be available. Funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check deposit will not be paid.
- You deposit checks totaling more than \$5,525 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the 4<sup>th</sup> business day after the day of your deposit.



## Special Rules for New Accounts

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

Funds from electronic direct deposits into your account will be available on the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$5,525 of a day's total deposits of cashier's, certified, teller's, traveler's, and federal, state and local government checks will be available on the first business day after the day of your deposit if the deposit meets certain conditions. For example, the checks must be payable to you (and you may have to use a special deposit slip). The excess over \$5,525 will be available on the 9th 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 will not be available until the second business day after the day of your deposit.

Funds from all other check deposits will be available on the 9th business day after the day of your deposit.

## OTHER TERMS AND CONDITIONS OF YOUR ACCOUNT

**PAYMENT ORDER OF ITEMS** - To better serve you, it is important for you to be aware of the order in which items are paid on your checking account.

When processing items drawn on an account, we generally pay electronic items (debit card, ATM card and transfers) and ACH withdrawals first. We then pay checks and orders drawn on your account in numerical sequence. Lower numbered checks and orders are paid first.

This becomes important only when there is not enough money in an account to cover all items presented. We are permitted by law to pay items drawn on an account in any order. There is no policy that is favorable to every circumstance. By paying in numerical sequence, we think our policy attains a reasonable balance between minimizing additional costs to you and paying your more important items.

If an item is presented without sufficient funds in your account to pay it, we may, at our discretion, pay the item (creating an overdraft) or return the item (NSF). The amounts of the overdraft and the NSF fees are disclosed elsewhere.

We encourage you to make careful records and practice good account management. This will help you avoid creating items without sufficient funds and incurring the resulting fees. To assist you, we offer 24-hour balance information through our Touch Tone Teller (T3) at 1-800-370-5964. Information can also be obtained through our Internet Banking services at [www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank).

# Electronic Fund Transfers

## Your Rights and Responsibilities

The Electronic Fund Transfers we are capable of handling for consumers are indicated below, some of which may not apply to your account. Some of these may not be available at all terminals. Please read this disclosure carefully because it tells you your rights and obligations for these transactions. Options following a checkbox (  ) only apply if checked. You should keep this notice for future reference.

### **Types of Transfers, Frequency and Dollar Limitations**

**(a) Prearranged Transfers.**

- Preauthorized credits. You may make arrangements for certain direct deposits to be accepted into your
  - checking  savings  prepaid account(s).
- Preauthorized payments. You may make arrangements to pay certain recurring bills from your
  - checking  savings  prepaid account(s).

**(b) Telephone Transfers.** You may access your account(s) by telephone at 1-800-370-5964 using a touch tone phone, your account numbers, and PIN NUMBER to:

- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Transfer funds from checking to checking
- Transfer funds from savings to savings
- Make payments from checking to loan accounts with us
- Make payments from savings to loan accounts with us
- Make payments from checking or savings to Ready Reserve Account
- Get checking account(s) information
- Get saving account(s) information
- Get ready reserve and loan account(s) information
- 

**(c) ATM Transfers.** You may access your account(s) by ATM using your ATM Card and/or Debit Card and personal identification number to:

- Making deposits to checking accounts
- Make deposits to savings accounts
- Get cash withdrawals from checking accounts you may withdraw no more than \$400.00 per day
- Get cash withdrawals from savings accounts you may withdraw no more than \$400.00 per day
- Transfer funds from savings to checking
- Transfer funds from checking to savings
- Transfer funds from
- Make payments from checking account to
- Make payments from
- Get checking account(s) information
- Get saving account(s) information
- See Page 5 for Additional Information

**(d) Point-Of-Sale Transactions.**

Using your card:

- You may access your  checking account
  - (  in person,  by phone,  by computer), pay for services (  in person,  by phone,  by computer), get cash from a merchant, if the merchant permits, or from a participating financial institution, and do anything that a participating merchant will accept.

**(e) Computer Transfers.** You may access your account(s) by computer by our website [www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank) or our app

and using your username and password to:

- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Transfer funds from checking to checking
- Transfer funds from savings to savings
- Make payments from checking to loan accounts with us
- Make payments from checking or savings to loan accounts with us
- Make payments from checking or savings to Ready Reserve account
- Get checking account(s) information
- Get saving account(s) information
- Get Ready Reserve and loan account(s) information
- Make external transfers and person to person payments.

**(f) Mobile Banking Transfers.** You may access your account(s) by web-enabled cell phone by [www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank)

and using your Login ID and PIN Number to:

- Transfer funds from checking to savings
- Transfer funds from savings to checking
- Transfer funds from checking to checking
- Transfer funds from savings to savings
- Make payments from checking to loan accounts with us
- Make payments from savings to loan accounts with us
- Make payments from checking or savings to ready reserve account
- Get checking account(s) information
- Get saving account(s) information
- Get ready reserve and loan account (s) information
- Pay bills using Bill Pay option
- Transfer funds using Person to Person transfer option (P2P)
- Transfer funds to or from an account located at another bank using Bank to Bank transfer option (B2B)
- You may be charged access fees by your cell phone provider based on your individual plan. Web access is needed to use this service. Check with your cell phone provider for details on specific fees and charges.

