



# CONVERSION GUIDE

FOR BUSINESS





BANKFIRST

BANKFIRST

**BANKFIRST HEADQUARTERS  
COLUMBUS, MISSISSIPPI**





# CONVERSION GUIDE FOR BUSINESS

Merger FAQs Web Page

Use camera to scan code or visit  
[www.mechanicsmerger.com](http://www.mechanicsmerger.com) on any web browser.



Download Conversion Guide

Use camera to scan code to view or download  
an online version of this Conversion Guide.



## Key Information

**AS OF MONDAY, OCTOBER 30, 2023**

BankFirst Call Center: 877-441-2784

Telephone Banking (FIRSTConnection): 866-726-2006

Activate Debit Card: 866-726-2006

Report Lost or Stolen Debit Card: 877-441-2784

Online Banking Login: [www.bankfirstfs.com](http://www.bankfirstfs.com)

## Overview

This Conversion Guide has been created especially for customers transitioning from Mechanics Bank to BankFirst Financial Services (BankFirst). To make this transition from Mechanics Bank to BankFirst as easy as possible, this guide includes important information regarding:

- 1 Specific information in relation to the conversion of CDs, loans, checking accounts, savings accounts, debit cards, and more
- 2 Terms and Conditions of your accounts
- 3 Additional products and services now available to you as part of the BankFirst family

### What will happen to your accounts?

Your Mechanics Bank accounts will automatically convert to BankFirst accounts between the close of business on Friday, October 27, 2023, and opening of business on Monday, October 30, 2023. In most cases, this change will be automatic—you will not have to do anything. For some accounts, you may receive additional materials in the mail.

### Want to change your account? No problem!

If you have a Mechanics Bank checking and/or savings account, a BankFirst checking and/or savings account with similar features has been selected for you. If you would like a different checking and/or savings account than the one we preselected, you may change to another BankFirst checking and/or savings account of your choosing starting Tuesday, October 31, 2023. Simply stop by any BankFirst branch and someone will assist you.

### We are here to help.

If you have additional questions or if we can be of service, please do not hesitate to call your current Mechanics Bank branch. Effective Monday, October 30, 2023, our BankFirst Call Center agents will be available at 877-441-2784, Monday through Friday, 8:00 AM - 5:00 PM CT, and Debit Card support will be available 8:00 AM - 11:00 PM CT, Monday through Friday, and weekends, 9:00 AM - 5:00 PM CT.



## Message from the President & CEO

Dear Mechanics Bank Customer,

On behalf of the entire BankFirst team, I want to warmly welcome you to banking with BankFirst.

Since we announced the acquisition completion on January 1, 2023, the transition of Mechanics Bank to BankFirst has been moving along as expected. I am excited to announce that we are on track to finalize the conversion by our target date, Monday, October 30, 2023, as laid out in the following pages of this Conversion Guide.

With the banks merging, it is our goal to combine the exceptional customer service you've become accustomed to with more enhanced banking products across a larger geographic footprint.

We want this final part of the conversion process to be as simple as possible for you, which is why we created this Conversion Guide. Please use this guide, which includes information you will need and actions to take prior to the conversion completion date on Monday, October 30, 2023.

For 135 years, we've banked on putting customers first. As we approach the final stages of the merging of Mechanics Bank with BankFirst, we are more committed than ever to meeting and exceeding your expectations. We look forward to getting to know you better and are excited to be a part of the North Mississippi region.

Sincerely,

A handwritten signature in black ink, appearing to read 'Moak Griffin'. The signature is stylized and fluid.

Moak Griffin  
President & CEO

**BANKFIRST**


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## Connect With Us

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# BANKFIRST

## BANKFIRST LOCATIONS ALABAMA & MISSISSIPPI

### Locations & Phone Numbers

ALABAMA

MISSISSIPPI

- Addison, AL - Highway 278 | 256-747-1406
- Aliceville, AL - Third Ave. | 205-373-6367
- Arley, AL - County Rd. 41 | 205-221-5520
- Bear Creek, AL - Main St. | 205-486-2222
- <sup>3</sup> Birmingham, AL - Southbridge Office Bldg. | 205-582-1521
- Carrollton, AL - Reform St. | 205-367-8701
- Curry, AL - Curry Highway | 205-221-5311

- Double Springs, AL - Blake Dr. | 205-489-5011
- <sup>2</sup> Double Springs, AL - Highway 278 | 205-489-5011
- Fayette, AL - Temple Ave. N. | 205-932-8911
- Fayette, AL - Temple Ave. S. | 205-932-8911
- Gordo, AL - 2nd Ave. | 205-364-7177
- Haleyville, AL - 20th St. | 205-486-5263
- <sup>2</sup> Haleyville, AL - 21st St. | 205-486-5263

- <sup>2</sup> Haleyville, AL - Highway 195 | 205-486-5263
- <sup>3</sup> Huntsville, AL - Clinton Ave. E. | 205-486-5263
- Northport, AL - McFarland Blvd. | 205-752-2744
- Tuscaloosa, AL - Paul W. Bryant Dr. | 205-469-1700
- <sup>4</sup> Tuscaloosa, AL - McFarland Blvd. | VTM ONLY

- <sup>3</sup> Biloxi, MS - Howard Ave. | 228-232-0278
- <sup>3</sup> Brookhaven, MS - South Jackson St. | 601-757-3444
- Coldwater, MS - Central Avenue | 662-622-7411
- Columbus, MS - Highway 45 | 662-328-2300
- Columbus, MS - Lehmberg Rd. | 662-328-2341
- Columbus, MS - Main St. | 662-328-2345
- Flowood, MS - BankFirst Dr. | 601-992-8506
- Hattiesburg, MS - Millbranch Rd. | 601-475-7570
- Hernando, MS - East Commerce St. | 662-449-0457
- Independence, MS - Highway 305 | 662-233-2411

- Jackson, MS - Old Canton Rd. | 769-777-6706
- Louin, MS - Highway 15 | 601-739-3159
- Macon, MS - Jefferson St. | 662-726-5192
- Madison, MS - Highland Colony Pkwy. | 601-605-3455
- Newton, MS - East Church St. | 601-683-3101
- Newton, MS - Richardson Ave. | 601-683-3101
- Newton, MS - Eastside Dr. | 601-683-6400
- Oxford, MS - North Lamar Blvd. | 662-236-1145
- <sup>1</sup> Oxford, MS - East Shopping Center | 662-234-4898
- <sup>1</sup> Oxford, MS - Jackson Ave. West | 662-234-4434

- <sup>1</sup> Oxford, MS - University Ave. | 662-234-4490
- Senatobia, MS - East Main St. | 662-562-8201
- Southaven, MS - Getwell Rd. | 662-996-1180
- Starkville, MS - Highway 12 | 662-323-3995
- Starkville, MS - Russell St. | 662-323-9599
- Tupelo, MS - West Main St. | 662-432-5580
- <sup>1</sup> Water Valley - North Main St. | 662-473-2261
- <sup>1</sup> Water Valley - South Main St. | 662-473-1234
- West Point, MS - Highway 45 | 662-494-1964

<sup>1</sup> Currently Mechanics Bank location. <sup>2</sup> Express Location <sup>3</sup> Loan Production Office <sup>4</sup> Corporate Operations; VTM Only



**BANKFIRST**  
CAPITAL

**BFCC**  
TRADED ON  
**OTC QX**



Investor Relations  
(Use camera to scan code.)



OTC Markets  
(Use camera to scan code.)



BankFirst is a Community  
Development Financial Institution



Bauer Ratings  
(Use camera to scan code.)

BankFirst also maintains the Bauer Financial  
Five Star rating, which can be verified on Bauer's  
website: [www.bauerfinancial.com/star-ratings](http://www.bauerfinancial.com/star-ratings).

## Introducing BankFirst <sup>Member</sup> FDIC

Headquartered in Columbus, Mississippi, BankFirst is a designated Community Development Financial Institution and the principal subsidiary of BankFirst Capital Corporation (OTCQX: BFCC). Founded in 1888, BankFirst is driven by strong values and a long-term, disciplined perspective that emphasizes our commitment to providing high-quality financial products and services, and delivering exceptional customer service. We are passionate about supporting our communities through socially responsible leadership, and cultivating a strong and positive corporate culture. Backed by a long history of strength and security, BankFirst continues to provide innovative products and services designed to meet customers' needs, while helping communities to prosper and grow.

### Regional Reach

With the addition of Mechanics Bank, BankFirst proudly serves communities throughout central and northern Alabama as well as Mississippi, with 44 branch locations and four loan production offices.

### Accessible When and Where You Need Us

We offer our clients the option of an in-person consultation with our knowledgeable bankers, as well as the convenience of anytime, anywhere digital access, including Online Banking, Mobile Banking, Mobile Deposit, Text Banking, Account Alerts, and Debit Card Alert Fraud Prevention.



For ATM access, BankFirst is part of the MoneyPass® ATM networks, which provide our clients with surcharge-free withdrawals at over 32,000 ATM locations across the country.

### Committed to Our Communities

We've made a commitment to managing our banks at the local level, and we believe it is one of the values that sets us apart. BankFirst operates community-oriented banks with their own local presidents and advisory boards. Serving our communities in this way allows our employees to be deeply involved, volunteering their time and donating resources to make the communities we call home better for all of us.

# Conversion Timeline

// IMPORTANT DATES

SEPTEMBER 2023	OCTOBER 2023
Continue banking as usual.	
Make sure Mechanics Bank has your most current information during this time.	
Continue to use Mechanics Bank Business Debit Card even after you receive your new BankFirst Debit Card until Monday, October 30, 2023.	
If enrolled, continue to use Mechanics Bank Business Online Banking as usual until 4:00 PM CT on Friday, October 27, 2023.	
If enrolled, continue to use Mechanics Bank Business Bill Pay as usual until 4:00 PM CT on Thursday, October 26, 2023.	Download/print li
If enrolled in Business Mobile Banking, continue to use Mechanics Bank Mobile App as usual until 4:00 PM CT on Friday, October 27, 2023.	
Telephone Banking available beginning Monday, October 30, 2023.	
If enrolled, continue receiving Business Online Statements (eStatements) and/or Bank Statements as usual until Monday, October 30, 2023.	M
Mechanics Bank customers can continue using BankFirst ATMs free of charge throughout the conversion process.	

