

TO GREENBANK CUSTOMERS: TRANSACTIONS ON YOUR ACCOUNT IN AN ELECTRONIC WORLD

To Our Checking Account Customers: As the banking industry, and the world in general, continues to move rapidly toward electronic posting of checking account transactions (checks, deposits, debit cards, Direct Deposits, etc.) our customers are feeling the impact in various ways. Specifically, the days of “playing the float” are fast disappearing. Checks that used to take days to clear your account are now often posting as early as the next day.

We receive numerous files containing electronic transactions from various sources throughout the day and night, and the timing and number of files we receive daily is constantly evolving.

Our policy is to adjust your available balance immediately when we receive an electronic file containing a transaction on your account. This could work to your benefit if the transaction is a deposit or other credit; the opposite is true if the transaction is a check or other debit.

Because of the numerous electronic files we receive each day and the timing of those files, you should be aware that the available balance on your account may change periodically throughout the day or night. Even if you are looking at your account late in the day via, for example, our GreenNet™ Internet Banking service, the balance you view may not be the final balance when transactions are actually posted later in the evening.

While we know this posting process may be a source of frustration for some of our customers, we continue to believe that adjusting each customer’s available balance up or down as soon as we receive a transaction, regardless of the time of day, is the most straightforward resolution.

We value your business and look forward to continuing to partner with you in the ever-changing world of banking and electronic commerce.