



CONVERSION GUIDE



BANKFIRST

BANKFIRST

**BANKFIRST HEADQUARTERS
COLUMBUS, MISSISSIPPI**



CONVERSION GUIDE

Merger FAQs Web Page

Use camera to scan code or visit www.sycamoremerger.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, FEBRUARY 13, 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

Overview

This Conversion Guide has been created especially for customers transitioning from Sycamore Bank to BankFirst Financial Services (BankFirst). To make this transition from Sycamore 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 Sycamore Bank accounts will automatically convert to BankFirst accounts between the close of business on Friday, February 10, 2023, and opening of business on Monday, February 13, 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 Sycamore 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, February 14, 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 Sycamore Bank branch. Effective Monday, February 13, 2023, our BankFirst Call Center agents will be available at [877-441-2784](tel: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 Sycamore 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 October 1, 2022, the transition of Sycamore 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, February 13, 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, February 13, 2023.

For 135 years, we've banked on putting customers first. As we approach the final stages of the merging of Sycamore 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', written in a cursive style.

Moak Griffin
President & CEO

BANKFIRST

TABLE OF CONTENTS

Connect With Us

 /BankFirstFS

 /BankFirstFS

 /BankFirstFS

Contents

Key Information	3
Overview	3
Message from the President & CEO	4
Introducing BankFirst.....	7
Dates and Required Actions	8
Online Banking	10
Mobile Banking & Mobile App.....	11
Online Bill Pay	12
Transfers.....	12
Quicken® & QuickBooks®	12
Online Statements.....	13
Text Message Banking.....	13
BankFirst Mastercard® Debit Card	14
Recurring Payments.....	15
Mobile Wallet.....	15
Important Information About Personal Banking	16
Incoming Domestic Wire Transfers.....	17
Automatic Transfers	17
FDIC Insurance	19
Check Ordering.....	19
Telephone Banking (FIRSTConnection)	19
Mortgage Loans	20
Safe Deposit Boxes	21
Personal Checking Accounts	22
Personal Savings Accounts.....	23
Certificates of Deposit and IRAs	24
Personal Loans & Lines of Credit	24
Overdraft Protection Services	24
Personal Credit Cards	26
Wealth Management.....	26
Other Resources.....	26
Schedule of Fees.....	27
Electronic Fund Transfer Disclosure	27
Funds Availability Policy Disclosure.....	29
Privacy Policy	30
Overdraft Protection Services Privilege Pay Customer Policy.....	31

BANKFIRST

BANKFIRST LOCATIONS ALABAMA & MISSISSIPPI

Locations & Phone Numbers

ALABAMA

- 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
- ⁴ 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
- ³ 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
- ³ Haleyville, AL - 21st St. | 205-486-5263
- ³ Haleyville, AL - Highway 195 | 205-486-5263
- Northport, AL - McFarland Blvd. | 205-752-2744
- Tuscaloosa, AL - Paul W. Bryant Dr. | 205-469-1700

MISSISSIPPI

- ⁴ Biloxi, MS - Howard Ave. | 228-232-0278
- ⁴ Brookhaven, MS - South Jackson St. | 601-757-3444
- ¹ 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
- ¹ 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
- ¹ Oxford, MS - North Lamar Blvd. | 662-236-1145
- ² Oxford, MS - East Shopping Center | 662-234-4898
- ² Oxford, MS - Jackson Ave. West | 662-234-4434

- ² Oxford, MS - University Ave. | 662-234-4490
- ⁴ Oxford, MS - Jefferson Ave. | 601-594-1544
- ¹ Senatobia, MS - East Main St. | 662-562-8201
- ¹ 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
- ² Water Valley - North Main St. | 662-473-2261
- ² Water Valley - South Main St. | 662-473-1234
- West Point, MS - Highway 45 | 662-494-1964

¹ Currently Sycamore Bank location.
Will become BankFirst.

² Currently Mechanics Bank location.
Will become BankFirst.

³ Express Location

⁴ Loan Production Office

BANKFIRST
CAPITAL

BFCC
TRADED ON
OTCQX



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.

Introducing BankFirst ^{Member} 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 with 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 Sycamore Bank, BankFirst proudly serves communities throughout central and northern Alabama as well as Mississippi with 38 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 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

NOVEMBER 2022	DECEMBER 2022	JANUARY 2023
Continue banking as usual.		
Make sure Sycamore Bank has your most current information during this time.		Up
Continue to use Sycamore Bank Debit Card even after you receive your new BankFirst Debit Card until February 13, 2023.		
If enrolled, continue to use Sycamore Bank Online Banking as usual until 4:00 PM CT on February 10, 2023.		
If enrolled, continue to use Sycamore Bank Bill Pay as usual until 8:00 AM CT on February 6, 2023.		Download/print list of Bill Pay paye
If enrolled in Mobile Banking, continue to use Sycamore Bank Mobile App as usual until 4:00 PM CT on February 10, 2023.		
Telephone Banking available beginning February 13, 2023.		
If enrolled, continue receiving Online Statements and/or Paper Statements.		Sycam
Sycamore Bank customers can continue using BankFirst ATMs free of charge throughout the conversion process.		

Dates and Required Actions

On Monday, February 13, 2023, your Online Banking services will move to www.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, February 10, 2023, continue banking as you normally do.

Update Your Information

If your address, phone number, or email address has changed recently, please contact your Sycamore Bank branch to update your information in our systems before Friday, February 10, 2023. This will automatically transfer to BankFirst on Friday, February 10, 2023, and will help ensure a smooth transition of services.

Debit Cards

Your new BankFirst Mastercard® Debit Card will be mailed the week of January 23, 2023. Please do not destroy your Sycamore Bank Mastercard® Debit Card before Monday, February 13, 2023. Activate your new BankFirst Mastercard® Debit Card on Monday, February 13, 2023, or anytime after by following the instructions included with your card. Be sure after Monday, February 13, 2023, to update any automatic payments associated with your Debit Card (i.e.

DirecTV, Netflix, Amazon Prime, mobile bill, insurance premiums, utilities, subscription services, etc.). Once activated, your new card may be used beginning Monday, February 13, 2023.

Online Banking

Access to Sycamore Bank Online Banking will be unavailable beginning at approximately 4:00 PM CT on Friday, February 10, 2023. All data, such as account history and Online Statements, will need to be downloaded before this date.

BankFirst Online Banking will be available at approximately 7:00 AM CT on Monday, February 13, 2023. Please see page 10 for instructions on how to log in to BankFirst Online Banking or set up Online Banking.

FEBRUARY 2023		MARCH 2023	
	2/6	2/10	2/11
		NO ACCESS	2/13
Update your information at Sycamore Bank before this date →		NO ACCESS	
When you receive it early, don't use new BankFirst card until after this date →			
Download /print any past statements before this date →		NO ACCESS	
payees/payments before 8:00 AM CT on this date →		NO ACCESS	
Sycamore Bank Mobile Banking access before this date →		NO ACCESS	
Sycamore Bank short-period paper statement includes activity before →			

- Begin banking as BankFirst.
- Activate and begin using new BankFirst Debit Cards. Stop using Sycamore Bank Debit Cards.
- Begin logging in to BankFirst Online Banking with full access.
- Begin using Bill Pay within BankFirst Online Banking.
- Download and begin using the BankFirst Mobile App with full access.
- Begin using BankFirst Telephone Banking.
- Activity from this date forward will be on your BankFirst Statements.
- Sycamore Bank customers become BankFirst customers.