## Dates and Required Actions

On Monday, October 30, 2023, your Online Banking services will move to bankfirstfs.com.

Please review these important dates and take the necessary action on or before the indicated dates to avoid interruption in service.

### Continue Banking as Usual

Now through Friday, October 27, 2023, continue banking as you normally do.

### Update Your Information

If your address, phone number, or email address has changed recently, please contact your Mechanics Bank branch to update your information in our systems before Thursday, October 26, 2023. This will automatically transfer to BankFirst on Friday, October 27, 2023, and will help ensure a smooth transition of services.

### Business Debit Cards

Your new BankFirst Business Mastercard® Debit Card will be mailed the week of October 9, 2023. Please do not destroy your Mechanics Bank Business Visa Debit Card before Monday, October 30, 2023. Activate your new BankFirst Business Mastercard Debit Card on Monday, October 30, 2023, or anytime after by following the instructions included with your card. Be sure after Monday, October 30, 2023, to update any

automatic payments associated with your Business Debit Card (e.g., DirecTV, Netflix, Amazon Prime, mobile bill, insurance premiums, utilities, subscription services, etc.). Once activated, your new card may be used beginning Monday, October 30, 2023.

### Online Banking

Access to Mechanics Bank Business Online Banking will be unavailable beginning at approximately 4:00 PM CT on Friday, October 27, 2023. All data, such as account history and Online Statements (eStatements), will need to be downloaded before this date.

BankFirst Online Banking will be available at approximately 7:00 AM CT on Monday, October 30, 2023. Please see page 10 for instructions on how to log in to BankFirst Online Banking or set up Online Banking.



	10/26	10/27	10/30	NOVEMBER 2023
	NO ACCESS		Begin banking as BankFirst.	
Update your information at Mechanics Bank before this date →	NO ACCESS			
When you receive it early, don't use new BankFirst card until after this date →			Activate and begin using new BankFirst Debit Cards. Stop using Mechanics Bank Debit Cards.	
Download /print any past statements before this date →	NO ACCESS		Begin logging in to BankFirst Online Banking with full access.	
Print list of Bill Pay payees/payments before 4:00 PM CT on this date →	NO ACCESS		Begin using Bill Pay within BankFirst Online Banking.	
Mechanics Bank Mobile Banking access before this date →	NO ACCESS		Download and begin using the BankFirst Mobile App with full access.	
	NO ACCESS		Begin using BankFirst Telephone Banking.	
Mechanics Bank short-period paper statement includes activity before →			Activity from this date forward will be on your BankFirst Statements.	
			Mechanics Bank customers become BankFirst customers.	

**Bill Pay**

Mechanics Business Bill Pay will shut down at 4:00 PM CT on Thursday, October 26, 2023. All payee information, payment information, and history will need to be downloaded before this time.

Access to BankFirst Bill Pay will be available at approximately 7:00 AM CT on Monday, October 30, 2023. Please see page 12 for instructions on how to set up and access Bill Pay.

**Quicken/QuickBooks**

Be sure all information in Quicken/QuickBooks is up to date before 4:00 PM CT on Friday, October 27, 2023.

**Online Statements (eStatements)**

Please see page 11 for instructions on how to set up accounts on Online Statements (eStatements).

**Mobile Banking**

Access to Mechanics Bank Mobile Banking will be unavailable beginning at approximately 4:00 PM CT on Friday, October 27, 2023.

BankFirst Mobile Banking will be available at approximately 7:00 AM CT on Monday, October 30, 2023. Please see page 13 for instructions on how to download BankFirst's mobile app.

**Telephone Banking**

Please see page 18 for instructions on how to enroll in BankFirst telephone banking.

**Bank Statements**

All depositors will receive a short-period statement of transactions from Mechanics Bank through Friday, October 27, 2023. This statement will not reflect any monthly service charges, but it will reflect interest paid through Friday, October 27, 2023.

Your final Mechanics Bank statement will either be emailed or mailed to you as of the close of business on Friday, October 27, 2023.

**ATMs**

We anticipate minimal interruption to ATM access as we convert current Mechanics Bank ATMs to BankFirst ATMs.

## Online Banking

On Monday, October 30, 2023, customers who are currently set up for Mechanics Bank Business Online Banking will log in to BankFirst Online Banking by visiting [www.bankfirstfs.com](http://www.bankfirstfs.com) and clicking on “Login” at the top of any page. Your username will remain the same. Upon first login, your password will be the last four digits of your Social Security number (for personal customers) or your Tax Identification Number (for business customers). You will be prompted to reset this password after first login. Customers who were not already enrolled in Mechanics Bank Business Online Banking prior to Monday, October 30, 2023, will need to register for BankFirst Online Banking by contacting their local BankFirst branch.

### Treasury Management Services Contact:

Rachel Hadley: 662-366-1819

### What you can do with Online Banking:

#### Move Money

- ✓ Make Transfers
- ✓ Make External Transfers
- ✓ Schedule Transfers
- ✓ View Scheduled Transfers

#### Manage Money

- ✓ Money Management Web App
- ✓ TurboTax
- ✓ Set Up and Manage Budgets
- ✓ See Spending Trends

#### Additional Services

- ✓ Online Statements (eStatements)
- ✓ Share Access
- ✓ Connect Outside Accounts

#### Secure Forms Access

- ✓ Every Penny Counts Enrollment
- ✓ Address Change Form
- ✓ Overdraft Protection Services Form

#### Alerts & Notifications

- ✓ Balance Updates
- ✓ Low/High Balance Alerts
- ✓ Large Deposit/Withdrawal Alerts
- ✓ Check Cleared Alerts
- ✓ Loan Payment Due Reminders
- ✓ Loan Payment Overdue Reminders
- ✓ Maturity Date Reminders



### ! Logging Out - Online Banking

Logging out of Online Banking is an important part of keeping your financial information secure.

To maximize your Online Banking security, we recommend that you always log out of your existing session by clicking on the “Logout” or “Sign Off” link.



## Online Statements (eStatements)

Online Statements (eStatements) are free, secure, and accessed directly from Online Banking. View online or download a digital copy to save or print. The fastest statement delivery option available, Online Statements (eStatements) reduce the chances of fraud and identity theft, compared to paper (mailed) statements.

Beginning Monday, October 30, 2023, if you are already enrolled in Online Banking, you can sign up for Online Statements (eStatements) by logging in to Online Banking at [www.bankfirstfs.com](http://www.bankfirstfs.com) and clicking on "Online Statements." Simply read and accept the Online Statement Disclosure, and you will begin receiving your statements online (beginning with the next scheduled statement drop).

### How to Download Your Mechanics Bank Online Statements (eStatements)

1. Log in to Mechanics Bank Online Banking at [www.mechanicsbankms.com](http://www.mechanicsbankms.com).
2. Click on the eStatements tab.
3. Choose the account for which you want the statement from the dropdown.
4. Choose the document type: "statement," "notice," or "tax."
5. Select date range. (System only keeps three months.)
6. Click download.
7. Print or save statement to your computer.

## Text Message Banking

Text Message Banking gives you access to your accounts via text messages on your mobile device. It's a fast, easy way to look up account balances, recent account history, or transfer funds by sending a text command to 454545.

### To set up the Text Message Banking:

1. Log on to Online Banking on or after Monday, October 30, 2023.
2. Click on Text Message Banking.
3. Enter required information.

Text Message Banking requires mobile device activation.

\* Standard carrier fees for text messaging may apply. Please check with your wireless carrier if you are not sure what fees apply when you send and receive text messages.

### Text Commands

<b>BAL</b>	Primary Balance
<b>LAST</b>	Last Five Transactions
<b>TRANS</b>	Transfer Funds to Primary Account
<b>STOP</b>	Deactivate Text Banking
<b>HELP</b>	Get List of Help Keywords

## Recurring Payments & Online Bill Pay

Bill Pay, available within BankFirst Online Banking, allows you to pay bills by debiting your checking account. You can schedule one-time and recurring payments. When paying a bill online, please note that funds will not be withdrawn from your account until the payment is processed.

### Bill Pay Payees

If already set up in Mechanics Bank Business Online Bill Pay, most of your established payees will automatically transfer to BankFirst Business Online Bill Pay. You will need to manually add any payees that do not automatically transfer to your new BankFirst Online Banking profile. We strongly suggest that you download/print your Bill Pay history, payees, and recurring payments from your Mechanics Bank Business Online Banking system before 4:00 PM CT, Thursday, October 26, 2023.

### Bill Pay Payments

Most established recurring payments will automatically transfer to BankFirst. You will need to manually add any scheduled or recurring payments that do not automatically transfer to your new BankFirst Online Banking profile. Again, we strongly suggest that you download/print your Bill Pay history, payees, and recurring payments from your Mechanics Bank Business Online Banking system before 4:00 PM CT, Thursday, October 26, 2023.

## Quicken® and QuickBooks®

If you are accustomed to updating your business's financial management software by downloading your data from Mechanics Bank Business Online Banking, we strongly suggest that you download your data from your Mechanics Bank Business Online Banking account before 4:00 PM CT, Friday, October 27, 2023, to avoid losing your banking history in the event that it does not transfer automatically.



After Monday, October 30, 2023, please verify that all automatic transactions that you are expecting have processed to your account. Please review your transaction history within BankFirst Online Banking, and notify us immediately if a transfer did not occur.

### Setting Up Bill Pay

On and after Monday, October 30, 2023, customers who were enrolled in Bill Pay through Mechanics Bank Business Online Banking will need to log in to BankFirst Online Banking and click on "Bill Pay."

Customers who were not Business Online Banking customers with Mechanics Bank can opt to sign up for Bill Pay when registering for BankFirst Online Banking, or they may apply at any time by logging in to BankFirst Online Banking and clicking on "Bill Pay."