**(g) 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:

## **Types of Transfers, Frequency and Dollar Limitations, Continued**

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### **(g) EFTs Initiated By Third Parties, Continued**

- 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. You may:
  - Make payments by electronic check from checking or savings
  
- Electronic returned check charge.** You may authorize a merchant or other payee to initiate an electronic fund transfer to collect a charge in the event a check is returned for insufficient funds. You may:
  - Make electronic payment of charges for checks returned for insufficient funds from checking or savings.

## **General Limitations**

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Not applicable.

## **Fees**

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- We charge \$0.00 each outbound transfer to our customers whose accounts are set up to use Bank to Bank transfer option (B2B) .
  
  - Overdraft/NSF Fee is \$30.00 per item to a maximum amount of \$150 per day.
    - X Bill Pay Rush Payment fee is \$9.95
  - Replacement ATM card and/or Debit Card is \$13.50  
Disregard the following sentence - N/A
- Except as indicated above, we do not charge for 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

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- (a) Terminal Transfers.** You can get a receipt at the time you make a transfer to or from your account using a(n)
- automated teller machine
  - point-of-sale terminal.
- You may not get a receipt if the amount of the transfer is \$15 or less.

**(b) Preauthorized Credits.** If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at the telephone number listed below to find out whether or not the deposit has been made.

**(c) In addition,**

- You will get a monthly account statement from us, unless there are no transfers in a particular month. In any case you will get a statement at least quarterly.
- You will get a quarterly statement from us on your savings account if the only possible electronic transfer to or from the account is a preauthorized credit.
- If you bring your passbook to us, we will record any electronic deposits that were made to your account since the last time you brought in your passbook.
- You may obtain information about the amount of money you have remaining in your prepaid account by calling the telephone number listed below. This information, along with a 12-month history of account transactions, is also available online at
- If your prepaid account is registered with us, you also have the right to obtain at least 24 months of written history of account transactions by calling or writing us at the telephone number or address listed in this disclosure. You will not be charged a fee for this information unless you request it more than once per month.
- You also have the right to obtain at least 24 months of written history of your prepaid account transactions by calling or writing us at the telephone number or address listed in this disclosure. You will not be charged a fee for this information unless you request it more than once per month.

## Preauthorized Payments

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

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

- We charge \$26.00 for each stop payment.

**(b) 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.)

**(c) 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**

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**(a) 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 and 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 overdraft line.
- ◆ If the automated teller machine 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 breakdown when you started the transfer.
- ◆ If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- ◆ There may be other exceptions stated in our agreement with you.

## **Confidentiality**

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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)  if you give us written permission.
  - as explained in the separate Privacy Disclosure.

## **Unauthorized Transfers**

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**(a) Consumer Liability.** Tell us at once if you believe your card and/or code has been lost or stolen, or (if your account can be accessed by check) if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit). If you tell us within 2 business days after you learn of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission. Also, 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 (or for a prepaid account where no statement is sent, if your electronic history or written history) 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 transmitted to you (or for a prepaid account where no statement is sent, 60 days after the earlier of the date you electronically access your account, if the error could be viewed in your electronic history, or the date we sent the FIRST written history on which the error 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 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.

**Visa<sup>®</sup> Debit Card.** Additional Limits on Liability for  
Unless you have been negligent or have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen Visa card. This additional limit on liability does not apply to ATM transactions outside of the U.S., to ATM transactions not sent over Visa or Plus networks, to anonymous Visa prepaid card transactions, or to

## **Unauthorized Transfers, Continued**

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transactions using your Personal Identification Number which are not processed by Visa. Visa is a registered trademark of Visa International Service Association.

**Mastercard® Debit Card.** Additional Limits on Liability for

You will not be liable for any unauthorized transactions using your Mastercard debit card if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us. This additional limit on liability does not apply to a prepaid card until such time as the prepaid card is registered with us and we have completed our customer identification program requirements. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

**(a) 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 at the end of this disclosure. You should also call the number or write to the address listed at the end of this disclosure if you believe a transfer has been made using the information from your check without your permission.

**(b) Consumer Liability.** There are no limitations on your liability for unauthorized transfers using this prepaid card. This is because we do not have a consumer identification or verification process for this prepaid card.

## **Error Resolution Notice**

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

(1) Tell us your name and account number (if any).

(2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.

(3) Tell us the dollar amount of the suspected error.

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

We will determine whether an error occurred within 10 business days (5 business days involving a Visa® point-of-sale transaction, other than an anonymous Visa prepaid card transaction, processed by Visa or 20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new account, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (5 business days involving a Visa point-of-sale transaction, other than an anonymous Visa prepaid card transaction, processed by Visa or 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. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer.

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.

## **Error Resolution Notice, Continued**

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- There is not an error resolution process for prepaid cards. This is because we do not have a consumer identification or verification process for the prepaid cards we offer.
- In Case of Errors or Questions About Your Prepaid Account Telephone or Write at the telephone number or address listed in this disclosure as soon as you can, if you think an error has occurred in your prepaid account. We must allow you to report an error until 60 days after the earlier of the date you electronically access your account, if the error could be viewed in your electronic history, or the date we sent the FIRST written history on which the error appeared. You may request a written history of your transactions at any time by calling or writing us at the telephone number or address listed in this disclosure. You will need to tell us:
  - (1) Your name and prepaid account number.
  - (2) Why you believe there is an error, and the dollar amount involved.
  - (3) Approximately when the error took place.