Bill Pay

Sycamore Bill Pay will shut down at 8:00 AM CT on Monday, February 6, 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, February 13, 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 or other personal financial management software is up to date before 4:00 PM CT on Friday, February 10, 2023.

Online Statements

Please see page 13 for instructions on how to set up accounts on Online Statements (eStatements).

Mobile Banking

Access to Sycamore Bank Mobile Banking will be unavailable beginning at approximately 4:00 PM CT on Friday, February 10, 2023.

BankFirst Mobile Banking will be available at approximately 7:00 AM CT on Monday, February 13, 2023. Please see page 11 for instructions on how to download BankFirst's mobile app.

Telephone Banking

Sycamore telephone banking will terminate at 4:00 PM CT on Friday, February 10, 2023. Please see page 19 for instructions on how to enroll in BankFirst telephone banking.

Paper Statements

All depositors will receive a short-period statement of transactions from Sycamore Bank through Friday, February 10, 2023. This statement will not reflect any monthly service charges, but it will reflect interest paid through Friday, February 10, 2023. Your final Sycamore Bank statement will be mailed to you as of the close of business on Friday, February 10, 2023.

ATMs

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

Online Banking

On Monday, February 13, 2023, customers who are currently set up for Sycamore Bank's Online Banking will log in to BankFirst's Online Banking by visiting 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 Sycamore Bank's Online Banking prior to February 13, 2023, may register for BankFirst's Online Banking on or after February 13, 2023, using our Mobile App or by visiting www.bankfirstfs.com, clicking on "Login," and then clicking on "Register." Simply complete and submit the Online Banking application, and then wait to receive further instructions to log in to BankFirst's Online Banking.

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
- ✓ 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



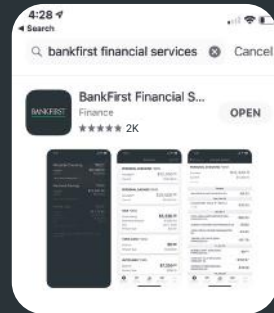
! Logging Out - Online Banking

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.



4.8 · 2K Ratings



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

(Use camera to scan code.)

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.

Mobile Banking can be accessed via your mobile device’s browser by visiting www.bankfirstfs.com or by downloading our app.

Download the BankFirst Mobile App

To download the BankFirst Personal 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.

Our app offers convenient features like mobile check deposit, push notifications, account management, internal transfers, and more—it’s no wonder our mobile app averages more than 4.8 stars on both the Google Play and Apple App stores.

Mobile Deposit

Deposit checks anytime, anywhere from your mobile device with Mobile Deposit. Use your mobile device’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

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).)

Online Bill Pay

Bill Pay, available within 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 Sycamore Bank Online Bill Pay, most of your established payees will automatically transfer to BankFirst Online Bill Pay. You will need to manually add any payees that do not automatically transfer to your new Online Banking profile. We strongly suggest that you download/print your Bill Pay history, payees and recurring payments from your Sycamore Bank Online Banking system before 8:00 AM CT, Monday, February 6, 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 Online Banking profile. Again, we strongly suggest that you download/print your Bill Pay history, payees and recurring payments from your Sycamore Bank Online Banking system before 8:00 AM CT, Monday, February 6, 2023.

Transfers

Transfers set up within Sycamore Online Banking will not convert. Once you have logged in to BankFirst Online Banking, you may set these transfers up again.

Quicken® & QuickBooks®

If you are accustomed to updating your personal financial management software by downloading your data from Sycamore Bank Online Banking, we strongly suggest that you download your data from your Sycamore Bank Online Banking account before 4:00 PM CT, Friday, February 10, 2023, to avoid losing your banking history in the event that it does not transfer automatically.



After Monday, February 13, 2023, please verify that all automatic transactions that you are expecting have processed to your account. Please review your Bill Pay history within Online Banking to make sure your scheduled payments were processed.

Setting Up Bill Pay

On and after Monday, February 13, 2023, customers who were enrolled in Bill Pay through Sycamore Bank Online Banking will need to log in to BankFirst Online Banking and click on "Bill Pay."

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

Quicken

qb intuit **quickbooks**

Online Statements

Online Statements 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 reduce the chances of fraud and identity theft, compared to paper (mailed) statements.

Beginning February 13, 2023, if you are already enrolled in Online Banking, you can sign up for Online Statements by logging in to Online Banking at 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 Sycamore Bank Online Statements

1. Log in to Sycamore Online Banking at www.sycamorebank.com
2. Click on the account for which you want the statement.
3. Under the account name (in orange), click on "Documents."
4. Type in the date range. (System defaults to a year prior.)
5. Click "Submit."
6. Click on the blue link with the statement date you need.
7. Choose to view and/or print the selected PDF.

Text Commands

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

Text Message Banking

Text Message Banking allows you to request your account information 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, February 13, 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.

BankFirst Mastercard® Debit Card

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

Your new card will be mailed the week of January 23, 2023, to your address on record. Please do not destroy your Sycamore Bank Mastercard® Debit Card before Monday, February 13, 2023.

To complete the process, keep in mind:

- Your new card may be activated and used on Monday, February 13, 2023, by following the instructions on the card. Your card may also be activated by using it in a PIN transaction.
- Due to the conversion process taking place over the weekend of February 10, 2023, use of your Sycamore 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 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 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 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, February 13, 2023, please call 877-441-2784 should you need to report a lost or stolen BankFirst Debit Card.



Your new card will be mailed the fourth week of January 2023, to your address on record. Please do not destroy your Sycamore Bank Mastercard® Debit Card before Monday, February 13, 2023.

If you have not received your new BankFirst Mastercard® Debit Card by Monday, February 6, 2023, please call 877-441-2784.

Your existing Sycamore Bank Mastercard® Debit Card and PIN will remain active until midnight on Sunday, February 12, 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.

Service Provider Examples:



Recurring Payments

Recurring payments, such as mobile phone bills, insurance premiums, utilities, subscription services, etc., that are set up on service providers' websites must be updated with your new BankFirst Mastercard® Debit Card information on and after Monday, February 13, 2023, in order to avoid service interruption.



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 Debit Card and credit card with your smartphone.

Important Information About Personal Banking

Sycamore Bank Checks

You may continue using your Sycamore Bank checks. Check orders placed up to Friday, February 10, 2023, will continue to be ordered with the Sycamore 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 Sycamore Bank checks, the Sycamore 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, Social Security, 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, February 13, 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 to notify originators of the change to your routing number, especially for payroll and any deposit benefits you receive. If you receive deposits from a government agency, you may find this information useful:

- Social Security Administration: 1-800-SSA-1213 or ssa.gov
- Department of Veterans Affairs: 1-800-827-1000 or va.gov
- Veterans Compensation, Pension & Education: 1-800-827-1000 or benefits.va.gov/benefits
- Internal Revenue Service: 1-800-829-1040 or irs.gov

If you have payments established using a web-based bill payment program other than Sycamore 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, February 10, 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, February 13, 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 into 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: First National Banker's Bank
Baton Rouge, LA
Routing Number: 065403370

Further Credit: 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, IRAs, 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.

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 beginning on page 29.](#)

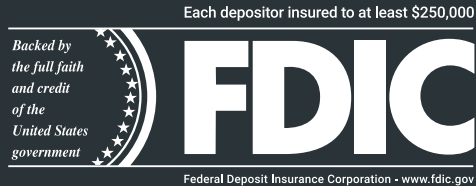
Stop Payments

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

Automatic Transfers

Automatic transfers established on your Sycamore 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, February 10, 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.





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.