**Quicken**

**qb** intuit **quickbooks**



## Mobile Banking & Mobile App

Whenever you need to check your balance, move money to a different account, or deposit a check, you can just reach for your mobile device (phone, iPad, etc.) with BankFirst Mobile Banking. Mobile Banking brings Online Banking to your mobile device—whether you prefer the mobile Online Banking website or the Mobile App, you can do virtually all your banking while on the go.

On or after Monday, October 30, 2023, to use Mobile Banking, BankFirst must activate your enrollment even if you are already enrolled in and have access to Online Banking. You may request activation by contacting your local BankFirst branch or your Treasury Management contact, Rachel Hadley, at the number to the side.

### Treasury Management Services Contact:

Rachel Hadley: 662-366-1819



4.8 · 2K Ratings



- ✓ Download the BankFirst Mobile App
- ✓ Learn more about Mobile Deposit

(Use camera to scan code.)

### Download the BankFirst Mobile App

Once you have obtained your login credentials and your enrollment is activated by one of the methods indicated above, Mobile Banking can be accessed via your mobile device's browser by visiting [www.bankfirstfs.com](http://www.bankfirstfs.com) or by downloading our app. To download the BankFirst Mobile Banking App:

1. Go to Apple's App Store (iOS) or Google Play (Android) and search for BankFirst.
2. Download the BankFirst Mobile Banking App on your mobile device and log in using your BankFirst Online Banking username and password.

### Mobile Deposit

Deposit checks anytime, anywhere from your mobile device with Mobile Deposit. Use your phone's camera to take a picture of and deposit your check right from the Mobile App.

### What you can do with Mobile Banking:

#### Mobile Banking Services

- ✓ Make Transfers
- ✓ Pay or Schedule Bills (Bill Pay)
- ✓ Money Management App
- ✓ Find Branch Location
- ✓ Send Message
- ✓ Contact Call Center
- ✓ View Privacy Policy
- ✓ TurboTax Access
- ✓ View Online Statements (eStatements)

#### Mobile Banking Settings

- ✓ Set Up Face ID
- ✓ Manage Push Notifications  
(Low balance, high balance, balance update, large withdrawal, large deposit, etc.)
- ✓ Quick Balance  
(Swipe left from mobile device's home screen to see quick balance(s) of account(s).)

## Mobile Wallet


At BankFirst, we strive to provide you with features that make your life easier. Here's another one: BankFirst supports mobile wallet for Apple Pay, Samsung Pay, and Google Pay.



Stop hauling around that bulky wallet. Instead, conveniently access your BankFirst Business Debit Card and Credit Card with your smartphone.



## Contactless Payments

Your new BankFirst Business Debit Mastercard® is equipped with Contactless technology that allows you to pay by tapping or holding your debit card near the Contactless symbol  on the checkout terminal. If a store doesn't have Contactless readers, you can still swipe your card or use a chip reader.





### ARRIVING EARLY BY MAIL

Your new BankFirst Business Debit Card Mastercard and detailed information on how to activate it on Monday, October 30, 2023, will be mailed the week of October 9, 2023, to your address on record. Please do not destroy your Mechanics Bank Business Debit Card before Monday, October 30, 2023.

If you have not received your new BankFirst Business Debit Card by Monday, October 23, 2023, please call 877-441-2784.

Your existing Mechanics Bank Business Visa Debit Card and PIN will remain active until midnight on Sunday, October 29, 2023.



The fraud monitoring system uses historical data and spending patterns to learn cardholder behavior. This can take 30-45 days when a new card is issued.

If unsure whether a text, email, or call is legitimate, please call 877-441-2784 for a representative to verify.

## BankFirst Business Mastercard® Debit Card

You will receive a new BankFirst Business chip-enabled Mastercard Debit Card, which will replace your Mechanics Bank Business Visa Debit Card. If you have not used your Mechanics Bank Business Debit Card in the past 12 months, you will not receive a new card. If you would like a BankFirst Business Debit Card, and don't receive one, please visit your local branch.

### To complete the process, keep in mind:

- Your new BankFirst Business Debit Card may be activated and used on Monday, October 30, 2023, by following the instructions that come with the card. Your card may also be activated by using it in a PIN transaction. Do not activate or use before Monday, October 30, 2023.
- Due to the conversion process taking place over the weekend of October 27, 2023, use of your Mechanics Bank card or access to ATMs could be limited or periodically interrupted. Please plan ahead and consider carrying alternative forms of payment.

### Note the following information about your new BankFirst Business Debit Card:

- Daily purchase limit: \$2,500; daily ATM withdrawal limit: \$500
- To select the PIN for your new card, call 866-726-2006 and select Option 4 for Debit Card services, then Option 4 for PIN change.
- Currently, BankFirst does not offer the Card On/Off feature through Online Banking.
- Your new Business BankFirst Mastercard Debit Card is a part of the MoneyPass® ATM network, which provides our clients with surcharge-free withdrawals at over 32,000 ATM locations across the country. Visit [moneypass.com/atm-locator.html](https://moneypass.com/atm-locator.html) for more information.
- BankFirst uses a real-time monitoring program to identify potential fraudulent debit card transactions. When suspicious activity around a transaction triggers an alert on your debit card, this program automatically sends you text messages, emails, and/or voice phone calls in an attempt to verify the validity of the transaction. Cardholders have the ability to auto-resolve the fraud alerts by responding back to the text, email, or voice message they received. The Fraud Center uses the contact information we have on record, so failure to have accurate cardholder data can negatively impact our ability to contact you to verify suspicious activity in a timely manner.

Effective Monday, October 30, 2023, please call 877-441-2784 should you need to report a lost or stolen BankFirst Debit Card.



## Important Information About Business Banking

### Mechanics Bank Checks

You may continue using your Mechanics Bank checks. Check orders placed up to Friday, October 27, 2023, will continue to be ordered with the Mechanics Bank name and routing transit number. Your checks will be updated at your next check order to reflect BankFirst's name and routing transit number. Should you have a vast supply of Mechanics Bank checks, the Mechanics Bank routing transit number will remain in the Federal Reserve System for a minimum of three (3) years.

### Direct Deposit and Automatic Payments / Updating Your Routing Number

If you currently have a direct deposit (e.g., payroll, accounts receivables, government entities, etc.) into your account, or an automatic payment (e.g., insurance or loan payment) out of your account, this will continue. However, on Monday, October 30, 2023, the routing number associated with these payments will change to 084201786. BankFirst will send notice of the routing number change to those company originators. If the originator makes the requested change, you will not need to do anything.

However, if the originator does not make the change, you may need to personally contact them. We recommend you utilize the BankFirst ClickSWITCH® program at [bankfirstfs.com/services-tools/tools/clickswitch.html](https://bankfirstfs.com/services-tools/tools/clickswitch.html) to notify originators of the change to your routing number, especially for payroll and any deposit benefits you receive.

If you have payments established using a web-based bill payment program other than Mechanics Bank, you will need to go into that program and enter BankFirst's routing number (084201786) and, if applicable, your new account number, for any payments made after Friday, October 27, 2023. BankFirst will work to help provide your vendors with your new account information, but to avoid disruption in electronic transactions, we encourage you to make these changes starting on Monday, October 30, 2023. If you have questions or need assistance, please contact us at 877-441-2784, and we will be happy to help.



Routing Number Location

Account Number Location

**BankFirst Routing Number**  
084201786

### ClickSWITCH

With ClickSWITCH®, you can change financial institutions or move old accounts without the hassles of filling out multiple forms or wasting time contacting payees for automated payments. Simply log in to the ClickSWITCH portal. From there, you can switch your existing direct deposits and automatic payments to BankFirst. Account information is transferred instantly. It's fully automated and convenient, paving the way for a smooth and speedy transition to your new account.

## Incoming Domestic Wire Transfers

**Funds must be wired to:** BankFirst Financial Services  
Macon, MS  
Routing Number: 084201786

**For Final Credit to:** [Name of wire recipient]  
[Account number of wire recipient]

Daily 4:00 PM CT cutoff time for wire transfers

### Multiple Signatures

We do NOT offer accounts on which TWO (2) or more signatures are required for a withdrawal of funds from your account. Any attempt to include such requirement on your checks, signature card, or other governing account documents will be for your internal purposes or controls only and will not be binding on us. We may pay check items, electronic debits, wires, debit card transactions, online banking transactions, or other withdrawal instructions signed or approved by any ONE (1) of the authorized signers on the account. You shall indemnify and hold us harmless for losses due to paying any item bearing at least ONE (1) authorized signature.

### Checking, Savings, Certificates of Deposit, and Loans

The majority of account numbers will remain the same. A small number of account numbers have been identified as duplicate account numbers with another BankFirst account; as such, we will need to change the account numbers on those few accounts. If your account is impacted in any way, we will contact you personally. If you do not hear from us about updating your account number, you can assume it will remain the same. Your new BankFirst account will be subject to the terms and conditions provided in this guide.

### Funds Availability

BankFirst's policy is to make funds available the same day for deposits of cash, checks drawn on BankFirst, and electronic direct deposits such as Automated Clearing House (ACH), wires, and remote deposits. Generally, deposited checks drawn on other banks will be available the next business day after the deposit is made. Expedited Funds Availability does not pertain to savings accounts. [Please refer to the Funds Availability Policy on page 29.](#)

### Stop Payments

Stop payments associated with funds coming out of your account (debit) will remain in effect.

## Automatic Transfers

Automatic transfers established on your Mechanics Bank checking or savings account will convert to your BankFirst account. However, transfers debiting an external account are allowed only if they are applied to a BankFirst loan. All other transfers debiting an external account will be discontinued on Friday, October 27, 2023. If you would like to establish automatic transfers from an account at another financial institution into your new BankFirst checking or savings account, you will need to establish a transfer at the financial institution where the transfer will be originated.

## FDIC Insurance

Time Deposits (CDs) transferred to BankFirst are separately insured until the earliest maturity date after the end of the six-month grace period. Time Deposits (CDs) that mature during the six-month period and are renewed for the same term in the same dollar amount (either with or without accrued interest) continue to be separately insured until the first maturity date after the six-month grace period. If a Time Deposit (CD) matures during the six-month grace period and is renewed on any other basis, it is separately insured only until the end of the six-month grace period.

If you have concerns about FDIC insurance or would like more information on how to insure balances greater than \$250,000, please speak to one of our knowledgeable bankers at your local BankFirst branch.