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

We will determine whether an error occurred within 10 business days (5 business days involving a Visa point-of-sale transaction, other than an anonymous Visa prepaid card transaction, processed by Visa) after we hear from you and 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, and your account is registered with us, we will credit your account within 10 business days (5 business days involving a Visa point-of-sale transaction, other than an anonymous Visa prepaid card transaction, processed by Visa) for the amount you think is in error, so that you will have 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.

For errors involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

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 need more information about our error-resolution procedures, call us at the telephone number listed in this disclosure  or visit .

Keep reading to learn more about how to register your card.

- Warning regarding unverified prepaid accounts.** It is important to register your prepaid account as soon as possible. Until you register your account and we verify your identity, we are not required to research or resolve any errors regarding your account. To register your account, go to the website or call us at the telephone number listed in this disclosure. We will ask you for identifying information about yourself (including your full name, address, date of birth, and Social Security Number or government-issued identification number, so that we can verify your identity.

## **Important Information Regarding Your Prepaid Card**

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- FDIC insurance eligibility for your prepaid card.**
  - Be sure to register your card for FDIC insurance eligibility and other protections.
  - Your funds are eligible for FDIC insurance.

Your funds will be held at or transferred to us, an FDIC insured institution. Once here, your funds are insured up to \$250,000 by the FDIC in the event we fail, if specific deposit insurance requirements are met and your card is registered. See [fdic.gov/deposit/deposits/prepaid.html](https://fdic.gov/deposit/deposits/prepaid.html) for details.



## Important Information Regarding Your Prepaid Card, Continued

**NCUA insurance for your prepaid card, if eligible.**

- Be sure to register your card for NCUA insurance, if eligible, and other protections.
- Your funds are NCUA insured, if eligible.

Your funds will be held at or transferred to us, an NCUA-insured institution. Once here, if specific share insurance requirements are met and your card is registered, your funds are insured up to \$250,000 by the NCUA in the event we fail.

**NOT FDIC or NCUA insured.** The funds in our prepaid card are not FDIC or NCUA insured.

- Treat this card like cash.
- Your funds will be held at or transferred to us. If we fail, you are not protected by FDIC deposit or NCUA share insurance and you could lose some or all of your money.
- Register your card for other protections.

**No overdraft/credit feature.** There is no overdraft/credit feature associated with your prepaid card.

**Prepaid account information or complaints.** For general information about prepaid accounts, visit [cfpb.gov/prepaid](http://cfpb.gov/prepaid). If you have a complaint about a prepaid account, call the Consumer Financial Protection Bureau at 1-855-411-2372 or visit [cfpb.gov/complaint](http://cfpb.gov/complaint).

**Our contact information.** You can use the contact information listed in this disclosure to get more information about your prepaid card. Contact us by:  phone  mail  at our website

**INSTITUTION** (name, address, telephone number, etc., and business days)

The Bank of New Glarus

501 1st Street  
New Glarus, WI 53574  
608-527-5205

M-F 8:30-5:30 (not including federal holidays).

## ***Additional Information***

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### X Foreign Transactions - VISA

Purchases and cash withdrawals made in foreign currencies will be debited from your account in U.S. dollars. The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from a range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Visa itself receives or the government-mandated rate in effect for the applicable central processing date. The exchange rate used on the processing date may differ from the rate that would have been used on the purchase date or cardholder statement posting date.

The currency conversion fee which is imposed on the bank, is passed to the customer, calculated in U.S. dollars on all foreign transactions, including purchases, cash withdrawals and credits to your account. A foreign transaction is any transaction that you complete or a merchant completes on your card outside of the United States, with the exception of U.S. military bases, U.S. territories, U.S. embassies or U.S. consulates.

**FACTS** **WHAT DOES THE BANK OF NEW GLARUS 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 and income
- account balances and payment history
- credit history and credit scores

When you are *no longer* our customer, we continue to share your information as described in this notice.

**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 The Bank of New Glarus chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does The Bank of New Glarus 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>	No	We don't share
<b>For our affiliates' everyday business purposes -</b> information about your transactions and experiences	No	We don't share
<b>For our affiliates' everyday business purposes -</b> information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

**Questions?** Call 608-527-5275 or go to [www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank)

## Who we are

Who is providing this notice?	The Bank of New Glarus
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## What we do

How does The Bank of New Glarus 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. We limit access to your personal information to only those employees who need the information to process or complete your transactions.
How does The Bank of New Glarus collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>■ open an account or deposit money</li> <li>■ pay your bills or apply for a loan</li> <li>■ use your credit or debit card</li> </ul> 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 <ul style="list-style-type: none"> <li>■ sharing for affiliates' everyday business purposes - information about your creditworthiness</li> <li>■ affiliates from using your information to market to you</li> <li>■ sharing for nonaffiliates to market to you</li> </ul> State laws and individual companies may give you additional rights to limit sharing.