FDIC Insurance

Your transferred deposits have been separately insured from any accounts you may already have had at BankFirst during a six-month-long grace period that ends on April 1, 2023. This grace period gives you the opportunity to restructure accounts, if necessary, while ensuring continuous 100% FDIC coverage.

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 Sycamore Bank check order history will convert to BankFirst, which means you will be able to reorder checks online starting Monday, February 13, 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, February 13, 2023. Simply call [1-866-726-2006](tel:1-866-726-2006) 24 hours per 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

Mortgage Loans

Notice of Servicing Transfer

The servicing of your mortgage loan is being transferred on Friday, February 10, 2023. This means that after this date, a new servicer (BankFirst Financial Services) will be collecting your payments. Nothing else about your mortgage loan will change.

Effective Friday, February 10, 2023, Sycamore Bank will no longer accept your payments as Sycamore Bank*. Beginning Monday, February 13, 2023, BankFirst Financial Services will be your new servicer and collect your payments. Beginning Monday, February 13, 2023, checks should be made payable to BankFirst Financial Services. Payments can continue to be made in person at any location.

If mailing payments due on or after Saturday, February 11, 2023, payments must be sent to BankFirst Financial Services at the following address:

BankFirst Financial Services
PO Box 31
Macon, MS 39341

If you have any questions for either your present servicer, Sycamore Bank, or your new servicer, BankFirst Financial Services, about your mortgage loan or this transfer, please contact them using the information below:

Current Servicer:

Sycamore Bank
 Mortgage Loan Payments
 662-562-8201
 P.O. Box 96
 Senatobia, MS 38668

New Servicer:

BankFirst Financial Services
 Mortgage Loan Payments
 800-991-7009
 PO Box 31
 Macon, MS 39341

* Under Federal law, during the 60-day period following the effective date of the transfer of the loan servicing, a mortgage loan payment received by your old servicer on or before its due date may not be treated by the new servicer as late, and a late fee may not be imposed.



BANKFIRST Mortgage Officers

MISSISSIPPI REGION



Zelda Dexter
 662-401-1230
 NMLS #1880117



Tonquin Stovall
 601-594-1544
 NMLS #97955



Safe Deposit Boxes

If you currently have a safe deposit box with Sycamore 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
4.5" x 5"	\$40
5" x 5"	\$45
3" x 10"	\$50
5" x 10"	\$70
10" x 10"	\$100

* \$10 late fee after 30 days past due

Personal Checking Accounts

Cash Back Checking

These checking accounts pay you cash for using your BankFirst Mastercard® debit card. Swiping your card more earns you more cash back each month. Choose from three account types: basic, PERKS, and VIP PERKS.*

Interest Checking

These checking accounts pay you interest every month if you meet the qualifications. Choose from three account types: basic, PERKS, and VIP PERKS.*

Anywhere Banking Tools

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

- Online Banking
- Mobile Banking
- Bill Pay
- Debit Card
- E-Statement



“ I SAVED \$42 ON 20 GALLONS WITH MY PERKS FUEL REWARDS ”
 —Satisfied Customer



See a list of all the money-saving benefits of a PERKS checking account.

	VIP CASH BACK CHECKING + PERKS	CASH BACK CHECKING + PERKS	CASH BACK CHECKING	VIP INTEREST CHECKING + PERKS	INTEREST CHECKING + PERKS	INTEREST CHECKING
Anywhere Banking Tools Online banking, mobile banking, bill pay, debit card, and online statement (eStatement).	✓	✓	✓	✓	✓	✓
ATM ATM Fee Reimbursements Nationwide? When qualifications* are met.	✓	✓	✓	✓	✓	✓
Cash Back on Your Checking Balance? Swiping your debit card more earns you more cash back each month.	✓	✓	✓			
Interest on Your Checking Balance? Earn interest on your balance each month if you meet the qualifications.				✓	✓	✓
Roadside Assistance? Available 24/7 and free to use, up to \$80 in covered service charges.	✓	✓		✓	✓	
Health Savings Card? Save money on prescriptions, eye exams, frames, lenses, and hearing services.	✓	✓		✓	✓	
Cell Phone Protection? Receive money to replace it if your cell phone is broken or stolen.	✓ up to \$600 per claim (\$1,200 per year)	✓ up to \$400 per claim (\$800 per year)		✓ up to \$600 per claim (\$1,200 per year)	✓ up to \$400 per claim (\$800 per year)	
ID Theft Aid? Includes payment card fraud resolution, \$10,000 or \$2,500 in personal identity theft benefit, and identity restoration.	✓ \$10,000	✓ \$5,000		✓ \$10,000	✓ \$5,000	
Accidental Death Coverage? Peace of mind for the unexpected.	✓ \$25K Accidental Death \$100K Common Carrier	✓ \$10,000 Travel Accidental Death		✓ \$25K Accidental Death \$100K Common Carrier	✓ \$10,000 Travel Accidental Death	
Shop Local, Save Local with BaZing? Local discounts and national retailer deals to save you money on shopping, dining, travel, and more.	✓	✓		✓	✓	
Buyer's Protection, Extended Warranty? Electronics are protected for up to \$2,500 per item if theft or accidental breakage occurs during the first 180 days of purchase using your BaZing checking account.	✓	✓		✓	✓	
BaZing Fuel? Earn at least 10¢/gallon for up to 20 gallons each month with just 15 debit card swipes.	✓	✓		✓	✓	
Billshark? Let our team of experts negotiate your internet, TV, cell phone, and home security services on your behalf, or cancel subscriptions you no longer want or need.	✓	✓		✓	✓	
	Only \$9 per month.	Only \$6 per month.	Electronic statements available at no charge. \$5 paper statement fee.	Only \$9 per month.	Only \$6 per month.	Electronic statements available at no charge. \$5 paper statement fee.

* VIP Interest Checking + PERKS, Interest Checking + PERKS, and Interest Checking Qualification Requirements: (1) Have at least 20 POS (Point of Sale) debit card transactions that are \$5 or greater post and clear per monthly qualification cycle (excluding ATM transactions). (2) Have at least a cumulative total of \$500 in Direct Deposit(s) or have at least a cumulative total of \$500 in Automatic Payment(s) post and clear per monthly qualification cycle. ADDITIONAL NUMBERED FOOTNOTES AND DETAILS ON PAGE 31



Personal Savings Accounts

- **Saver:** A free, interest bearing savings account linked to your Interest Checking or Interest Checking + PERKS. But that's not all. Your Saver balance earns interest, so you can sit back, relax, and watch your savings grow!
- **FIRSTSavings:** A great way to start building your nest egg, offering a solid interest rate, free Online Banking privileges, and more.
- **Kids Only Savings:** A Kids Only Savings account is designed to help develop good financial habits and teach kids the value of money. Since Kids Only Savings is for "kids only," it automatically converts to a FIRSTSavings account when the child reaches age 19.
- **Every Penny Counts:** (can be added to any savings account): Once registered for the service, any time you use your BankFirst Mastercard® Debit Card to make a point-of-sale (POS) purchase, not only will the sales amount be debited from your checking account, but the remaining cents on the transaction will be "rounded up" and debited from your checking account and credited to your savings account.
- **Money Market:** Make the most of funds via tiered rates, providing higher balances with even higher rates. At the same time, maintain convenient access to your funds. Have it all in one place—earning potential and flexibility.
- **Christmas Club¹:** This account makes it easy to save and stick to your goals. There are no minimum balance requirements, so you can deposit as much or as little as you would like. A minimum deposit of \$5 is required to open. Set up direct deposit for automatic savings.

MORE ON [PAGE 31](#)

¹ This account does not earn interest.