## Check Ordering

Your Mechanics Bank check order history will convert to BankFirst, which means you will be able to reorder checks online starting Monday, October 30, 2023.

If you currently order checks from a vendor other than Harland Clarke, you will need to provide them with BankFirst's routing number, which is 084201786.

## Telephone Banking (FIRSTConnection)

If you prefer to conduct your banking over the phone, we suggest our FIRSTConnection Telephone Banking. Telephone Banking is available to you beginning at 8:00 AM CT, Monday, October 30, 2023. Simply call [1-866-726-2006](tel:1-866-726-2006) 24 hours a day.

Press/Say **1** for Account Balance

Press/Say **2** for Account History

Press/Say **3** for Funds Transfer | Make a Payment

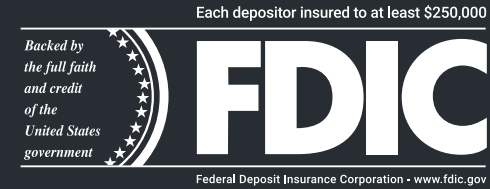
Press/Say **4** for Debit Card Services

Press/Say **5** for Stop Payments

Press/Say **6** for Change Overdraft Options

Press/Say **7** for Bank Information

Press/Say **8** for Account Information by Email



**BankFirst Routing Number**  
084201786

### To Set Up Telephone Banking

Press/Say **1** for Account Balance.

Enter/Say your account number when prompted.

Establish a PIN by first entering/saying your Social Security number or tax ID number.

Enter/Say your 5-digit ZIP code when prompted.

Enter/Say your 4- to 6-digit PIN of your choice.

Re-enter/Confirm your new 4- to 6-digit PIN for verification.





## Safe Deposit Boxes

If you currently have a safe deposit box with Mechanics Bank, you do not have to do anything to move your safe deposit box lease to BankFirst—it will automatically transition to BankFirst and be available to you in its existing location. BankFirst offers a variety of safe deposit box sizes, which are listed below. Safe deposit box annual billing notices are mailed 30 days prior to the due date, with a 30-day grace period.\*

The fee on your safe deposit box will change to the following on the next renewal date:

Size	Annual Cost
3" x 5"	\$30
5" x 5"	\$45
3" x 10"	\$50
4" x 10"	\$60
5" x 10"	\$70
10" x 10"	\$100

\* \$10 late fee after 30 days past due

## Business Checking Accounts

Your Mechanics Bank business checking account(s) will automatically convert as they are currently in regard to monthly service charge, minimum balances, and interest rate tiers as illustrated in the chart below:



BANKFIRST

If your current Mechanics Bank account is...

Your BankFirst account will be...

**Demand Deposit Checking** → **Demand Deposit Checking**

**Tiered Accounts Checking** → **Mechanics Business Checking**

**BusinessFIRST Checking** is ideal for businesses with large transaction volumes, because it comes with unlimited monthly transactions at low per-item fees. Businesses receive an earnings credit to offset or minimize monthly fees incurred.\*\*

**Small Business Checking** is perfect for businesses with smaller transaction volumes. No monthly fee if \$1,000 minimum balance is maintained, and 150 items per month at no cost; 25¢ per item over 150.

**Special Purpose Checking** is an interest-bearing business account that pays you a strong rate of return each month — so your balance is always headed in the right direction. The same balance required to earn interest also waives the low monthly service fee. Make money and save money — all with one convenient account.

\*\* Monthly earnings based on average ledger balance. This credit will be calculated based on the current 30-day CD rate on the first of each month multiplied by the average collected balance annualized.

Business FIRST	Small Business	Special Purpose
\$100 Minimum to open	\$100 Minimum to open	\$100 Minimum to open
	\$1,000 Minimum balance	\$1,500 Minimum balance to earn interest
\$15** Monthly service fee; account allows earned interest credit to offset fees	\$12 Monthly service fee if balance falls below \$1,000	\$10 Monthly service fee if balance falls below \$1,500
18¢ Withdrawals (per check or debit)	\$0 for first 150 combined items per month; 25¢ per additional item	18¢ Withdrawals (per check or debit)
25¢ Charge per deposit tickets	\$0 Deposit tickets (Deposit tickets and items count toward the 150)	
12¢ Charge per deposit item	\$0 Charge per deposit item	12¢ Charge per deposit item
		Interest earned on account
\$5 Paper statements with imaged checks	\$5 Paper statements with imaged checks	\$5 Paper statements with imaged checks
\$0 Online statements with imaged checks	\$0 Online statements with imaged checks	\$0 Online statements with imaged checks
Checks Prices vary by style	Checks Prices vary by style	Checks Prices vary by style
\$3,000 Assigned Overdraft Protection	\$3,000 Assigned Overdraft Protection	\$3,000 Assigned Overdraft Protection

Plus all of our business checking accounts include the anywhere banking tools below:

Anywhere Banking Tools



Online Banking



Mobile Banking



Bill Pay



Debit Card



E-Statement



## Certificates of Deposit

Effective Monday, October 30, 2023, your Mechanics Bank Certificates of Deposit (CD) and/or Individual Retirement Account (IRA) will automatically transfer to BankFirst. Your current interest rate will continue until maturity, and will automatically renew at maturity.

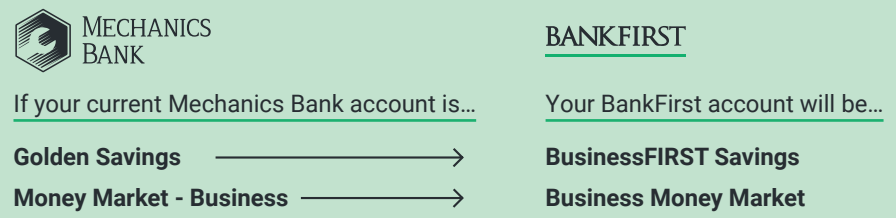
- If interest is currently posted to your CD and/or IRA, this will continue.
- If interest currently transfers to a Mechanics Bank deposit account, this will continue to your BankFirst Account.
- If interest is currently mailed to you by check, this will continue.

Approximately 20 days prior to maturity, you will receive a renewal notice informing you of changes that will occur at renewal.

**CD & IRA Early Withdrawal Penalty:** BankFirst Early Withdrawal Penalty for Certificates of Deposit & IRA Certificates are: Terms of 12 months or less = 30 Days of Interest; Terms of Greater than 12 months - 180 Days of Interest.

## Business Savings Accounts

Your Mechanics Bank business savings account(s) will automatically convert to the closest BankFirst business savings account available as illustrated in the chart below:



BusinessFIRST Savings	Business Money Market
\$1,000 Minimum to open	\$2,500 Minimum to open
\$1,000 Minimum balance required to avoid monthly service charge fee	\$2,500 Minimum balance required to avoid monthly service fee
\$4 Monthly service charge fee if \$ 1,000 balance is not maintained	\$15 Fee if \$2,500 balance not maintained
	<b>Tiered Interest Rate</b> Interest earned on account
\$2 Debit item fee for each transfer or withdrawal after six (6) such transactions per month	\$15 Debit item fee for each transfer or withdrawal after six (6) such transactions per month by pre-authorized automatic, telephone, checks, drafts, debit cards, or other similar order*
Monthly Statements	<b>Monthly Statements</b> Free online statements or \$2 monthly paper statements. (No paper statement fee if enrolled in online statements.)

- **BusinessFIRST Savings:** This business savings account is designed to help you make the most of your bottom line. Build your balance, without cutting into working capital, thanks to competitive interest. Free services like Mobile Banking and Online Statements (eStatements) make it easy to measure your success. With a \$1,000 minimum opening deposit, this might be the easiest business decision you'll ever make.
- **Business Money Market:** Our money market account provides tiered interest, so higher balances earn higher rates. No need to lock up cash assets in CDs to enjoy high rates. In fact, access is enhanced with direct check writing.\* Have the best of both worlds—interest and liquidity—with this versatile account.



NEW BENEFIT

# Overdraft Protection Services

## Privilege Pay (Overdraft Enrollment)

On Monday, October 30, 2023, your business deposit account will automatically be enrolled in BankFirst Privilege Pay and your overdraft protection limit will be \$3,000. As part of this enrollment, BankFirst will generally strive to pay your checks, ACH transactions, recurring debit card transactions, 1x non-recurring debit card transactions, and ATM transactions up to the \$3,000 Privilege Pay limit. Overdrawn accounts are subject to a \$5.00 daily overdraft fee, which begins on the 6th business day and is charged each business day until the account balance is positive.

The following services will be available to you starting Monday, October 30, 2023. Please call your local branch for more information.

## Privilege Transfer

If you have a BankFirst checking, savings, or money market account, we can link your account(s) so that if you overdraw your checking account, and funds are available in your linked account(s), we will automatically transfer funds from one account to the other to pay the overdraft amount, up to the balance available in the linked bank account.

## Business Line of Credit

You may apply for a line of credit. If approved, and you overdraw your account and funds are available on your line of credit, we will automatically advance funds from your line of credit to your checking account, up to your credit limit.

*Available Balance includes pending items, holds, and all funds available to cover overdrafts through Privilege Pay. Please remember that use of overdraft funds through Privilege Pay may result in additional fees. See Fee Schedule. Current Balance is the balance as of the end of the previous business day. The Bank uses the Current Balance for determining whether your account is overdrawn and for assessing Overdraft and NSF Fees. This means that you may be assessed Overdraft and/or NSF Fees per item, based on your Current Balance, even though your Available Balance may show a different balance amount due to pending items and the Privilege Pay limit.*

**Example of how the Privilege Pay overdraft limit balance appears or is communicated on each of our systems.**

Please remember that the Bank uses your available balance to authorize or decline debit card and ATM transactions; however, the Bank uses the ledger or current balance at the time all types of transactions post or settle to your account when determining whether any transaction will cause your account to overdraw, and for charging Overdraft and NSF Fees.

Below is an example of how the new Privilege Pay overdraft limit balance appears or is communicated on each of our systems. In this example, the customer's current balance is \$300 and the available balance is \$3,300 due to the customer having a \$3,000 Privilege Pay limit for the commercial account.