## Definitions

<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>■ The Bank of New Glarus does not share with our affiliates.</li> </ul>
<b>Nonaffiliates</b>	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>■ The Bank of New Glarus does not share with nonaffiliates so they can market to you.</li> </ul>
<b>Joint marketing</b>	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> <li>■ Our joint marketing partners include marketing companies.</li> </ul>

## Other Important Information

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# Terms and Conditions of Your Account

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## Contents:

- (1) Important Information about Procedures for Opening a New Account
- (2) Agreement
- (3) Liability
- (4) Deposits
- (5) Withdrawals
  - Important Terms for Accounts Where More Than One Person Can Withdraw*
  - Postdated Checks*
  - Checks and Withdrawal Rules*
  - Cash Withdrawals*
  - Multiple Signatures, Electronic Check Conversion, and Similar Transactions*
  - Notice of Withdrawal*
- (6) Ownership of Account and Beneficiary Designation
  - Single-Party Account*
  - Joint Account - No Survivorship*
  - Joint Survivorship Account*
  - Marital Account*
  - Single Account or Joint Survivorship Account with P.O.D. Beneficiaries*
  - Marital Account with P.O.D. Beneficiaries*
- (7) Business, Organization, and Association Accounts
- (8) Stop Payments
- (9) Telephone Transfers
- (10) Amendments and Termination
- (11) Correction of Clerical Errors
- (12) Notices
- (13) Statements
  - Your Duty to Report Unauthorized Signatures (Including Forgeries and Counterfeit Checks) and Alterations on Checks and Other Items*
  - Your Duty to Report Other Errors or Problems*
- Errors Relating to Electronic Fund Transfers or Substitute Checks*
- Duty to Notify if Statement Not Received*
- (14) Reimbursement of Federal Benefit Payments
- (15) Temporary Account Agreement
- (16) Setoff
- (17) Check Processing
- (18) Check Cashing
- (19) Truncation, Substitute Checks, and Other Check Images
- (20) Remotely Created Checks
- (21) Unlawful Internet Gambling Notice
- (22) ACH and Wire Transfers
- (23) International ACH Transactions
- (24) Facsimile Signatures
- (25) Authorized Agent
- (26) Restrictive Legends or Endorsements
- (27) Account Transfer
- (28) Endorsements
- (29) Death or Incompetence
- (30) Fiduciary Accounts
- (31) Credit Verification
- (32) Legal Actions Affecting Your Account
- (33) Account Security
  - Your Duty to Protect Account Information and Methods of Access*
  - Positive Pay and Other Fraud Prevention Services*
- (34) Instructions From You
- (35) Monitoring and Recording Telephone Calls and Account Communications
- (36) Claim of Loss
- (37) Early Withdrawal Penalties
- (38) Changes in Name and Contact Information
- (39) Resolving Account Disputes
- (40) Waiver of Notices
- (41) Additional Terms

## ***(1) Important Information about Procedures for Opening a New Account***

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To help the government fight the funding of terrorism and money laundering activities, federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

## **(2) Agreement**

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This document, along with any other documents we give you pertaining to your account(s), is a contract (also referred to as "this agreement") that establishes rules which control your account(s) with us. Please read this carefully and retain it for future reference. If you open the account (whether in-person, electronically, or by any other method permitted by us) or continue to use the account after receiving a notice of change or amendment, you agree to these rules. You will receive a separate schedule of rates, qualifying balances, and fees if they are not included in this agreement. If you have any questions, please ask us.

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

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

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

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

"Party" means a person who, by the terms of an account, has a present right, subject to request, to payment from the account other than as an agent. A beneficiary of a P.O.D. account is a party only after the account becomes payable to them by reason of their surviving the original payee. A minor may be a party to an account, subject to withdrawal restrictions of Wisconsin law. Unless the context indicates otherwise, "party" includes a guardian, conservator, personal representative, or assignee, including an attaching creditor, of a party.

## **(3) Liability**

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

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

You will be liable for our costs as well as for our reasonable attorneys' fees, to the extent permitted by law, whether incurred as a result of collection or in any other dispute involving your account. This includes, but is not limited to, disputes between

### **(3) Liability, Continued**

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you and another joint owner; you and an authorized signer or similar party; or a third party claiming an interest in your account. This also includes any action that you or a third party takes regarding the account that causes us, in good faith, to seek the advice of an attorney, whether or not we become involved in the dispute. All costs and attorneys' fees can be deducted from your account when they are incurred, without notice to you.

### **(4) Deposits**

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

### **(5) Withdrawals**

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**Important Terms for Accounts Where More Than One Person Can Withdraw.** Unless clearly indicated otherwise on the account records, any of you, acting alone, who signs to open the account or has authority to make withdrawals may withdraw or transfer all or any part of the account balance at any time. Each of you (until we receive written notice to the contrary) authorizes each other person who signs or has authority to make withdrawals to endorse any item payable to you or your order for deposit to this account or any other transaction with us.

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

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

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

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



## **(5) Withdrawals, Continued**

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

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

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

## **(6) Ownership of Account and Beneficiary Designation**

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These rules apply to this account depending on the form of ownership and beneficiary designation, if any, specified on the account records. We reserve the right to refuse some forms of ownership and beneficiary designations on any or all of our accounts unless otherwise prohibited by law. We make no representations as to the appropriateness or effect of the ownership and beneficiary designations, except as they determine to whom we pay the account funds.