Certificates of Deposit and IRAs

Effective Monday, February 13, 2023, your Sycamore 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 Sycamore Bank deposit account, this will continue to your BankFirst Account.
- If interest is currently mailed to you by check, this will continue.

BankFirst will become the new custodian of all IRA plans as of the close of business on Friday, February 10, 2023. These plans include Traditional, Roth, SEP, and Educational IRAs. 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 Interest.

Personal Loans & Lines of Credit

If you currently have a loan or line of credit at Sycamore 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.](#)

All payments made after Friday, February 10, 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

NEW BENEFIT

Overdraft Protection Services

Your checking account will be enrolled in Privilege Pay and assigned an overdraft protection limit of \$1,000 effective Monday, February 13, 2023.

Overdraft Enrollment (Privilege Pay)

Privilege Pay is overdraft protection that covers (up to the \$1,000 limit) checks, ACH transactions, and recurring Debit Card transactions.

The following additional overdraft protection services will be available to you starting Monday, February 13, 2023. Please call any BankFirst branch for more information.

Overdraft Opt In (Privilege Plus)

With BankFirst you will have the option to opt in to Privilege Plus. BankFirst's Privilege Plus is an enhancement to Privilege Pay. With Privilege Plus, you'll be able to have confidence that payments and purchases made using your BankFirst Debit Card may be covered. Once you opt in to Privilege Plus, your non-recurring Debit Card transactions and ATM transactions may be paid up to your \$1,000 Privilege Pay limit.

Privilege Line of Credit (subject to credit approval)

Use a credit line to automatically transfer money for overdraft protection to avoid overdraft fees if you overdraw your account.

Note: If you're enrolled in Privilege Pay, (1) your available balance reflected on your account will include the \$1,000 overdraft limit, and (2) if there are insufficient funds in your account at the time of settlement, you will be charged an NSF/OD Fee for each item, per presentment, depending on whether the item is covered or returned unpaid. There is a \$36 charger per overdraft only if the item is authorized and settled against insufficient funds.

You can decline the \$1,000 Privilege Pay limit anytime by (1) visiting any BankFirst location, (2) contacting us directly at 877-441-2784, 8:00 AM – 5:00 PM CT, Monday through Friday, (3) signing in to your online account at bankfirstfs.com and selecting "Secured Forms."

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, 8:00 AM–5:00 PM CT, Monday through Friday, (4) signing in to your online account at bankfirstfs.com and selecting "Secured Forms."

Example of how the 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 \$1,300. This includes the \$1,000 Privilege Pay limit. The Current Balance is the balance as of the end of business the previous day. The Available Balance includes the Current Balance as of the

end of business the previous day plus or minus any pending items, minus any holds, plus your Privilege Pay amount of \$1,000. It may also include other overdraft protection services you may have, such as Privilege Line of Credit or Privilege Transfer.



Online Banking

Accounts		Transfer	Settings
CASH BACK CHECKING	XX123	Quick peek	
Available		\$1,300.00	
Current		\$300.00	



Mobile Banking

Accounts		Sign Off
CASH BACK CHECKING	XX123	
Available	\$1,300.00	
Current	\$300.00	



Phone Teller
FIRSTConnection

Option 1 – Account Balance
"This balance includes pending transactions and overdraft limits. Your available balance is \$1,300."



Privilege Pay



Privilege Plus

(Must have Privilege Pay and a debit card.)



Privilege Transfer



Privilege Line of Credit

(Subject to credit approval.)

	Privilege Pay	Privilege Plus	Privilege Transfer	Privilege Line of Credit
HOW IT WORKS	If you write a check or make recurring payments and sufficient funds are not available in your account, BankFirst generally will strive to pay the item(s). Privilege Pay can help you avoid costly returned check fees from merchants.	For consumer accounts only, Privilege Plus is an enhancement to Privilege Pay that requires "opt in" by account holder. All of the services and limits of Privilege Pay apply, plus BankFirst generally will strive to authorize and pay everyday debit card transactions and ATM withdrawals if you opt in for Privilege Plus.	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.	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.
WHAT'S COVERED	<ul style="list-style-type: none"> ✔ Checks ✔ ACH transactions ✔ Recurring debit card transactions 	<ul style="list-style-type: none"> ✔ 1x non-recurring debit card transactions ✔ ATM transactions 	<ul style="list-style-type: none"> ✔ Checks ✔ ACH transactions ✔ Recurring debit card transactions ✔ 1x non-recurring debit card transactions ✔ ATM transactions 	<ul style="list-style-type: none"> ✔ Checks ✔ ACH transactions ✔ Recurring debit card transactions ✔ 1x non-recurring debit card transactions ✔ ATM transactions
WHAT IT COSTS	BankFirst's normal NSF/OD Fees of \$36 per item, per presentment, 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 disclosed. Consumer accounts have a limit of six total NSF/OD Fees per business day (\$216 total daily NSF/OD Fees). We will not charge an NSF/OD Fee for any items that result in a negative balance of less than -\$5.00.	BankFirst's normal NSF/OD Fees of \$36 per item, per presentment, 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 disclosed. Consumer accounts have a limit of six total NSF/OD Fees per business day (\$216 total daily NSF/OD Fees). We will not charge an NSF/OD fee for any items that result in a negative balance of less than -\$5.00.	If funds are not available in the linked account(s) to cover an overdraft, then the transfer will not be completed and BankFirst's standard NSF/OD Fee of \$36 per item, per presentment, will apply, depending on whether the item presented against the checking account is paid or returned unpaid.	You are only charged interest on the amount of the line in use. If funds are not available in the Privilege Line of Credit to cover an overdraft, then the transfer will not be completed, and BankFirst's standard NSF/OD Fee of \$36 per item, per presentment, will apply, depending on whether the item presented against the checking account is paid or returned unpaid.
HOW TO GET IT	Generally, accounts will automatically be enrolled at account opening. But existing Sycamore Bank business accounts will be automatically enrolled on February 13, 2023. You can decline at any time using one of the methods listed on page 24.	This feature is only available on your account if you have Privilege Pay and you opt in for Privilege Plus. You can opt in or opt out at any time using one of the methods listed on page 24.	On or after February 13, 2023, call or stop by your local branch to link your accounts.	Call or stop by your local branch to apply for a Privilege Line of Credit.
LIMITS	Sycamore accountholders automatically have a limit of \$1,000. New accounts have a limit of \$200 at account opening. After 30 days, provided the account is in good standing and has had deposits of at least \$1,000 during that time, the limit will increase to \$1,000.	The same Privilege Pay overdraft limits apply.	Limited only by the amount in your linked account(s).	Privilege Line of Credit amount is determined by credit approval.

Personal 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 debit card can protect your checking account from fraud. Visit your local branch on or after Monday, February 13, 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 investment 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 Group 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. For more information, please refer to the Wealth Management Services Disclosure on page 31.



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

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 customers. 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: <https://bankfirstfs.learnbanzai.com>

Schedule of Fees

Account Research Fees	\$0.35 per Copy \$20 per Hour \$5 per Image Statement
Bill Payment Fee for Expedited ACH Payment	\$.50
Bill Payment Fee for Overnight Check Payment	\$.25
Bill Payment Inactivity Fee (charged per month after 3 months of inactivity)	\$.20
Check Cashing Fee (non customers, ON-US)	\$.50
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	\$.50
Debit Card Transaction Fee (foreign ATMs).....	\$3 per Transaction or Balance Inquiry
Dormant Fee ¹	\$.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	\$.100 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)
NSF/OD Fee ²	\$.36 per item, per presentment
Official Checks.....	\$.08 per Check (only offered to customers)
Returned Mail Fee	\$.05 per Piece of Mail Returned
Safe Deposit Box Late Payment Fee	\$.10
Snapshot Statement Fee	\$.10 per Item
Stop Payment Order Fee	\$.36
Telephone Transfer Fee (from account to account).....	\$.05 per Transfer
Telephone Balance Inquiry Fee.....	\$.20
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	\$.05 for First Bag \$.02 for Each Additional Bag

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

2 This NSF/OD charge may be charged for each time an item is presented whether check, in-person withdrawal, ATM, ACH, and/or Debit Card transaction, or other electronic means that overdraws your account.