### Online Banking

Accounts Transfer Settings

DEMAND DEPOSIT CHECK... XX123 Quick peek  
 Available\*\* \$3,300.00  
 Current \$300.00

\*\*Including Privilege Pay: fees may apply; n/a all transactions



### Mobile Banking

Accounts Sign Off

DEMAND DEPOSIT CHECKING XX123  
 Available\*\* **\$3,300.00**  
 Current \$300.00

\*\*Including Privilege Pay: fees may apply; n/a all transactions



### Phone Teller FIRSTConnection

**Option 1: Account Balance:** "Available Balance includes pending items and your Privilege Pay limit; overdraft funds do not apply to ATM and everyday debit card transactions, unless opted in for Privilege Plus. Please remember that use of overdraft funds will result in additional fees being assessed against your account, depending on the overdraft service used to cover an item. Please see the Bank's Fee Schedule for more information about the applicable fees for each overdraft service. Your Available Balance is: \$3,300. Current Balance is balance as of the end of the previous business day. Please remember that the Bank uses the Current Balance for purposes of determining whether your account is overdrawn and for assessing Overdraft and NSF Fees. This means that you may be assessed Overdraft and/or NSF Fees per item, based on your Current Balance, even though your Available Balance may show a different balance amount due to the inclusion of pending items and your Privilege Pay limit. Your Current Balance is \$300."



## Privilege Pay



## Privilege Transfer

## Business Line of Credit

(Subject to credit approval.)

<p>HOW IT WORKS</p>	<p>If you write a check, make recurring payments, debit card transactions, or an ATM withdrawal, and sufficient funds are not available in your account, BankFirst generally will strive to pay the item(s). Privilege <b>Pay</b> can help you avoid costly returned check fees from merchants.</p>	<p>If you have a BankFirst checking, savings, or money market account, we can link your account(s) so that if you should overdraw your checking account, and funds are available in your linked account(s), we will automatically transfer funds from one account to the other.</p>	<p>You may apply for a line of credit. If approved, and you have overdrawn your account and funds are available on your line of credit, we will automatically advance funds to your checking account, up to your credit limit.</p>
<p>WHAT'S COVERED</p>	<ul style="list-style-type: none"> <li>✔ Checks</li> <li>✔ ACH transactions</li> <li>✔ Recurring debit card transactions</li> <li>✔ 1× non-recurring debit card transactions</li> <li>✔ ATM transactions</li> </ul>	<ul style="list-style-type: none"> <li>✔ Checks</li> <li>✔ ACH transactions</li> <li>✔ Recurring debit card transactions</li> <li>✔ 1× non-recurring debit card transactions</li> <li>✔ ATM transactions</li> </ul>	<ul style="list-style-type: none"> <li>✔ Checks</li> <li>✔ ACH transactions</li> <li>✔ Recurring debit card transactions</li> <li>✔ 1× non-recurring debit card transactions</li> <li>✔ ATM transactions</li> </ul>
<p>WHAT IT COSTS</p>	<p>BankFirst's normal Overdraft and NSF Fees of \$36 per item, will apply, depending on whether the item is covered as an overdraft, or returned unpaid. Fees charged for covering overdrafts, as well as the amount of the overdraft item, will be subtracted from any overdraft limit. For commercial accounts, there is no limit on the number of Overdraft and NSF Fees that can be imposed.</p>	<p>Savings and money market accounts may serve as linked accounts, but are generally limited to 6 debit transactions per month, which includes any transfers to debit funds from the linked accounts to cover overdrafts. A \$2.00 debit item fee for savings accounts and a \$15.00 debit item fee for money market accounts will be assessed for each debit transaction that exceeds 6 per month, including any transfers to debit funds from the linked accounts to cover overdrafts. If funds are not available in the linked account(s) to cover an overdraft, then the transfer will not be completed and BankFirst's normal Overdraft and NSF Fees for Privilege <b>Pay</b> will apply. See "What it Costs" for Privilege <b>Pay</b> for more information.</p>	<p>Interest will be charged on the Business <b>Line of Credit's</b> outstanding balance, and repayment terms will be as specified in the loan agreement. If funds are not available in the Business <b>Line of Credit</b> to cover an overdraft, then an advance will not be completed, and BankFirst's normal Overdraft and NSF Fees for Privilege <b>Pay</b> will apply per item. See "What it Costs" for Privilege <b>Pay</b> for more information.</p>
<p>HOW TO GET IT</p>	<p>Generally, accounts will automatically be enrolled at account opening. But existing Mechanics Bank business accounts will be automatically enrolled on Monday, October 30, 2023.</p>	<p>On or after Monday, October 30, 2023, call or stop by your local branch to link your accounts.</p>	<p>On or after Monday, October 30, 2023, call or stop by your local branch to link your accounts.</p>
<p>LIMITS</p>	<p>Mechanics accountholders automatically have a limit of \$3,000. New accounts have a limit of \$200 at account opening. After 30 days, provided the account is in good standing, the limit will increase to \$3,000.</p>	<p>Limited only by the amount in your linked account(s).</p>	<p>Business <b>Line of Credit</b> amount is determined by credit approval.</p>

Note: Your available balance includes your \$3,000 Privilege Pay limit, unless you have declined the Privilege Pay service. Please remember that, even though the Privilege Pay Limit may be reflected in your available balance, you will be assessed an Overdraft or NSF Fee per item, if your current or ledger balance is insufficient to cover an item. This means that you may be assessed Overdraft and/or NSF Fees per item, based on your current or ledger balance, even though your available balance may show a different balance amount due to the inclusion of pending and hold items or the inclusion of the Privilege Pay limit. How can I manage my Privilege Pay options? You can enroll or decline Privilege Pay at any time by (1) visiting any BankFirst location, (2) contacting us directly at 877-441-2784, between the hours of 8:00 AM and 5:00 PM, Monday thru Friday, or (3) signing in to your online account at bankfirstfs.com and selecting "Secured Forms." Please note this request could take up to 24 hours.

**Business Loans & Lines of Credit**

If you currently have a loan or line of credit at Mechanics Bank, it will automatically transfer to BankFirst.

The majority of loan account numbers will remain the same. A small number of loan account numbers have been identified as duplicate loan account numbers with another BankFirst loan account; as such, we will need to change the loan account numbers on those few loan accounts. If your loan account is impacted in any way, we will contact you personally. If you do not hear from us about updating your loan account number, you can assume it will remain the same.

Your current rates and terms will remain in effect until maturity. You will begin receiving statements from BankFirst, and your loan number and credit terms will not change unless otherwise notified. If your loan payment is set up to be automatically transferred, this service will continue without interruption from your BankFirst deposit account. Also, if you make payments using a loan coupon book, continue to follow normal processes. Please review your current information and notify us immediately, if there is a discrepancy. Recurring online loan payments will not continue.

For lines of credit with a 2-way sweep between the line of credit and checking account, there is a \$150 monthly fee.

All payments made after Friday, October 27, 2023, should be made payable to BankFirst and either delivered to one of our convenient branch locations or mailed to: →

BankFirst  
PO Box 31  
Macon, MS 39341



**Small Business Administration Loans (SBA)**

As a preferred SBA lender, BankFirst has the highest level of autonomy the SBA affords to lenders—giving us the ability to streamline the procedures necessary to provide financial assistance to the small business community and businesses like yours. Speak to a preferred lender today to learn more about the loans we offer, and which one is right for your business.

**Equipment Leasing**

Our expert equipment finance team can advise you of solutions to fit the equipment financing needs of your unique business, including a variety of terms and types to best benefit you, such as business equipment, commercial fleets, medical equipment, municipal leases, and school financing. BankFirst Equipment Finance can help you conserve your working capital, take advantage of possible tax benefits, and overcome budget limitations.



**Agricultural Loans and Agri-banking**

BankFirst prides itself in staying grounded and providing area farmers the resources required to make the most of their soil and its potential.

More than just a source for loans, BankFirst partners with farmers, ranchers, and agricultural businesses to provide financial solutions for the unique needs of agri-businesses, including a variety of business accounts and treasury management services to help you run your business more efficiently.

**Commercial Real Estate Loans**

Give your business room to grow. Whether you're getting off the ground or expanding your operation, a BankFirst commercial real estate loan can provide a solid foundation for your business.

We offer competitive rates to build, buy, or refinance commercial properties. Our local lenders know your real estate market, so you can rest assured you're getting a fair deal. Let us welcome you to the neighborhood—apply for your commercial real estate loan today.

**Business/Treasury Management Services**

No matter what size business or organization, BankFirst has a complete and comprehensive set of business management services to help maximize cash flow, increase efficiencies, counter fraud, and help navigate unique challenges treasury professionals face in improving their bottom lines in today's fast-paced markets.

**Remote Deposit**

Commercial Capture Xpress (CCX) is a secure, web-based solution that allows you to make daily deposits at your convenience from your site using a PC and a scanner. We have developed a competitive pricing model designed to fit the budget of any business, regardless of size. Simply scan your checks, and we'll deposit them to your account.

**Merchant Services**

Empower your customers by giving them more ways to pay you for your services. BankFirst offers you the ability to accept and process a wide variety of credit and Debit Cards—in your store or online at competitive rates.



### Credit Cards

A BankFirst credit card can be your safety net for untimely emergencies. Use it to finance big purchases and build your credit score at the same time. Using a credit card instead of your Business Debit Card can protect your checking account from fraud. Visit your local branch on or after Monday, October 30, 2023, to apply for a credit card.

### Wealth Management

Plan for Everything. It's never too late or too early to start planning for the future.

Whether you are thinking about retirement, education, investments, insurance, or your estate, Summit Wealth Group can personally help prepare you for big events in your life.

Summit Wealth Group offers Customer Advisors throughout our markets who can personally help you manage your investments portfolio, including stocks, mutual funds, and annuities. They can also help you invest for retirement. If you have a 401(k) from a previous employer, you may benefit from rolling it into a 401(k) with Summit Wealth or an IRA with BankFirst.

Not FDIC Insured. Not a Deposit or an obligation of the bank or its affiliates. Not Insured by Any Federal Government Agency. Subject to investment risk, including possible loss of principal.