**Single-Party Account.** Such an account is owned by one party.

**Joint Account - No Survivorship** (*As Tenants In Common*). This is an account, other than a Marital Account or Joint Survivorship Account, owned by two or more parties and payable on request to one of two or more parties. The parties do not intend (merely by opening this account) to create any right of survivorship in any other party. We encourage the parties to agree and tell us in writing of the percentage of the deposit contributed by each of you. This information will not, however, affect the "number of signatures" necessary for withdrawal.

**Joint Survivorship Account** (*Not As Tenants In Common*). Such an account is issued in the name of two or more persons. Each of you intend that upon your death the balance in the account (subject to any previous pledge to which we have consented) will belong to the survivor(s). If two or more of you survive, you will own the balance in the account as joint tenants with survivorship and not as tenants in common.

**Marital Account.** This is an account established without the right of survivorship by two parties who claim to be husband and wife and is payable on request to either or both parties.

**Single Account or Joint Survivorship Account with P.O.D. Beneficiaries.** Pay-on-death beneficiaries acquire the right to withdraw only if: (1) all parties creating the account die, and (2) the beneficiary is then living. If two or more beneficiaries are named and survive the death of all persons creating the account, such beneficiaries will own this account in equal shares, without right of survivorship. The person(s) creating this account type reserve the right to: (1) change beneficiaries, (2) change account types, and (3) withdraw all or part of the deposit at any time.



## ***(6) Ownership of Account and Beneficiary Designation, Continued***

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**Marital Account with P.O.D. Beneficiaries.** Upon the death of either party, 50% of the funds on deposit are owned by the survivor and 50% are owned by the P.O.D. beneficiary(ies) named by the deceased party. If two or more beneficiaries are named by a party and survive the death of the party, they shall equally share the 50% that they own, without right of survivorship. The persons creating this account type reserve the right to: (1) change beneficiaries, (2) change account types, and (3) withdraw all or part of the deposit at any time.

## ***(7) Business, Organization, and Association Accounts***

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

## ***(8) Stop Payments***

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

We may accept an order to stop payment on any item from any one of you. You must make any stop-payment order in the manner required by law and we must receive it in time to give us a reasonable opportunity to act on it before our stop-payment cutoff time. Because the most effective way for us to execute a stop-payment order is by using an automated process, to be effective, your stop-payment order must precisely identify the number, date, and amount of the item, and the payee.

You may stop payment on any item drawn on your account whether you sign the item or not. Generally, if your stop-payment order is given to us in writing it is effective for six months. Your order will lapse after that time if you do not renew the order in writing before the end of the six-month period. If the original stop-payment order was oral your stop-payment order will lapse after 14 calendar days if you do not confirm your order in writing within that time period. We are not obligated to notify you when a stop-payment order expires.

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

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

## ***(9) Telephone Transfers***

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

## **(10) Amendments and Termination**

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We may amend or delete any term of this agreement. We may also add new terms to this agreement. In addition, we may suspend, modify, convert, or terminate a service, convert this account to another account type, or close this account for any reason. For any of these types of changes, we will give you reasonable notice in writing by any reasonable method including by mail, by any electronic communication method to which you have agreed, on or with a periodic statement, or through any other method permitted by law. If we close the account, we will tender the account balance to you or your agent personally, by mail, or by another agreed upon method.

Reasonable notice depends on the circumstances, and in some cases, such as when we cannot verify your identity or we suspect fraud, it might be reasonable for us to give you notice after the change becomes effective. For instance, if we suspect fraudulent activity with respect to your account, and if we deem it appropriate under the circumstances and necessary to prevent further fraud, we might immediately freeze or close your account and then give you notice.

Unless otherwise indicated in the notice of change, if we have notified you of a change to your account, and you continue to have your account after the effective date of the change, you have accepted and agreed to the new or modified terms. You should review any change in terms notice carefully as the notice will provide important information of which you may need to be aware.

We reserve the right to waive any term of this agreement. However, such waiver shall not affect our right to enforce the term at a later date.

If you request that we close your account, you are responsible for leaving enough money in the account to cover any outstanding items or transactions to be paid from the account. Once any outstanding items or transactions are paid, we will close the account and tender the account balance, if any, to you or your agent personally, by mail, or by another agreed upon method.

Any items and transactions presented for payment after the account is closed may be dishonored. Any deposits we receive after the account is closed may be returned. We will not be liable for any damages for not honoring any such debits or deposits received after the account is closed.

Note: Rules governing changes in interest rates are provided separately in the Truth-in-Savings disclosure or in another document. In addition, for changes governed by a specific law or regulation, we will follow the specific timing and format notice requirements of those laws or regulations.

## **(11) Correction of Clerical Errors**

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Unless otherwise prohibited by law, you agree, if determined necessary in our reasonable discretion, to allow us to correct clerical errors, such as obtaining your missing signature, on any account documents or disclosures that are part of our agreement with you. For errors on your periodic statement, please refer to the Statements section.

## **(12) Notices**

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

## **(13) Statements**

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**Your Duty to Report Unauthorized Signatures (Including Forgeries and Counterfeit Checks) and Alterations on Checks and Other Items.** You must examine your statement of account with "reasonable promptness." If you discover (or reasonably should have discovered) any unauthorized signatures (including forgeries and counterfeit checks) or alterations, you must promptly notify us of the relevant facts. As between you and us, if you fail to do either of these duties, you will have to either share the loss with us, or bear the loss entirely yourself (depending on whether we used ordinary care and, if not, whether we substantially contributed to the loss). The loss could be not only with respect to items on the statement but other items with unauthorized signatures or alterations by the same wrongdoer.