Electronic Fund Transfer Disclosure

Revision Date: 12/05/2022

For purposes of this disclosure, the terms "we," "us," and "our" refer to BankFirst Financial Services. The terms "you" and "your" refer to the recipient of this disclosure.

The Electronic Fund Transfer Act and Regulation E require institutions to provide certain information to customers regarding electronic fund transfers (EFTs). This disclosure applies to any EFT service you receive from us related to an account established primarily for personal, family, or household purposes. Examples of EFT services include direct deposits to your account, automatic regular payments made from your account to a third party, and one-time electronic payments from your account using information from your check to pay for purchases or to pay bills. This disclosure also applies to the use of your Debit Card (hereinafter referred to collectively as "Debit Card") at automated teller machines (ATMs) and any networks described below.

This disclosure contains important information about your use of EFT services provided by BankFirst Financial Services in relation to accounts established primarily for personal, family, or household purposes. Please read this document carefully and retain it for future reference.

DEFINITION OF BUSINESS DAY. Business days are Monday through Friday, excluding Federal holidays.

Electronic Fund Transfer Services Provided

DEBIT CARD SERVICES. The services available through use of your Debit Card are described below.

- You may withdraw cash from your checking account(s), savings account(s), and money market account(s).
- You may make deposits into your checking account(s), savings account(s), and money market account(s).
- You may transfer funds between your checking and savings accounts, checking and money market accounts, and savings and money market accounts.
- You may make balance inquiries on your checking account(s), savings account(s), and money market account(s).
- You may use your Debit Card to obtain cash advances from your Overdraft Protection Line of Credit at an ATM.
- You may use your card at any merchant that accepts Mastercard® Debit Cards for the purchase of goods and services.

AUTOMATED TELLER MACHINE (ATM) SERVICES.

- NETWORK.** Your ability to perform the transactions or access the accounts set forth above depends on the location and type of ATM you are using and the network through which the transaction is being performed. A specific ATM or network may not perform or permit all of the above transactions. Besides being able to use your Debit Card at our Automated Teller Machine terminals, you may access your accounts through the following network(s): Pulse, Mastercard, and MoneyPass.
- ATM FEES.** When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used,

and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer.

POINT OF SALE TRANSACTIONS. Listed below is the card you may use to purchase goods and services from merchants that have arranged to accept your card as a means of payment (these merchants are referred to as "Participating Merchants"). Some Participating Merchants may permit you to receive cash back as part of your purchase. Purchases made with your card, including any purchase where you receive cash, are referred to as "Point of Sale" transactions and will cause your "designated account" to be debited for the amount of the purchase. We have the right to return any check or other item drawn against your account to ensure that there are funds available to pay for any Point of Sale transaction. We may, but do not have to, allow transactions which exceed your available account balance or, if applicable, your available overdraft protection. If we do, you agree to pay an amount equal to the overdrawn balance plus any overdraft fee.

The following card and the corresponding designated account(s) may be used for Point of Sale transactions: Debit Card, checking account.

Your Debit Card may also be used to obtain cash from your designated account(s) at participating financial institutions when so authorized under the terms of your Account Agreement.

IMPORTANT NOTICE REGARDING EVERYDAY DEBIT CARD TRANSACTIONS:

We do not pay overdrafts on ATM and everyday Debit Card transactions unless you authorize us to do so. In the case that you do authorize us to pay overdrafts on those transactions, such overdrafts will be determined based on the current balance in the account after the transaction settles and not upon the available balance of the account that has been reduced by the memo posting of such transactions prior to settlement.

On Debit Card purchases, merchants may request a temporary hold on your account for a specified sum of money, which may be more or less than the actual amount of your purchase. When this happens, our processing system cannot determine that the amount of the hold does not equal 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 may be several days before the adjustment is made. Until the merchant presents the actual purchase amount and the transaction settles, the amount of funds in your account available for other ATM and Debit Card transactions will be reduced by the amount of the temporary hold. In addition, other transactions (**intervening transactions**) may be presented for payment before the Debit Card transaction settles. If the **intervening transactions** deplete your account balance, the settlement of your original Debit Card transaction could overdraw your account, even though you had sufficient funds when the transaction was initially authorized. If this happens, you will be charged an overdraft or non-sufficient funds fee.

Please note that this means that items may be authorized based on sufficient funds in your account at the time of authorization, but there may be insufficient funds in your account to cover the item at the time of settlement. If there are insufficient funds in your account at the time of settlement, you will be charged an overdraft fee ("Overdraft Fee") or non-sufficient funds fee ("NSF Fee") for each item, per each presentment, as set forth in the bank's Fee Schedule.

AUTHORIZATION HOLDS. An authorization hold is a temporary hold that is placed on your account for certain debit card transactions. The amount of the temporary hold may be more than the actual amount of the transaction, so your available account balance will temporarily be reduced by the amount of the temporary hold. If the authorization

hold or the processing of subsequent transactions causes your account to have insufficient funds to pay the transaction, we may charge you non-sufficient funds fees if we return the item or overdraft fees if we pay the item on your behalf.

CURRENCY CONVERSION—Mastercard®. If you perform transactions with your card with the Mastercard® logo in a currency other than US dollars, Mastercard International Inc. will convert the charge into a US dollar amount. At Mastercard International they use a currency conversion procedure, which is disclosed to institutions that issue Mastercard®. Currently the currency conversion rate used by Mastercard International to determine the transaction amount in US dollars for such transactions is based on rates observed in the wholesale market or government mandated rates, where applicable. The currency conversion rate used by Mastercard International is generally the rate of the applicable currency on the date that the transaction occurred. However, in limited situations, particularly where transactions are submitted to Mastercard International for processing are delayed, the currency conversion rate used may be the rate of the applicable currency on the date that the transaction is processed.

SERVICES PROVIDED THROUGH USE OF FIRSTCONNECTION. You may perform the following functions through use of FIRSTConnection:

- You may initiate transfers of funds between your checking and savings account(s), checking and money market account(s), and savings and money market account(s).
- You may make balance inquiries on your checking account(s), savings account(s), and money market account(s).
- You may make payments on consumer loans, home mortgage loans, and home equity loans that you have with us.

PREAUTHORIZED TRANSFER SERVICES.

- You may arrange for the preauthorized automatic deposit of funds to your checking account(s), savings account(s), and money market account(s).
- You may arrange for the preauthorized automatic payments or other transfers from your checking account(s), savings account(s), and money market account(s).

SERVICES PROVIDED THROUGH USE OF ONLINE BANKING. BankFirst Financial Services offers its customers use of our Online Banking service.

- Bill Payment
- Mobile Banking
- Text Message Banking
- Balance Inquiries
- Funds Transfer
- Online Statements
- Account Change Request
- Pop Money

ELECTRONIC CHECK CONVERSION. You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or to pay bills.

Limitations on Transactions

TRANSACTION LIMITATIONS—DEBIT CARD.

