

GreenBank

Courtesy Overdraft Privilege

The Courtesy Overdraft Privilege program is provided by GreenBank to all customers who meet the general requirements of maintaining a personal or business checking account in good standing. Please carefully review the detailed information provided below.

(A) Program Types. The bank offers three types of overdraft protection programs:

(1) Linked Account Program. This program permits you to link a savings account to a checking account. This provides an automatic transfer from the savings account when the checking account goes below a zero balance. The cost for the "Linked Account Program" is \$4.95 per transfer (there will only be one transfer per day to bring the checking account back to a zero balance). For example, if the bank completes three (3) transfers in one week, you will incur three (3) separate charges of \$4.95 each. This program may be established by speaking to a Personal Banking Representative at any time.

(2) Overdraft Line of Credit. This program operates differently than the first and is an actual loan, thereby requiring you to submit a loan application and to meet certain credit requirements. Once established, the loan will be available and used to transfer funds to the checking account when the account goes below a zero balance. For more information on the "Overdraft Line of Credit", please see a loan officer.

(3) The third program is defined as our "Courtesy Overdraft Privilege". This program requires no action on your part and is granted as a courtesy to all checking account customers in good standing. It is not a loan but a service offered by GreenBank. The remaining information in this document relates specifically to the Courtesy Overdraft Privilege.

(B) Opting Out. This is an optional program.

Although the Courtesy Overdraft Privilege program is offered automatically to all personal and business checking account customers, participation is optional. An account owner(s) may elect not to participate in the program by "opting out." Should you desire to opt out, simply complete the included Opt Out form (see page 35), and return it to any GreenBank office. You may also call the bank's Customer Service Center to request an Opt Out Form. That number is 1-800-639-5111.

(C) Guidelines. The Courtesy Overdraft Privilege program operates under the following guidelines:

(1) When you open your account, you are provided with a limit of \$100.00.

(2) We will pay up to this \$100.00 limit any checks, ATM transactions, point of sale transactions, telephone initiated transfers or other electronic transfers that cause you to overdraw your account.

(3) You will be notified by mail of each transaction that overdraws your account. You will also be notified at all GreenBank ATM's if your attempted transaction will result in overdrawing your account. At that point, you will be able to continue or cancel the transaction should you choose to do so. Preemptive notice cannot be provided for transactions at non-GreenBank ATM's, merchant point of sale terminals, or other electronic means of payment.

(4) A \$31.95 charge is applied to your account for each overdraft transaction. For example, if the bank pays five (5) overdraft items in one day, you will incur five (5) separate charges of \$31.95 each.

(5) After 30 days, your Courtesy Overdraft limit may be adjusted based upon your average collected balance, other accounts you have with GreenBank, the amount and frequency of deposits to your account and/or other factors as determined by GreenBank.

(D) Availability of Funds. Whenever GreenBank reports to you the availability of funds in your account, that amount never includes your Courtesy Overdraft limit. We always disclose your current available balance.

(E) Order of Processing. GreenBank currently processes (i.e. "clears") items on a daily basis in the order of largest dollar amount to smallest, with the exception of transactions made at the bank (since these in-bank items are available immediately, we process them at the time of their presentation). Otherwise, we pay items in order from largest to smallest including ATM transactions, Point of Sale Transactions, Electronic Transactions or Transfers and any checks or other debits. We pay all checks in largest to smallest order, because we believe that your largest debits are the ones most important to you.

(F) Eligibility. You may maintain your Courtesy Overdraft Privilege with our bank as long as (a) you continue to make regular deposits, (b) you bring your account to a positive balance at least once every 30 days and (c) there are no legal orders outstanding on your account.

(G) Bank's Obligation. GreenBank is not obligated to honor any overdraft of your account to the extent said overdraft, either alone or when combined with other overdrafts and overdraft charges, exceeds your Courtesy Overdraft Privilege limit. GreenBank may refuse to pay an overdraft at any time even though GreenBank may have previously paid overdraft items for you.

(H) Continuous Overdraft Fee. If an account remains overdrawn for more than five (5) consecutive business days, a Continuous Overdraft Fee of \$4.00 will be assessed daily, commencing on the sixth (6th) business day and continuing until the account is brought to a zero or positive balance. Both consumer (i.e. personal) and business checking accounts are subject to the continuous overdraft charge.

(I) Joint Accounts. If an account has more than one owner listed on the signature card, each owner shall be jointly and severally liable for such overdrafts, courtesy overdraft fees and any possible legal/collection expenses incurred in the collection of these funds.

(J) Complaints or Concerns. If you feel that you have been wrongly charged an overdraft fee, or if you have concerns related to any of our three (3) overdraft services, please complete the attached form and forward to the bank's compliance officer. You may also mail your comments to: GreenBank, Compliance Department, P.O. Box 1120, Greeneville, Tennessee 37744.

(K) Right to Terminate. If an overdraft on your account remains outstanding for a period of thirty (30) days or longer, we will have the right to terminate your account and notify a credit reporting agency of such termination for the debt owed to us. We also reserve the right to terminate Courtesy Overdraft Privilege at any time for failure to comply with the terms outlined in this disclosure.

Overdraft Services Complaint Form

Customer Name

Account Number

Phone Number

Please describe the issue, problem or complaint that you have with the GreenBank Overdraft Program.

Please forward this form to: GreenBank Compliance Department, P.O. Box 1120, Greeneville, Tennessee 37744. The form may also be faxed to (423) 787-1235.

We will respond to you within 30 business days. This will allow us time to research your individual circumstances. Thank you.

Courtesy Overdraft Privilege Opt Out Form

To Opt Out of the Courtesy Overdraft Privilege program, simply complete this form and return it to the nearest GreenBank office.

Account Name

Account Number

I (we) do not wish to participate in the Courtesy Overdraft Privilege Program.

Date

Customer Signature

Co-Owner Signature

.....
Internal Use Only

Date Received

COP Removed By

Date

After processing this Opt Out Form, the form must be forwarded to the GreenBank Compliance Dept.