## Other Resources

### ◀ ClickSWITCH ▶

**ClickSWITCH®:** Now you can easily move recurring payments and direct deposits to a new account—all with the click of a mouse. With ClickSWITCH®, you can change financial institutions or move old accounts without the hassles of filling out multiple forms or wasting time contacting payees for automated payments. To get started, visit:

[bankfirstfs.com/services-tools/tools/clickswitch.html](http://bankfirstfs.com/services-tools/tools/clickswitch.html)

Simply log in to the ClickSWITCH® portal. From there, you can switch your existing direct deposits and automatic payments to BankFirst. Account information is transferred instantly. It's fully automated and convenient, paving the way for a smooth and speedy transition to your new account.

### Banzai!

**Banzai:** Banzai is an interactive, award-winning course that has taught millions of students real-world finance—available to all BankFirst business customers and your employees. Banzai teaches by doing. Students pay rent, work jobs, and chafe over taxes. It's a virtual world of decision-making. To get started, visit:

[bankfirstfs.learnbanzai.com](http://bankfirstfs.learnbanzai.com)



**GreenPath:** Take the next step on your journey to financial wellness with GreenPath's financial health program, which includes free financial counseling from our partners at GreenPath Financial Wellness. GreenPath is here to help you take charge of your financial life. To get started, visit:

[greenpath.com/partner/BankFirst](http://greenpath.com/partner/BankFirst)





## Schedule of Fees

Account Research Fees .....	\$0.35 per Copy \$20 per Hour \$5 per Image Statement
Bill Payment Fee for Expedited ACH Payment.....	\$5
Bill Payment Fee for Overnight Check Payment .....	\$25
Bill Payment Inactivity Fee (charged per month after 3 months of inactivity).....	\$2
Check Cashing Fee (non customers, ON-US).....	\$5
Check Printing Fee .....	Cost Varies by the Style of Check Ordered
Check Sent for Collection.....	\$15
Collection Fee for Charged Off Deposit Accounts.....	\$30
Debit Card Reissue Fee .....	\$5
Debit Card Transaction Fee (foreign ATMs).....	\$3 per Transaction or Balance Inquiry
Dormant Fee .....	\$10**
Early Account Closing Fee .....	\$20 (Checking/Savings opened less than 90 Days) \$10 (Christmas Club or Early Withdrawal before Maturity)
Garnishments, Levies, and Subpoenas .....	\$50 per Garnishment or Tax Levy
International ATM/POS Transactions .....	1.25% of the Transaction Amount
Notary Fee.....	Free of Charge for Customers (not offered to non-customers)
Official Checks.....	\$8 per Check (only offered to customers)
Returned Mail Fee.....	\$5 per Piece of Mail Returned
Safe Deposit Box Late Payment Fee .....	\$10
Snapshot Statement Fee.....	\$1 per Item
Stop Payment Order Fee .....	\$36
Telephone Transfer Fee (from account to account) .....	\$5 per Transfer
Telephone Balance Inquiry Fee.....	\$2
Wire Transfer Fee—Domestic - Outgoing .....	\$25
Wire Transfer Fee—Domestic - Incoming .....	\$20
Wire Transfer Fee—International - Outgoing .....	\$75
Wire Transfer Fee—International - Incoming.....	\$20
Zippered Money Bag .....	\$5 for First Bag \$2 for Each Additional Bag

**Overdraft Fee .....** \$36 per item\*  
Applies to overdrafts created by checks and other transactions made using your checking account number, automatic bill payments, ATM transactions, and everyday debit card transactions; provided however, that for consumer accounts we will only charge an Overdraft Fee for overdrafts caused by ATM withdrawals or onetime debit card transactions if opted in to that service through Privilege Plus. On consumer accounts, we will not charge an Overdraft Fee for any overdrawing items that result in a negative balance of less than -\$5.00. For commercial accounts, these limits do not apply. In addition, for consumer accounts only, the combined daily total Overdraft and NSF fee limit is \$216 (six total Overdraft and NSF Fees per day). For commercial accounts, there is no limit on the number of Overdraft and NSF Fees that can be imposed.

**NSF Fee.....** \$36 per item\*  
Applies to returned items created by checks and other transactions made using your checking account number, automatic bill payments, ATM transactions, and everyday debit card transactions. For consumer accounts, we will not charge an NSF Fee for any items returned where the account has a negative balance of less than -\$5.00 at the time of presentment. For commercial accounts, these limits do not apply. In addition, for consumer accounts only, the combined daily total Overdraft and NSF Fee limit is \$216 (six total Overdraft and NSF Fees per day). For commercial accounts, there is no limit on the number of Overdraft and NSF Fees that can be imposed.

\* Please be aware that an item or payment may be presented multiple times by the merchant or other payee until it is paid, and that we do not monitor or control the number of times a transaction is presented for payment. It is the policy of the Bank to endeavor to only charge one NSF or Overdraft fee per each item or payment, regardless of the number of times the item or payment is presented for payment. Be aware, however, that the Bank does not control how an item or payment is presented for payment, and a merchant or other payee may present an item or payment in a manner that does not allow the Bank's processing system to identify that it is a re-presented item that has previously been assessed an NSF fee. If the Bank's processing system cannot identify that an item or payment has been re-presented for payment, you understand and agree that you may be inadvertently charged additional NSF or Overdraft fees if the item or payment is presented for payment multiple times. In that event, you understand and agree that you must contact the Bank to identify the fees attributable to the same item or payment being re-presented for payment and the Bank will refund any such fees to your account.

\*\* Monthly "dormant" fee assessed after 365 days of no activity in the account and account balance is \$1,000 or less.





# Funds Availability Policy Disclosure

Revision Date: 08/18/2023

**PURPOSE OF THIS DISCLOSURE.** Our general policy is to allow you to withdraw funds deposited in a transaction account on the first Business Day after the day of deposit. Funds from electronic direct deposits will be available on the day we receive the deposit. In some cases, we may delay your ability to withdraw funds beyond the first Business Day after the day of deposit. Our complete policy is summarized below. For purposes of this disclosure, the terms "you"/ "your" refer to the customer and the terms "our"/"we"/"us" refer to BankFirst Financial Services. Generally, transaction accounts are accounts which would permit an unlimited number of payments by check to third persons, and also an unlimited number of telephonic and preauthorized transfers to third persons or other accounts you may have with us.

**DETERMINING THE AVAILABILITY OF YOUR DEPOSIT.** The length of the delay varies depending on the type of deposit and is explained below. When we delay your ability to withdraw funds from a deposit, you may not withdraw the funds in cash, and we will not pay checks you have written on your account by using these funds. 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.

When we delay your ability to withdraw funds, the length of the delay is counted in Business Days from the day of your deposit. The term "Business Day" means any day other than a Saturday, Sunday, or federally declared legal holiday, and the term "Banking Day" means that part of any Business Day on which we are open to the public for carrying on substantially all of our banking functions.

In order to establish that a deposit is made on a particular Business Day, we establish a cutoff time. You must make your deposit before the cutoff time in order for it to be considered to have been made on that Business Day.

Our branches have various closing times, with one branch closing at 1:00PM CT and the remaining at 4:00PM CT or later.

However, if you make a deposit after the cutoff time above or on a day that we are not open, we will consider the deposit made on the next Business Day we are open.

## AVAILABILITY SCHEDULE

**Same Day Availability.** Funds from deposits of:

- electronic direct deposits
- cash\*
- wire transfers
- checks drawn on us

will be available on the day of deposit.

**Next Day Availability.** Funds from deposits of:

- U.S. Treasury checks\*\*
- U.S. Postal Service money orders\*\*
- Federal Reserve Bank or Federal Home Loan Bank checks\*\*
- State or Local Government checks\*\*
- Cashier's, Certified, or Teller's checks\*\*

will be available on the first Business Day after the day of deposit.

**Other Check Deposits.** Funds from all other check deposits will be available on the first Business Day after the day of your deposit.

\* **Cash Deposits.** If the cash deposits are made in person to an employee of BankFirst Financial Services, then the funds will be made available on the day we receive your deposit. If they are not made in person to an employee, then the funds will be made available no later than the next Business Day after the day of your deposit.

\*\* **Check Deposits.** Check deposits include U.S. Treasury checks; U.S. Postal Service money orders; Federal Reserve Bank or Federal Home Loan Bank checks; State or Local Government checks; and Cashier's, Certified, or Teller's Checks. In order for these check deposits to be made available according to the funds availability schedule above, the checks must be made payable to you and deposited into your account. If any of these conditions are not satisfied, then the funds from these check deposits will be made available no later than the second Business Day after the day of your deposit.

**LONGER DELAYS MAY APPLY.** In some cases, we will not make all of the funds that you deposit by check available to you according to the previously stated availability schedule. Depending on the type of check that you deposit, funds may not be available until the second Business Day after the day of your deposit. The first \$225 of your deposits, however, may be available on the day of deposit.

If we are not going to make all of the funds from your deposit available to you according to the previously stated availability schedule, 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 day after we receive your deposit.

Funds you deposit by check may be delayed for a longer period under the following circumstances:

- a. if we believe a check you deposit will not be paid;
- b. if you deposit checks totaling more than \$5,525 on any one day;
- c. if you redeposit a check that has been returned unpaid;
- d. if you have overdrawn your account repeatedly in the last six months; or
- e. if an emergency condition arises that would prevent us from making the funds available to you, such as the 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 seventh Business Day after the day of your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available.

**HOLDS ON OTHER FUNDS FOR CHECK CASHING.** If we cash a check for you that is drawn on another financial institution, we may withhold the availability of a corresponding amount of funds that are already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it.

**HOLDS ON OTHER FUNDS IN ANOTHER ACCOUNT.** If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

**SPECIAL RULES FOR NEW ACCOUNTS.** If you are a new customer, the following special rules will apply during the first 30 days your account is open.

**Same Day Availability.** Funds from cash\*, wire transfers, and electronic direct deposits made to your account and checks drawn on us will be available on the day we receive the deposit.