CASH WITHDRAWAL LIMITATIONS. You may withdraw up to \$500.00 through use of ATMs in any one day.

POINT OF SALE LIMITATIONS. You may buy up to \$2,500.00 worth of goods or services in any one day through use of our Point of Sale service.

OTHER LIMITATIONS.

- Internet Bill Payment Limits:** \$2,500.00 per transaction limit, a \$500.00 expedited payment limit, and a \$5,000.00 daily limit.
- Mobile Deposit Limits:** Mobile Deposit Limits are based on the following customer risk levels.

Customer Risk Level 1—Mobile deposit limits for retail customers > 1 year AND average collected balance for current quarter >= \$1,000.00 OR Existing Relationship (CD, Loan, or Business Cross Reference) and no more than 1

return deposit item per year: \$2,500.00, maximum deposit per day and \$5,000.00 total deposits per month.

Customer Risk Level 2—Mobile deposit limits for retail customers < 1 year or new customer relationship, no return item history and no return deposit items: \$250.00 maximum deposit per day and \$500.00 total deposits per month.

- POP Money (Pay Other People) Money Transfer Limits: Daily Limits** - Standard is \$5,000 and Next Day is \$2,000. **Monthly limits** - Standard is \$10,000 and Next Day is \$5,000.
- Personal Money Market:** During any statement cycle you may not make more than 6 withdrawals or transfers to another account of yours or to a third party by means of a preauthorized or automatic transfer or telephone order or instruction, computer transfer, or by check, draft, Debit Card, or similar order to a third party. A Debit Item Fee of \$15.00 per item will be charged for preauthorized withdrawals over the limit of 6. (This limit does not apply to transfers or withdrawals made in person.)
- The terms of your account(s) may limit the number of withdrawals you may make each month. Restrictions disclosed at the time you opened your account(s), or sent to you subsequently, will also apply to your electronic withdrawals and electronic payments unless specified otherwise.
- Access Device Limitations:** Listed below are access devices that may be used to access a line of credit account, and the line of credit accounts that may be accessed. The amount of any cash advance available through use of your access device is subject to your separate agreement with BankFirst Financial Services, if any. Please refer to your Line of Credit Agreement for disclosures related to such limitations.
 - Debit Card: Overdraft Protection Line of Credit
- We reserve the right to impose limitations for security purposes at any time.
- Limitations have not been placed on the frequency or the dollar amount of direct deposits, telephone transfers, and automatic drafts. Point of sale limit is \$2,500.00 per business day. No service charges are applied to such transfers. However, the bank reserves the right to implement service charges on electronic fund transfers with a 21-day prior notification.

Notice of Rights and Responsibilities

The use of any electronic fund transfer services described in this document creates certain rights and responsibilities regarding these services as described below.

RIGHT TO RECEIVE DOCUMENTATION OF YOUR TRANSFERS.

TRANSACTION RECEIPTS. Depending on the location of an ATM, you may not be given the option to receive a receipt if your transaction is \$15.00 or less. Upon completing a transaction of more than \$15.00, you will receive a printed receipt documenting the transaction (unless you choose not to get a paper receipt). These receipts (or the transaction number given in place of the paper receipt) should be retained to verify that a transaction was performed. A receipt will be provided for any transaction of more than \$15.00 made with your Debit Card at a Participating Merchant. If the transaction is \$15.00 or less, the Participating Merchant is not required to provide a receipt.

PERIODIC STATEMENTS. If your account is subject to receiving a monthly statement, all EFT transactions will be reported on it. If your account is subject to receiving a statement less frequently than monthly, then you will continue to receive your statement on that cycle, unless there are EFT transactions, in which case you will receive a monthly statement. In any case you will receive your statement at least quarterly.

PREAUTHORIZED DEPOSITS. If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us at 877-441-2784 to find out whether or not the deposit has been made.

USING YOUR CARD AND PERSONAL IDENTIFICATION NUMBER ("PIN"). In order to assist us in maintaining the security of your account and the terminals, the Debit Card remains our property and may be revoked or canceled at any time without giving you prior notice. You agree not to use your Debit Card for a transaction that would cause your account balance to go below zero, or to access an account that is no longer available or lacks sufficient funds to complete the transaction, including any available line of credit. We will not be required

to complete any such transaction, but if we do, we may, at our sole discretion, charge or credit the transaction to another account; you agree to pay us the amount of the improper withdrawal or transfer upon request.

Certain transactions involving your Debit Card require use of your PIN. Your PIN is used to identify you as an authorized user. Because the PIN is used for identification purposes, you agree to notify BankFirst Financial Services immediately if your Debit Card is lost or if the secrecy of your PIN is compromised. You also agree not to reveal your PIN to any person not authorized by you to use your Debit Card or to write your PIN on your Debit Card or on any other item kept with your Debit Card. We have the right to refuse a transaction on your account when your Debit Card or PIN has been reported lost or stolen or when we reasonably believe there is unusual activity on your account.

The security of your account depends upon your maintaining possession of your Debit Card and the secrecy of your PIN. You can change your PIN if you feel that the secrecy of your PIN has been compromised. You can change your PIN at our ATM or by calling our telephone banking system (FIRSTConnection) at 866-726-2006.

RIGHTS REGARDING PREAUTHORIZED TRANSFERS.

RIGHTS AND PROCEDURES TO STOP PAYMENTS. If you have instructed us to make regular preauthorized transfers out of your account, you may stop any of the payments. To stop a payment, call us at 877-441-2784 or write to:

BankFirst Financial Services
Attn: Deposit Operations
PO Box 31
Macon, MS 39341

We must receive your call or written request at least three (3) business days prior to the scheduled payment. If you call, please have the following information ready: your account number, the date the transfer is to take place, to whom the transfer is being made, and the amount of the scheduled transfer. If you call, we will require you to put your request in writing and deliver it to us within fourteen (14) days after you call.

NOTICE OF VARYING AMOUNTS. If you have arranged for automatic periodic payments to be deducted from your checking or savings account and these payments vary in amount, you will be notified by the person or company you are going to pay 10 days prior to the payment date of the amount to be deducted. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.

OUR LIABILITY FOR FAILURE TO STOP PREAUTHORIZED TRANSFER PAYMENTS. If you order us to stop one of the payments and have provided us with the information we need at least three (3) business days prior to the scheduled transfer, and we do not stop the transfer, we will be liable for your losses or damages.

YOUR RESPONSIBILITY TO NOTIFY US OF LOSS OR THEFT. If you believe your Debit Card, PIN, or Internet banking access code has been lost or stolen, call us at: 877-441-2784 (24/7) or write to:

BankFirst Financial Services
PO Box 31
Macon, MS 39341

You should also call the number or write to the address listed above if you believe a transfer has been made using the information from your check without your permission.

CONSUMER LIABILITY. Tell us AT ONCE if you believe your Debit Card, PIN, or Internet banking access code has been lost or stolen or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line of credit, if applicable). If you tell us within two (2) business days after you learn of the loss or theft of your Debit Card, PIN, or Internet banking access code, you can lose no more than fifty dollars (\$50) if someone used your Debit Card, PIN, or Internet banking access code without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your Debit Card, PIN, or Internet banking access code and we can prove we could have stopped someone from using your Debit Card, PIN, or Internet banking access code without your permission if you had given us notice, you can lose as much as five hundred dollars (\$500).

Also, if your statement shows transfers you did not make, including those made by card, code, or other means, tell us at once. If you do not tell us within sixty (60) days after the statement was transmitted to you, you may not receive back any money you lost after the sixty (60) days, and therefore, you may not get back any money in your account (including your maximum overdraft line of credit, if applicable), if we can prove that we could have stopped someone from taking the money had you give us notice in time. If a good reason (such as a long trip or hospital stay) keeps you from giving the notice, we will extend the time periods.

