



| <b>FACTS</b>             |   | <b>WHAT DOES CROSS BANK DO WITH YOUR PERSONAL INFORMATION?</b> |                                    |  |                          |                       |                    |                  |                   |                        |
|--------------------------|---|--|------------------------------------|--|--------------------------|-----------------------|--------------------|------------------|-------------------|------------------------|
| <b>Why?</b>              | 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.  |  |                                    |  |                          |                       |                    |                  |                   |                        |
| <b>What?</b>             | <p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <table border="0"> <tr> <td>} Social Security number</td> <td>} Transaction history</td> </tr> <tr> <td>} Account balances</td> <td>} Credit history</td> </tr> <tr> <td>} Payment history</td> <td>} Account transactions</td> </tr> </table> <p>When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.</p> |  |                                    |  | } Social Security number | } Transaction history | } Account balances | } Credit history | } Payment history | } Account transactions |
| } Social Security number | } Transaction history   |  |                                    |  |                          |                       |                    |                  |                   |                        |
| } Account balances       | } Credit history  |  |                                    |  |                          |                       |                    |                  |                   |                        |
| } Payment history        | } Account transactions  |  |                                    |  |                          |                       |                    |                  |                   |                        |
| <b>How?</b>              | 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 Cross Bank chooses to share; and whether you can limit this sharing.   |  |                                    |  |                          |                       |                    |                  |                   |                        |
|                          | <b>Reasons we can share your personal information</b>   | <b>Does Cross Bank share?</b>                                  | <b>Can you limit this sharing?</b> |  |                          |                       |                    |                  |                   |                        |
|                          | <b>For our everyday business purposes -</b><br>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><br>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><br>information about your transactions and experiences  | No   | We don't share                     |  |                          |                       |                    |                  |                   |                        |
|                          | <b>For our affiliates' everyday business purposes -</b><br>information about your creditworthiness  | No   | We don't share                     |  |                          |                       |                    |                  |                   |                        |
|                          | <b>For nonaffiliates to market to you</b>   | No   | We don't share                     |  |                          |                       |                    |                  |                   |                        |
| <b>Questions?</b>        | Call 870-238-8171 or go to <a href="http://www.mycrossbank.com">www.mycrossbank.com</a>   |  |                                    |  |                          |                       |                    |                  |                   |                        |

| What We Do  |  |
|---|--|
| <b>How does Cross Bank protect my personal information?</b> | 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.  |
| <b>How does Cross Bank collect my personal information?</b> | <p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>} Open an account</li> <li>} Use your debit card</li> <li>} Make deposits or withdrawals from your account</li> <li>} Apply for financing</li> <li>} Show your driver's license</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p> |
| <b>Why can't I limit all sharing?</b>                       | <p>Federal law gives you the right to limit only</p> <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> <p>State laws and individual companies may give you additional rights to limit sharing.</p> |
| Definitions   |  |
| <b>Affiliates</b>   | <p>Companies related by common ownership or control. They can be financial and non-financial companies.</p> <p>} <i>Cross Bank does not share with our affiliates.</i></p>   |
| <b>Nonaffiliates</b>  | <p>Companies not related by common ownership or control. They can be financial and non-financial companies.</p> <p>} <i>Cross Bank does not share with nonaffiliates so they can market to you.</i></p>  |
| <b>Joint Marketing</b>                                      | <p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <p>} <i>Cross Bank doesn't jointly market.</i></p>   |

## Online Data Privacy

We may collect personal information when you enter data into an application for new products or services or when you use our websites, products, or services. Personal information may include your name, access number, other credentials, home or other physical address, Social Security Number, the contents of your communications with us, telephone number, and email address. Additionally, we may collect certain electronic data, such as your geolocation, IP address, keystrokes, website interactions, contacts, images, camera and device identifier.