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

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

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

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

**Duty to Notify if Statement Not Received.** You agree to immediately notify us if you do not receive your statement by the date you normally expect to receive it. Not receiving your statement in a timely manner is a sign that there may be an issue with your account, such as possible fraud or identity theft. Absent a lack of ordinary care by us, a failure to receive your statement in a timely manner does not extend the time you have to conduct your review under this agreement.

## **(14) Reimbursement of Federal Benefit Payments**

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

## **(15) Temporary Account Agreement**

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

## **(16) Setoff**

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We may (without prior notice and when permitted by law) set off the funds in this account against any due and payable debt any of you owe us now or in the future. If a joint or P.O.D. account requires the signatures of all of the parties for purposes of withdrawal then the account shall be subject to setoff to the extent of the net contributions of the debtor party to the account. If this account is owned by one or more of you as individuals, we may set off any funds in the account against a due and payable debt a partnership owes us now or in the future, to the extent of your liability as a partner for the partnership debt. If your debt arises from a promissory note, then the amount of the due and payable debt will be the full amount we have demanded, as entitled under the terms of the note, and this amount may include any portion of the balance for which we have properly accelerated the due date.

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

## **(17) Check Processing**

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

## **(18) Check Cashing**

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

## **(19) Truncation, Substitute Checks, and Other Check Images**

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

## ***(20) Remotely Created Checks***

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

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

## ***(21) Unlawful Internet Gambling Notice***

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

## ***(22) ACH and Wire Transfers***

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

## ***(23) International ACH Transactions***

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Financial institutions are required by law to scrutinize or verify any international ACH transaction (IAT) that they receive against the Specially Designated Nationals (SDN) list of the Office of Foreign Assets Control (OFAC). This action may, from time to time, cause us to temporarily suspend processing of an IAT and potentially affect the settlement and/or availability of such payments.

## ***(24) Facsimile Signatures***

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Unless you make advance arrangements with us, we have no obligation to honor facsimile signatures on your checks or other orders. If we do agree to honor items containing facsimile signatures, you authorize us, at any time, to charge you for all checks, drafts, or other orders, for the payment of money, that are drawn on us. You give us this authority regardless of by whom or by what means the facsimile signature(s) may have been affixed so long as they resemble the facsimile signature



## **(24) Facsimile Signatures, Continued**

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specimen filed with us, and contain the required number of signatures for this purpose. You must notify us at once if you suspect that your facsimile signature is being or has been misused.

## **(25) Authorized Agent**

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An authorized agent is a person who by the terms of the account, has a present right, subject to request, to payment from the account on behalf of all of the parties to the account. Owners do not give up any rights to act on the account, and the agent may not in any manner affect the rights of owners or beneficiaries, if any, other than by withdrawing funds from the account. Owners are responsible for any transactions of the agent. We undertake no obligation to monitor transactions to determine that they are on behalf of the owners.

We may continue to honor the transactions of the agent until: (a) we have received written notice or have actual knowledge of the termination of the agency, and (b) we have a reasonable opportunity to act on that notice or knowledge. We may refuse to accept the designation of an agent.

For accounts owned by a single individual, the owner may terminate the agency at any time, and the agency is automatically terminated by the death of the owner.

If our policy allows for the designation of an agent on an account with multiple owners (and without any multiple signatures requirement), then the following rules apply: Each owner individually authorizes the agent to act on his/her behalf. Any one owner may revoke or terminate the authority, and the agent's authority to access the account will continue only as long as no owner has revoked authorization. If no other event terminates the agency, the agency is terminated upon the death of the last surviving owner.

## **(26) Restrictive Legends or Endorsements**

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

## **(27) Account Transfer**

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

## **(28) Endorsements**

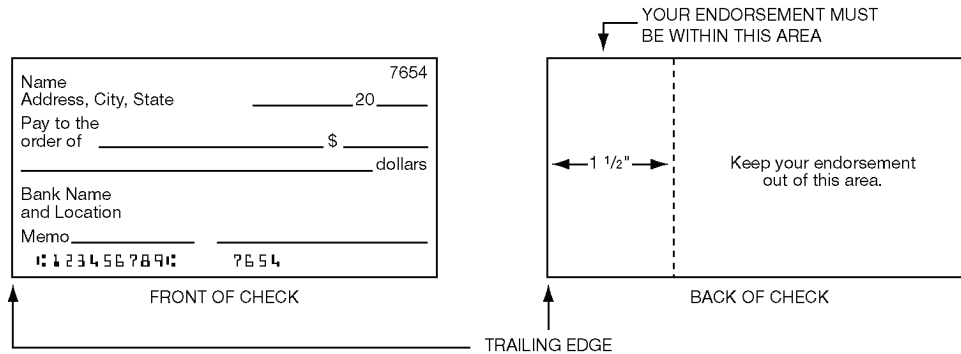
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We may accept for deposit any item payable to you or your order, even if they are not endorsed by you. We may give cash back to any one of you. We may supply any missing endorsement(s) for any item we accept for deposit or collection, and you warrant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