CONSUMER LIABILITY FOR UNAUTHORIZED TRANSACTIONS INVOLVING DEBIT CARD. The limitations on your liability for unauthorized transactions described above generally apply to all electronic fund transfers. However, different limitations apply to certain transactions involving your card with the Mastercard® branded card.

If you promptly notify us about an unauthorized transaction involving your card and the unauthorized transaction took place on your Mastercard® branded card, including any PIN-based ATM or POS transactions, zero liability will be imposed on you for the unauthorized transaction. In order to qualify for the zero liability protection, you must have exercised reasonable care in safeguarding your card from the risk of loss or theft and, upon becoming aware of such loss or theft, promptly reported the loss or theft to us.

TRUTH IN LENDING DISCLOSURE. You may be liable for the unauthorized use of your Debit Card to access a line of credit. Please refer to your Line of Credit Agreement for disclosures related to your liability for unauthorized use.

IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR TRANSACTIONS. In case of errors or questions about your electronic fund transfers, call us at 877-441-2784 or write to:

BankFirst Financial Services
PO Box 31
Macon, MS 39341

or use the current information on your most recent account statement.

Notification should be made as soon as possible if you think your statement or receipt is wrong or if you need more information about a transaction listed on the statement or receipt. You must contact BankFirst Financial Services no later than 60 days after we sent you the first statement on which the problem or error appears. You must be prepared to provide the following information:

- Your name and account number.
- A description of the error or transaction you are unsure about along with an explanation as to why you believe it is an error or why you need more information.
- The dollar amount of the suspected error.

If you provide oral notice, you will be required to send in your complaint or question in writing within ten (10) business days.

We will determine whether an error occurred within ten (10) business days (twenty (20) business days for new accounts) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty-five (45) days (ninety (90) days for new accounts and foreign initiated or Point of Sale transfers) to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days (twenty (20) business days for new accounts) for the amount which you think is in error, so that you will have the use of the money during the time it takes to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account. The extended time periods for new accounts apply to all electronic fund transfers that occur within the first thirty (30) days after the first deposit to the account is made, including those for foreign initiated or Point of Sale transactions.

We will tell you the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

You may ask for copies of the documents that we used in our investigation. You will be billed for each investigation where no error exists in accordance with our standard Fee Schedule.

LIABILITY FOR FAILURE TO COMPLETE TRANSACTION. If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages as provided by law. However, there are some exceptions. We will NOT be liable, for instance:

- If through no fault of ours, you do not have enough money in your account to make the transfer.

- If the transfer would result in your exceeding the credit limit on your line of credit, if you have one.
- If the electronic terminal was not working properly and you knew about the breakdown before you started the transfer.
- If circumstances beyond our control (such as fire or flood, computer or machine breakdown, or failure or interruption of communications facilities) prevent the transfer, despite reasonable precautions we have taken.
- If we have terminated our Agreement with you.
- When your Debit Card has been reported lost or stolen or we have reason to believe that something is wrong with a transaction.
- If we receive inaccurate or incomplete information needed to complete a transaction.
- In the case of preauthorized transfers, we will not be liable where there is a breakdown of the system which would normally handle the transfer.
- If the funds in the account are subject to legal action preventing a transfer to or from your account.
- If the electronic terminal does not have enough cash to complete the transaction.

There may be other exceptions provided by applicable law.

CHARGES FOR TRANSFERS OR THE RIGHT TO MAKE TRANSFERS. The following fees and charges may be imposed on your DDA, Savings, and Money Market account:

Stop Payment Fee—For each Stop Payment Order you Give	\$36.00
Foreign ATM Cash Withdrawal, Balance Inquiry, or Transfer Fee	\$3.00
Debit Card Reissue Fee	\$5.00
Money Market Account Debit Item Fee (Over 6 per month)	\$15.00
Online Bill Payment Expedited ACH	\$5.00
Online Bill Payment Overnight Check	\$25.00
Savings Account Debit Item Fee (over 6 per month)	\$2.00

International ATM/POS Transaction Fee = 1.25% of the transaction amount

DISCLOSURE OF ACCOUNT INFORMATION. We will disclose information to third parties about your account or electronic fund transfers made to your account:

1. Where necessary to complete a transfer or to investigate and resolve errors involving the transfer(s); or
2. In order to verify the existence and condition of your account for a third party such as a credit bureau or merchant; or
3. In order to comply with government agency or court orders; or
4. If you give us your permission in a record or writing.

SAFETY PRECAUTIONS FOR ATM TERMINAL USAGE. Please keep in mind the following basic safety tips whenever you use an ATM:

- Have your Debit Card ready to use when you reach the ATM. Have all of your forms ready before you get to the machine. Keep some extra forms (envelopes) at home for this purpose.
- If you are new to ATM usage, use machines close to or inside a financial institution until you become comfortable and can conduct your usage quickly.
- If using an ATM in an isolated area, take someone else with you if possible. Have them watch from the car as you conduct your transaction.
- Do not use ATMs at night unless the area and machine are well-lighted. If the lights are out, go to a different location.
- If someone else is using the machine you want to use, stand back or stay in your car until the machine is free. Watch out for suspicious people lurking around ATMs, especially during the times that few people are around.
- When using the machine, stand so you block anyone else's view from behind.
- If anything suspicious occurs when you are using a machine, cancel what you are doing and leave immediately. If going to your car, lock your doors.
- Do not stand at the ATM counting cash. Check that you received the right amount later in a secure place, and reconcile it to your receipt then.
- Keep your receipts and verify transactions on your account statement. Report errors immediately. Do not leave receipts at an ATM location.

Additional Provisions

Your account is also governed by the terms and conditions of other applicable agreements between you and BankFirst Financial Services.

Funds Availability Policy Disclosure

Revision Date: 12/05/2022

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 US Treasury checks; US 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 actuality and finally collected funds; and (ii) received information on the account and amount to be credited.

Privacy Policy

Revision Date: 12/05/2022

What does BankFirst Financial Services do with your personal information?

Why? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

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

- Social Security number and account balances
- Payment history and transaction history
- Credit history and checking account information

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

How? All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons BankFirst Financial Services chooses to share; and whether you can limit this sharing.

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

Questions?

Call 877-441-2784 or go to www.bankfirstfs.com.

Who we are

Who is providing this notice? BankFirst Financial Services

What we do

How does BankFirst Financial Services protect my personal information? To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does BankFirst Financial Services collect my personal information? We collect your personal information, for example, when you

- Open an account or apply for a loan
- Make deposits or withdrawals from your account or provide account information
- Make a wire transfer

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

Why can't I limit all sharing? Federal law gives you the right to limit only

- sharing for affiliates' everyday business purposes—information about your creditworthiness
- affiliates from using your information to market to you
- sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

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

- BankFirst Financial Services has no affiliates.

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

- BankFirst Financial Services does not share with nonaffiliates so they can market to you.

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

- Our joint marketing partner(s) include Financial Service Providers and Insurance Providers.

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, and 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.

The financial advisors of Summit Wealth Group offer securities and advisory services through Commonwealth Financial Network®, member FINRA/SIPC, a Registered Investment Adviser.

BankFirst is not a registered broker-dealer or Registered Investment Adviser, and is not affiliated with Summit Wealth Group, Inc. or Commonwealth Financial Network.