**Next Day Availability.** Funds from the first \$5,525 of a day's total deposits of:

- US Treasury checks\*\*
- US Postal Service money orders\*\*
- Federal Reserve Bank or Federal Home Loan Bank checks\*\*
- State or Local Government checks\*\*
- Cashier's, Certified, or Teller's checks\*\*
- Traveler's Checks\*\*

are available on the first Business Day after the day of your deposit.

**Funds Exceeding \$5,525.** The excess over \$5,525 of a day's total check deposits will be available on the ninth Business Day after the day of your deposit.

**Other Check Deposits.** Funds from all other check deposits will be available on the Ninth Business Day after the day of deposit.

\* **Cash Deposits.** If the cash deposits are made in person to an employee of BankFirst Financial Services, then the funds will be made available on the day we receive your deposit. If the deposits are not made in person to an employee, then the funds will be made available no later than the second Business Day after the day of your deposit.

\*\* **Check Deposits.** Check deposits include US Treasury checks; US Postal Service money orders; Federal Reserve Bank or Federal Home Loan Bank checks; State or Local Government checks; Cashier's, Certified, or Teller's checks; and Traveler's checks. In order for these check deposits to be made available according to the funds availability schedule above, the following conditions are required:

**US Treasury Checks.** These checks must be made payable to you and deposited into your account.

**US Postal Service Money Orders; Federal Reserve Bank or Federal Home Loan Bank Checks; State or Local Government Checks; Cashier's, Certified, or Teller's Checks; or Traveler's checks.** These checks must be made payable to you, made in person to one of our employees, and deposited into your account.

If any of these conditions are not satisfied, then the first \$5,525 of a day's total check deposits will be made available no later than the second Business Day after the day of your deposit.

**DEPOSITS AT AUTOMATED TELLER MACHINES.** If you make a deposit at an automated teller machine (ATM) that is owned and operated by us before 6:00 PM CT on a Business Day that we are open, we will consider the deposit made that day. However, if you make a deposit at an ATM that is owned and operated by us after 6:00 PM CT or on a day that we are not open we will consider the deposit made on the next Business Day we are open.

**ADDITIONAL ATM INFORMATION.** Video Teller Machines (VTM) open until 6:00 PM CT.

## ADDITIONAL DEPOSIT INFORMATION.

**MOBILE DEPOSITS.** If you make a mobile deposit before 4:00 PM CT on a Business Day we are open, we will consider that to be the day of your deposit. However, if you make a deposit after 4:00 PM CT or on a day we are not open, we will consider that the deposit was made on the next Business Day we are open.

**ELECTRONIC DIRECT DEPOSITS.** For electronic deposits, the "day of deposit" is the day it is received, which according to regulation is when BankFirst has both (i) received payment in actually and finally collected funds; and (ii) received information on the account and amount to be credited.

## Wealth Management Services Disclosure

This communication is strictly intended for individuals residing in the states of AL, AR, CA, CO, FL, GA, IL, IN, KS, LA, MS, NM, TX, UT, VA, WA. No offers may be made or accepted from any resident outside these states due to various state regulations and registration requirements regarding investment products and services.

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For more information, please visit their website at: [summitwealthgroup.com](http://summitwealthgroup.com). Check the background of this firm on FINRA's BrokerCheck at [brokercheck.finra.org](http://brokercheck.finra.org).

Not FDIC Insured. Not a Deposit or an obligation of the bank or its affiliates. Not Insured by Any Federal Government Agency. Subject to investment risk, including possible loss of principal.





## Overdraft Protection Services Privilege Pay Customer Policy

Revision Date: 08/22/2023

This Disclosure describes BankFirst's standard overdraft practices that come with eligible accounts, called Privilege Pay and Privilege Plus. This Disclosure is incorporated into and made a part of your Account Agreement and all other agreements between us. This disclosure applies to both consumer and commercial accounts.

**What is Privilege Pay and Privilege Plus?** Privilege Pay applies to consumer and commercial accounts. Under Privilege Pay, if you write a check, make an ACH transaction, or make recurring payments and sufficient funds are not available in your account, BankFirst will generally strive to pay the item(s) which can help you avoid costly returned check fees from merchants. Privilege Plus is an enhancement to Privilege Pay and applies only to consumer accounts. With Privilege Plus, ATM and one-time everyday debit card transactions may be covered for consumer accounts if you have Privilege Pay and opt-in for Privilege Plus (described below). All of the services and limits of Privilege Pay apply, plus BankFirst will generally strive to authorize and pay everyday debit card transactions and ATM withdrawals if you opt-in for Privilege Plus. Please remember that Privilege Pay can apply to a variety of transactions, including checks and other transactions made using your checking account number, automatic bill payments, ATM transactions and everyday debit card transactions. For commercial accounts, Privilege Pay automatically includes coverage for ATM and everyday debit card transactions and does not require an opt-in for those transactions. However, for consumer accounts, we will not include ATM and everyday debit card transactions within the consumer Privilege Pay or the Privilege Pay limit without first receiving your affirmative consent to do so (described below). Absent your affirmative consent, ATM and everyday debit card transactions generally will not be paid under Privilege Pay for consumer accounts.

**How can Privilege Pay and Privilege Plus help me?** Unforeseen emergencies or situations can happen that may cause your account to have insufficient funds when a check or electronic payment, such as your mortgage note or car payment, is presented. While we are not obligated to pay any item presented for payment if your account does not contain enough funds, as long as you maintain your account in "good standing" (described below), we may approve your overdraft items pursuant to our Privilege Pay and Privilege Plus services as a non-contractual courtesy based on the terms and conditions set forth herein.

**What is an overdraft?** There are several ways your account can become overdrawn, such as (1) the payment of checks, electronic funds transfers or other withdrawal requests; (2) payments authorized by you (i.e. debit card at point of sale); (3) the return of unpaid items deposited by you; (4) bank service charges; or (5) the deposit of items which, according to the bank's Funds Availability Policy, are treated as not yet available. The order in which items are paid is important, if there is not enough money in your account to pay all of the items that are presented. The payment order can affect the number of items overdrawn or returned unpaid and the amount of the fees you may have to pay. Please note that no posting order is neutral to all parties to a transaction and items may not be processed in the order in which they occur or in the order in which you make them. Please request the bank's Processing Order Policy for more information. An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway.

A returned item ("NSF") transaction is slightly different. In an NSF transaction, we do not cover the transaction. Instead, the transaction is rejected and the item or requested payment is returned unpaid. In either situation, we can charge you an Overdraft Fee or NSF Fee, depending on whether the item is covered as an overdraft or returned unpaid. Please remember that the payment of any overdraft transaction is always at the discretion of BankFirst. We can cover your overdrafts in two different ways: (1) We have standard overdraft practices that come with eligible accounts, called Privilege Pay and Privilege Plus (Privilege Plus applies to consumer accounts only). (2) We also offer overdraft protection plans, such as Privilege Transfer, which is a link to a savings/money market/checking account, or Privilege Line of Credit (subject to credit approval), which may be less expensive than our standard overdraft practices. Please visit [bankfirstfs.com](http://bankfirstfs.com) or visit your nearest BankFirst location for information regarding these plans. This Disclosure explains our standard overdraft practices through Privilege Pay and Privilege Plus.

**How does BankFirst determine if my account is overdrawn?** Your checking account has two kinds of balances: the current or ledger balance and the available balance. Both can be checked when you review your account online, at an ATM, by phone, or at a branch. It is important to understand how the two balances work so that you know how much money is in your account at any given time. We use the "current or ledger" balance method at the time of transaction settlement or posting to determine whether your account is overdrawn, that is, whether there is enough money in your account to pay for an item. Your account's current or ledger balance only includes transactions that have settled up to that point in time, such as deposits and payments that have posted to your account. The current or ledger balance does not include outstanding items (such as checks that have not yet cleared and electronic transactions, including debit card transactions, that have been authorized but which are still pending). Thus, while the term current or ledger may sound as though the amount you see is an up-to-date display of what is in your account that you can spend, that is not always the case. Any holds for purchase transactions, holds on deposits, or other checks, payments and fees that have not yet posted will not appear in your current or ledger balance. The ending statement balance reflected on your periodic statement is the current or ledger balance for your account as of the statement date. Your "available balance" is different. The available balance is calculated based on the money "available" in your account to make payments. In other words, the available balance takes transactions that have been authorized, but not yet settled, and subtracts them from the current or ledger balance. In addition, when calculating your available balance, any "holds" placed on deposits that have not yet cleared are also subtracted from the actual balance. Please note that the available balance also includes your Privilege Pay limit, unless you have declined the Privilege Pay service. Please note that, for consumer accounts that have opted in for Privilege Plus and for commercial accounts (described below), the bank uses your available balance to authorize or decline debit card and ATM transactions. The bank will generally place a hold on your account for any ATM or everyday debit card transactions that are authorized until the transaction settles. ATM and everyday debit card transactions usually settle within two business days after the transaction is authorized, but may take longer. The amount of the hold will reduce your available balance for the amount authorized, or as permitted under applicable payment network rules. Holds on

authorized ATM and everyday debit card transactions will be removed prior to settlement where required by applicable payment network rules. Please also note that, on debit card purchases, merchants may request a temporary hold on your account for a specified sum of money when the merchant does not know the exact amount of the purchase at the time the card is authorized. The amount of the temporary hold may be more or less than the actual amount of your purchase. Some common transactions where this occurs involve purchases of gasoline, hotel rooms, or meals at restaurants. When this happens, our processing system cannot determine that the amount of the hold exceeds or is different than the actual amount of your purchase. This temporary hold, and the amount charged to your account, will eventually be adjusted to the actual amount of your purchase, but it could be three calendar days, or even longer in some cases, before the adjustment is made. Until the adjustment is made, your available balance, but not your ledger or current balance, will be reduced by the amount of the temporary hold. Please remember that, while the bank uses your available balance to authorize or decline debit card and ATM transactions, the bank uses the ledger or current balance at the time all types of transactions post or settle to your account when determining whether any transaction will cause your account to overdraw and for charging Overdraft and NSF Fees. This means that you may be assessed Overdraft and/or NSF Fees per item, based on your ledger or current balance at the time of settlement, even though your available balance may show a different balance amount due to the inclusion of pending and hold items or the inclusion of the Privilege Pay limit. Further, please remember that, if you have not opted-in for the Privilege Plus service (described below), the Privilege Pay limit reflected in your available balance is not available for ATM and one-time (or everyday) debit card transactions. Keeping track of your balance is important. You can review your available and current or ledger balance in a number of ways including reviewing your periodic statement, reviewing your balance online, accessing your account information by phone, or coming into one of our branches. The arrangement of balance and/or transaction alerts for your account is also available through online and mobile banking. To help you manage your account, the total fees you have paid for items (both paid and returned) during the current month and for the year-to-date will be reflected on your monthly checking statement.