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

## **(28) Endorsements, Continued**

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



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

## **(29) Death or Incompetence**

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

## **(30) Fiduciary Accounts**

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

## **(31) Credit Verification**

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

### **(32) Legal Actions Affecting Your Account**

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If we are served with a subpoena, restraining order, writ of attachment or execution, levy, garnishment, search warrant, or similar order relating to your account (termed "legal action" in this section), we will comply with that legal action as required by applicable law. However, nothing in this agreement shall be construed as a waiver of any rights you may have under applicable law with regards to such legal action. Subject to applicable law, we may, in our sole discretion, choose to freeze the assets in the account and not allow any payments or transfers out of the account, or take other action as may be appropriate under the circumstances, until there is a final court determination regarding the legal action. We may do these things even if the legal action involves less than all of you. In these cases, we will not have any liability to you if there are insufficient funds to pay your items because we have withdrawn funds from your account or in any way restricted access to your funds in accordance with the legal action and applicable law. Any fees or expenses we incur in responding to any legal action (including, without limitation, attorneys' fees, and our internal expenses) may be charged against your account, unless otherwise prohibited by applicable law. The list of fees applicable to your account(s) - provided elsewhere - may specify additional fees that we may charge for responding to certain legal actions.

### **(33) Account Security**

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**Your Duty to Protect Account Information and Methods of Access.** Our policy may require methods of verifying your identity before providing you with a service or allowing you access to your account. We can decide what identification is reasonable under the circumstances. For example, process and identification requirements may vary depending on whether they are online or in person. Identification may be documentary or physical and may include collecting a fingerprint, voiceprint, or other biometric information.

It is your responsibility to protect the account numbers and electronic access devices (e.g., an ATM card) we provide you for your accounts. You should also safeguard your username, password, and other access and identifying information when accessing your account through a computer or other electronic, audio, or mobile device or technology. If you give anyone authority to access the account on your behalf, you should exercise caution and ensure the trustworthiness of that agent. Do not discuss, compare, or share information about your account numbers with anyone unless you are willing to give them full use of your money. An account number can be used by thieves to issue an electronic debit or to encode your number on a false demand draft which looks like and functions like an authorized check. If you furnish your access device or information and grant actual authority to make transfers to another person (a family member or coworker, for example) who then exceeds that authority, you are liable for the transfers unless we have been notified that transfers by that person are no longer authorized. Your account number can also be used to electronically remove money from your account, and payment can be made from your account even though you did not contact us directly and order the payment.

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

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



### ***(34) Instructions From You***

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Unless required by law or we have agreed otherwise in writing, we are not required to act upon instructions you give us via facsimile transmission, email, voicemail, or phone call to a facsimile number, email address, or phone number not designated by us for a particular purpose or for a purpose that is unrelated to the request or instruction.

### ***(35) Monitoring and Recording Telephone Calls and Account Communications***

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Subject to federal and state law, we may monitor or record phone calls for security reasons, to maintain a record, and to ensure that you receive courteous and efficient service. You consent in advance to any such recording.

To provide you with the best possible service in our ongoing business relationship for your account, we may need to contact you about your account from time to time by telephone, text messaging, or email. In contacting you about your account, we may use any telephone numbers or email addresses that you have previously provided to us by virtue of an existing business relationship or that you may subsequently provide to us.

You acknowledge that the number we use to contact you may be assigned to a landline, a paging service, a cellular wireless service, a specialized mobile radio service, other radio common carrier service, or any other service for which you may be charged for the call. You acknowledge that we may contact you by voice, voicemail, or text messaging. You further acknowledge that we may use pre-recorded voice messages, artificial voice messages, or automatic telephone dialing systems.

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

### ***(36) Claim of Loss***

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The following rules do not apply to a transaction or claim related to a consumer electronic fund transfer governed by Regulation E (e.g., an everyday/one-time consumer debit card or ATM transaction). The error resolution procedures for consumer electronic fund transfers can be found in our initial Regulation E disclosure generally titled, "Electronic Fund Transfers." For other transactions or claims, if you claim a credit or refund because of a forgery, alteration, or any other unauthorized withdrawal, you agree to cooperate with us in the investigation of the loss, including giving us an affidavit containing whatever reasonable information we require concerning your account, the transaction, and the circumstances surrounding the loss. You will notify law enforcement authorities of any criminal act related to the claim of lost, missing, or stolen checks or unauthorized withdrawals. We will have a reasonable period of time to investigate the facts and circumstances surrounding any claim of loss. Unless we have acted in bad faith, we will not be liable for special or consequential damages, including loss of profits or opportunity, or for attorneys' fees incurred by you. You agree that you will not waive any rights you have to recover your loss against anyone who is obligated to repay, insure, or otherwise reimburse you for your loss. You will pursue your rights or, at our option, assign them to us so that we may pursue them. Our liability will be reduced by the amount you recover or are entitled to recover from these other sources.