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For more information, please visit their website at: summitwealthgroup.com. Check the background of this firm on FINRA's BrokerCheck at 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.

Additional Product and Program Information (Regarding BankFirst products described on pages 22-23 of this Conversion Guide)

Revision Date: 12/01/22

Personal Checking Accounts: 1 Subject to the terms and conditions detailed in the Benefits Reference Guide. 2 Insurance products are: NOT A DEPOSIT. NOT FDIC-INSURED. NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY. NOT GUARANTEED BY THE BANK. 3 Billshark requires additional activation to begin. 4 You'll receive a one-time activation reward of 10¢ per gallon when you activate BaZing Fuel. You'll earn a monthly reward of 10¢ per gallon each month when you have 15 eligible debit card transactions post and settle during the Monthly Qualification Cycle (MQC), which is defined as the first day of the month through the last day of the month. Only transactions posted during the MQC will count toward the monthly reward for that MQC. The following activities do not count toward earning BaZing Fuel: ATM withdrawals, transfers between accounts, deposit or refund transactions. Transactions posted during the MQC greater than the monthly reward requirement will be stored to count toward a bonus reward of 10¢ per gallon. When you have 50 stored bonus transactions you will earn the bonus reward. You'll continue to earn bonus rewards for every 50 stored bonus transactions accrued. If the required monthly reward transaction count is not met during the MQC, no transactions are counted for any reward during that MQC or the bonus reward. BaZing Fuel is limited to 20 gallons of fuel per purchase, per vehicle, or fraud limits placed by Shell and/or limits placed on your payment card by BankFirst, each of which may be lower. To activate, you will need to have online banking with BankFirst. Refer to the BaZing Fuel Terms and Conditions for full disclosures here: <https://strategycorps.com/bazing-fuel-terms-and-conditions>. BaZing Fuel offer may be changed at any time and without notice. 5 Interest Checking, Cash Back Checking and Basic Checking: Minimum to open is \$100. 6 To qualify for Interest Checking rates and receive reimbursements on your ATM fee surcharges, you must perform the following during the monthly qualification cycle. Have at least a cumulative total of \$500.00 or more in Direct Deposit or have at least a cumulative total of \$500.00 or more in Automatic payment post and clear per monthly qualification cycle. Have at least 20 POS (Point of Sale) debit card transactions that are \$5.00 or greater post and clear per qualification cycle (excluding ATM transactions). Qualifying transactions must post to and settle to the account during the monthly qualification cycle. Transactions may take one or more banking days from the date transaction was made to post to and settle account ATM-processed transactions do not count toward qualifying debit card transactions. 7 The bank will reimburse you for domestic ATM fees up to \$15 per month. ATM fee reimbursements will be credited to your account on the last day of your statement cycle. ATM receipt must be presented for reimbursement of an individual ATM fee of \$5.00 or more. If you believe that you have not been reimbursed the correct amount, please contact us. We must hear from you within 30 days following the end of the Statement Cycle in which the reimbursement was applicable. A Direct Deposit includes payroll, Social Security, other government benefits, and tax refunds. Limit one account per Social Security number

(SSN). 8 You must meet the requirements below for the following Cash Back rewards: 75 or more swipes = \$10.00 Cash Back; 50–74 swipes = \$5.00 Cash Back; 25–49 swipes = \$2.50 Cash Back; 10–24 swipes = \$1.00 Cash Back; 9 or fewer swipes = \$0 Cash Back. To earn cash back, swipe and spend at least \$5 on your Cash Back Checking debit card 10 or more times during a "Statement Cycle." Purchases must be made with the BankFirst debit card associated with the Cash Back Checking account. Transactions MUST post and clear to your account during the monthly qualification cycle. They may not be in a pending state to qualify as one of the qualifications. Transactions may take one or more banking days from the date the transaction was made to post and clear an account. Only debit card transactions processed by merchants and received by the bank as point-of-sale ("POS") transactions count toward qualifying debit card transactions. Automated Teller Machine (ATM) processed transactions do not count toward earning account rewards. "Monthly Qualification Cycle" means a period beginning on the first day of the month and ending on the last business day of the month. "Statement Cycle" means the period of time for which the bank provides a summary of the financial activities and transactions that post and settle to the account holder's account.

Christmas Club: *Early closing fee is \$10. Early withdrawal fee is \$10. Annual service charge of \$10 deducted from your total disbursement amount before processing. A check for the balance in the account will be mailed in November of each year.

Overdraft Protection Services Privilege Pay Customer Policy

Revision Date: 12/05/2022

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.

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," we may approve your overdraft items within your unused Privilege Pay limit as a non-contractual courtesy. For Privilege Pay 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 suggesting the use of Privilege Pay as a continuing line of credit; and (3) have no legal orders, levies or liens against your account. New accounts will be eligible for a Privilege Pay limit of \$200 at account opening. After 30 days, providing 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.

In the normal course of business, we generally pay electronic transactions first and then checks, per the bank's policy; however, checks are often converted to electronic transactions which may post to your account more quickly, affecting the order in which they post. We reserve the right to change the order of payment without notice to you if we suspect fraud or possible illegal activity affecting your account. Also, the order we pay your items may create multiple overdraft items during a single banking day and you will be charged an NSF/OD charge of \$36 for each overdraft item paid. Consumer accounts have a limit of six (6) NSF/OD charges per business day, for a total of \$216 in fees that we can charge you for overdrawing your account per day. Also, if any item overdraws your account \$5 or less, an NSF/OD charge will not be charged for that item.

You may decline Privilege Pay at any time, but you are responsible for any overdrawn balances at the time of declining. 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, remember that the amount of the overdraft plus an NSF/OD charge of \$36 per item will be deducted from the Privilege Pay limit.

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 as defined above, 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. You will be charged an NSF/OD charge 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 NSF/OD charges.

We will notify you promptly of any non-sufficient fund items paid or returned, however we have no obligation to notify you before we pay or return any item. The amount of any overdraft including an NSF/OD charge of \$36 that you owe us 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.

Privilege Pay should not be viewed as an encouragement to overdraw your account. To avoid fees, we encourage you to manage your finances responsibly by keeping track of your account balance and reconciling it regularly. Balances provided include the Privilege Pay limit.

Your Privilege Pay limit may be available for each item created by checks and other transactions made using your checking account number, such as a teller withdrawal, an automatic payment (ACH) transaction, automatic bill payment, or recurring debit card payment.

If you request us to do so (opt in), we will strive to authorize ATM transfers or withdrawals and everyday debit card purchases by using your available balance and your Privilege Pay limit. Your balance at the time these transactions post will determine the overdraft status and the assessment of fees. Other transactions initiated by you, or a delay in processing authorized transactions by the merchant, may result in previously authorized transactions posting against an insufficient balance. An NSF/OD charge of \$36 will be charged for each ATM or everyday debit card transaction that posts against insufficient funds.

Multiple paid items will result in multiple fees. For example, three paid items in one day will result in an \$108 NSF/OD charge. 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.

If you would like to revoke your previous authorization for ATM and debit card transaction coverage, or have this service removed entirely from your account, please call 877-441-2784.

LIMITATIONS: Privilege Pay is a non-contractual courtesy that is available to individually/jointly owned accounts in good standing for personal use. BankFirst reserves the right to limit participation to one account per household and to suspend, revoke, or discontinue this service without prior notice. If your limit is suspended, unless we notify you otherwise or you request this service be removed from your account, your 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.

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

SYCAMORE
BANK

662-562-8201

TELEPHONE BANKING (FIRSTConnection)

24-hrs/day; Available beginning Monday, February 13, 2023

866-726-2006

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