**What does my Privilege Pay and Privilege Plus cost?** There is no additional cost associated with Privilege Pay and Privilege Plus unless you use it. If you use the services, the bank's standard Overdraft and NSF Fees apply per item: (1) We will charge you an Overdraft Fee of \$36 each time we pay an overdraft. The charge is assessed for each item presented for payment. (2) We will charge you an NSF Fee of \$36 for each item, that we return unpaid for non-sufficient funds (NSF), even if we later cover the item, in our discretion, as an overdraft. On consumer accounts, we will not charge an Overdraft Fee for any overdrawing items that result in a negative balance of less than -\$5.00, and will not charge an NSF Fee for any items returned where the account has a negative balance of less than -\$5.00 at the time of presentment. For commercial accounts, these limits do not apply. Please remember that multiple paid or returned items will result in multiple fees. For example, three paid overdraft items in one day will result in \$108 in Overdraft Fees. Please be aware that an item or payment may be presented multiple times by the merchant or other payee until it is paid, and that we do not monitor or control the number of times a transaction is presented



for payment. It is the policy of the Bank to endeavor to only charge one NSF or Overdraft fee per each item or payment, regardless of the number of times the item or payment is presented for payment. Be aware, however, that the Bank does not control how an item or payment is presented for payment and a merchant or other payee may present an item or payment in a manner that does not allow the Bank's processing system to identify that it is a re-presented item that has previously been assessed an NSF fee. If the Bank's processing system cannot identify that an item or payment has been re-presented for payment, you understand and agree that you may be inadvertently charged additional NSF or Overdraft fees if the item or payment is presented for payment multiple times. In that event, you understand and agree that you must contact the Bank to identify the fees attributable to the same item or payment being re-presented for payment and the Bank will refund any such fees to your account. For consumer accounts only, the combined daily total Overdraft and NSF Fee limit is \$216 (six total Overdraft and NSF Fees per day). For commercial accounts, there is no limit on the number of Overdraft and NSF Fees that can be imposed. For Privilege Plus on consumer accounts, BankFirst will only cover ATM and one-time everyday debit card transactions and charge an Overdraft Fee of \$36 for each item, if you have opted-in to this service.

**When is my account considered to be in "good standing"?** For Privilege Pay and Privilege Plus consideration, your account is in "good standing" if you (1) make sufficient deposits to bring your account to a positive end-of-day balance at least once every 30 calendar days (including the payment of all bank fees and charges); (2) avoid excessive overdrafts which suggests the use of Privilege Pay and Privilege Plus as a continuing line of credit; and (3) have no legal orders, levies or liens against your account. BankFirst reserves the right to limit participation to one account per household or to suspend, revoke, or discontinue this service without prior notice.

**How to opt in or opt out of Privilege Plus?** For consumer accounts, you can opt in or opt out of Privilege Plus anytime by (1) calling FIRSTConnection at 866-726-2006 (Option 6 to 'Change Overdraft Options'); (2) visiting any BankFirst location; (3) contacting us directly at 877-441-2784, between the hours of 8:00 AM - 5:00 PM, Monday thru Friday; or (4) signing into your online account at bankfirstfs.com and selecting "Secured Forms." Please note this request could take up to 24 hours. Please remember that a consumer customer who does not affirmatively consent (opts-out) to Privilege Plus for overdraft protection for the payment of ATM and/or one-time everyday debit card transactions, agrees to not overdraw their account for ATM and one-time everyday debit card transactions (\$0 debit card overdraft limit).

**Do I have to opt-in to Privilege Plus separately for each of my checking accounts?** Yes. If you are a consumer customer and have more than one consumer checking account, you must choose to opt in to Privilege Plus separately for each consumer checking account.

**How can I manage my Privilege Pay options?** You can enroll or decline Privilege Pay at any time by (1) visiting any BankFirst location, (2) contacting us directly at 877-441-2784, between the hours of 8:00 AM - 5:00 PM, Monday thru Friday, or (3) signing in to your online account at bankfirstfs.com and selecting "Secured Forms." Please note this request could take up to 24 hours.

**Can Privilege Pay or Privilege Plus be removed from my account?** Yes. You can decline Privilege Pay or Privilege Plus at any time. BankFirst also maintains the right to remove Privilege Pay or Privilege Plus from your account at any time without prior notice.

**When do I have to repay the overdraft covered by Privilege Pay and Privilege Plus?** You are required to bring your account to a positive balance as soon as possible but at least once every 30 calendar days or less. If you are not able to do so, you will receive a letter from BankFirst informing you that your overdraft limit has been suspended and additional items presented against your account where there are insufficient funds will be returned unpaid and an NSF Fee of \$36 imposed per item. Unless we advise you differently or you request this service be removed from your account, your overdraft limit will be made available to cover overdrafts again the first business day after you bring your account to a positive end-of-day balance.

**Will the overdraft limit be reflected in my available balance?** As described above, your checking account has two kinds of balances: the current or ledger balance and the available balance. Both can be checked when you review your account online, at an ATM, by phone, or at a branch. It is important to understand how the two balances work so that you know how much money is in your account at any given time. Your available balance includes your Privilege Pay limit, unless you have declined the Privilege Pay service. Please remember that, even though the Privilege Pay Limit may be reflected in your available balance, you will be assessed an Overdraft or NSF Fee per item, if your current or ledger balance is insufficient to cover an item. This means that you may be assessed Overdraft and/or NSF Fees per item, based on your current or ledger balance, even though your available balance may show a different balance amount due to the inclusion of pending and hold items or the inclusion of the Privilege Pay limit. Further, please remember that, if you have not opted-in to the Privilege Plus service, the Privilege Pay limit reflected in your available balance is not available for ATM and one-time (or everyday) debit card transactions. (Privilege Plus applies to consumer accounts only.)

**What if I go beyond my Privilege Pay limit?** New accounts will be eligible for a Privilege Pay limit of \$200 at account opening. For consumer accounts, after 30 days, provided the account is in good standing and has had deposits of at least \$1,000 during that time, the Privilege Pay limit will increase to \$1,000. For commercial accounts, after 30 days, provided the account is in good standing, the Privilege Pay limit will increase to \$3,000. Please note that the same Privilege Pay limits apply to consumer accounts that have also opted-in to Privilege Plus. Normally, we will not approve an overdraft for you in excess of the predetermined limit assigned to your account. So as not to exceed your limit, please remember that the amount of the overdraft plus all BankFirst fees (including Overdraft and NSF Fees per item) will be deducted from the Privilege Pay limit. Overdrafts above and beyond your established Privilege Pay limit may result in checks or other items being returned to the payee. In that event, you will be charged an NSF Fee of \$36 for each item returned. Returned items may be presented for payment by the payee or their financial institution multiple times, which may result in multiple overdraft item fees. A notice will be sent to notify you of items paid and/or returned.

**How do I know when I use the Privilege Pay overdraft limit?** You will receive an overdraft notice each time items are paid, including fees. You will need to subtract the total fees when balancing your checkbook. We have no obligation to notify you before we pay or return any item. The amount of any overdraft, including all Bank fees, is due and payable upon demand even if we do not ask you for payment. You must repay us no later than 30 calendar days after the creation of the overdraft. If there is more than one owner on the account, each owner and agent, if applicable, shall be jointly and severally liable for all overdrafts including all fees charged.

**What if I am having trouble repaying my Privilege Pay or use it frequently?** Please contact us at 877-441-2784 if you: (1) do not believe you will be able to bring your account to a positive end-of-day balance within the required time period; (2) find that you are using Privilege Pay more often than you intended; or (3) don't understand why your account becomes overdrawn. We would like to discuss your situation with you. Please remember we may refuse to pay an overdraft item at any time even though we may have previously paid overdrafts for you. For example, we typically do not pay overdraft items if your account is not in good standing; or, if based upon our review of your account management, we determine that you are using Privilege Pay excessively or seem to be using Privilege Pay as a regular line of credit. Remember you will be charged BankFirst's standard per item, per presentment Overdraft Fee or NSF Fee set forth in our Fee Schedule (currently each fee is \$36.00 per item, per presentment), depending on whether the item is covered or returned unpaid. Following regulatory guidance, we will contact you if you are paying multiple Overdraft Fees (i.e., more than six fees in a rolling 12 month period) to discuss possible alternatives to Privilege Pay that may better meet your short-term financial needs. In the event you ask us to stop contacting you because you have determined Privilege Pay is appropriate for your needs, we will honor your wishes. However, if we identify that the number and frequency of overdrafts increases materially for an extended period of time at some point after that, we may contact you again to determine that Privilege Pay is still the most appropriate option available to you for covering your short-term financial needs.

## Processing Order

We will process items, such as credits, checks, and other debit items, in accordance with our Processing Order Policy. Should you have any questions about the order in which we post your transactions, you are encouraged to review our Processing Order Policy, a copy of which is available upon request. The processing order of these items is important because if there is not enough money in the account to pay for the items in the order they are processed in accordance with the processing order, there may be an NSF/OD Fee on your account, which may result in NSF/OD Fees or nonsufficient funds fees or an increase in the amount of these fees.

## Questions?

### BANKFIRST CALL CENTER

Monday–Friday, 8:00 AM to 5:00 PM CT

**BANKFIRST**

**877-441-2784**



**MECHANICS  
BANK**

**662-473-2261**

### TELEPHONE BANKING (FIRSTConnection)

24-hrs/day; Available beginning Monday, October 30, 2023

**866-726-2006**

[bankfirstfs.com](https://bankfirstfs.com)



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