

Solutions Bank - Electronic Record and Signature Disclosure

From time to time, Solutions Bank (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to “I agree to use electronic records and signature” before clicking “CONTINUE”.

Getting Paper Copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you during and immediately after the signing session. If you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing Your Consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing Your Mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgement of your receipt of such paper notices or disclosures. Further, you will no longer be able to receive required notices and consents electronically from us or to sign electronically documents from us.

All Notices and Disclosures Will Be Sent to You Electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the change of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to Contact Solutions Bank

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email, send messages to: customerservice@solutions.bank

To Advise Solutions Bank of Your New Email Address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at customerservice@solutions.bank and in the body of such request you must state: your previous email address and your new email address. We do not require any other information from you to change your email address.

To Request Paper Copies From Solutions Bank

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to customerservice@solutions.bank and in the body of such request you must state your email address, full name, mailing address and telephone number. We will bill you for any fees at that time, if any.

To Withdraw Your Consent With Solutions Bank

To inform us that you no longer wish to receive further notices and disclosures in electronic format you may:

- i. Decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may:
- ii. Send us an email to customerservice@solutions.bank and in the body of such request you must state your email, full name, mailing address and telephone number. We do not need any other information from you to withdraw consent. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process.

Required Hardware and Software

To receive electronic records, you must have access to:

- a publisher supported version of Internet Explorer, Google Chrome, Mozilla Firefox, Safari or Mobile Safari,
- a connection to the Internet,
- a publisher supported version of a PDF reader, and
- a computer and an operating system capable of supporting all of the above. You will also need a printer if you wish to print out and retain records on paper, and electronic storage if you wish to retain records in electronic form.

Note: Cookies and JavaScript must be enabled

You must also have an active email address.

In some cases, you may also need a specific brand or type of device that can support a particular software application, including an application intended for particular mobile or handheld devices.

We reserve the right to discontinue support of software if, in our sole opinion, it suffers from a security flaw or other flaw that makes it unsuitable for use with online banking.

7. Changes to hardware or software requirements.

If our hardware or software requirements change, and that change would create a material risk that you would not be able to access or retain your electronic records, we will give you notice of the revised hardware or software requirements. Continuing to use electronic services after receiving notice of the change is reaffirmation of your consent.

Acknowledging Your Access and Consent to Receive and Sign Documents Electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your further reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to “I agree to use electronic records and signatures” before clicking “CONTINUE”.

By selecting the check-box next to “I agree to use electronic records and signatures”, you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify Solutions Bank as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by Solutions Bank, during the course of your relationship with Solutions Bank.