### ***(37) Early Withdrawal Penalties (and involuntary withdrawals)***

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

### ***(38) Changes in Name and Contact Information***

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

### ***(39) Resolving Account Disputes***

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

### ***(40) Waiver of Notices***

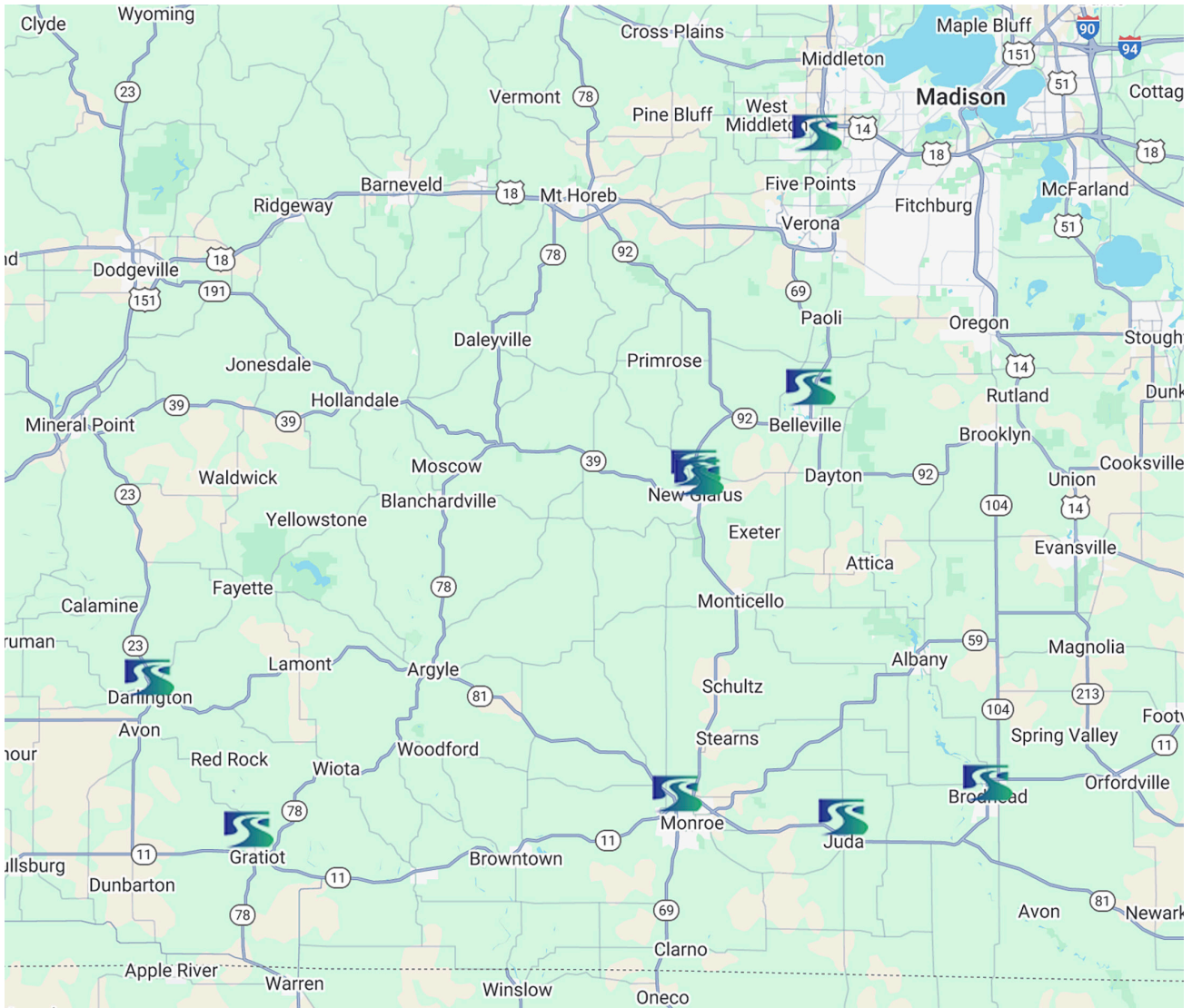
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To the extent permitted by law, you waive any notice of non-payment, dishonor or protest regarding any items credited to or charged against your account. For example, if you deposit an item and it is returned unpaid or we receive a notice of nonpayment,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

### ***(41) Additional Terms***

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# MAP OF LOCATIONS





**The Bank  
of New Glarus**

501 First Street  
New Glarus, WI 53574

## CONTACT US

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### **Belleville**

12 North Shore Drive  
Belleville, WI 53508  
**(608) 424-1520**

### **Gratiot**

5800 Philipps Street  
Gratiot, WI 53541  
**(608) 922-6422**

### **Monroe**

701 8th Street  
Monroe, WI 53566  
**(608) 325-3025**

### **Brodhead**

2006 1st Center Avenue  
Brodhead, WI 53520  
**(608) 897-8607**

### **Juda**

W2903 Main Street  
Juda, WI 53550  
**(608) 934-5151**

### **New Glarus**

1101 Highway 69 #11  
New Glarus, WI 53574  
**(608) 527-5275**

### **Darlington**

245 Main Street  
Darlington, WI 53530  
**(608) 776-4071**

### **Madison Loan**

8201 Mayo Drive Unit 107  
Madison, WI 53719  
**(608) 424-2114**

### **New Glarus Main**

501 First Street  
New Glarus, WI 53574  
**(608) 527-5205**

[www.thebankofnewglarus.bank](http://www.thebankofnewglarus.bank)

