



MOBILE BANKING TERMS AND CONDITIONS

Updated: November 21, 2024

Mobile Banking - State Bank

Thank you for using State Bank Mobile Banking combined with your handheld's text messaging capabilities. Message & Data rates may apply. For help, text "HELP" to 96924. To cancel, text "STOP" to 96924 at any time. In case of questions please contact customer service at 877.867.4218 or visit www.YourStateBank.com/contact.

Terms and Conditions. State Bank offers their customers mobile access to their account information (e.g., for checking balances and last transactions) over SMS, as well as the option to set up alerts for their accounts (e.g., low balance alerts). By participating in Mobile Banking, you are agreeing to the terms and conditions presented here. Our participating carriers include (but are not limited to) AT&T, Sprint PCS, T-Mobile®, U.S. Cellular®, and Verizon Wireless. Mobile Banking, and any software you may obtain from Mobile Banking ("Software"), may not be available at any time for any reason outside of the reasonable control of State Bank or any service provider. Enrollment requires identification of the user's banking relationship as well as providing a mobile phone number. The mobile phone number's verification is done by the user receiving an SMS message with a verification code which they will have to enter on the website. Additionally, customers may select the type of alerts and other preferences which will determine, together with their account data, the frequency of alerts delivered to the customer. This program will be ongoing. Message & Data rates may apply. Customers will be allowed to opt out of this program at any time. Questions: You can contact us at 877.867.4218 or send a text message with the word "HELP" to this number: 96924. To Stop the program: Just send a text that says "STOP" to this number: 96924. You will receive a one-time opt-out confirmation text message. After that, you will not receive any future messages.

Privacy and User Information. You acknowledge that in connection with your use of Mobile Banking, State Bank and its affiliates and service providers, including Fiserv, Inc. and its affiliates, may receive and may share with one another names, domain names, addresses, passwords, telephone and device numbers, the content of messages, data files and other data and information provided by you or from other sources in connection with Mobile Banking or the Software (collectively "User Information"). State Bank and its affiliates and service providers will maintain reasonable safeguards to protect the information from unauthorized disclosure or use, but reserve the right to use and disclose this information as reasonably necessary to deliver Mobile Banking and as otherwise permitted by law, including compliance with court orders or lawful instructions from a government agency, to protect the personal safety of subscribers or the public, to defend claims, and as otherwise authorized by you. State Bank and its affiliates and service providers also reserve the right to monitor use of Mobile Banking and the Software for purposes of verifying compliance with the law, these terms and conditions and any applicable license, but disclaim any obligation to monitor, filter, or edit any content.

Restrictions on Use. You agree not to use Mobile Banking or the Software in or for any illegal, fraudulent, unauthorized or improper manner or purpose and will only be used in compliance with all applicable laws, rules and regulations, including all applicable state, federal, and international Internet, data, telecommunications, telemarketing, "spam," and import/export laws and regulations, including the U.S. Export Administration Regulations. Without limiting the foregoing, you agree that you will not use Mobile Banking or the Software to transmit or disseminate: (i) junk mail, spam, or unsolicited material to persons or entities that have not agreed to receive such material or to whom you do not otherwise have a legal right to send such material; (ii) material that infringes or violates any third party's intellectual property rights, rights of publicity, privacy, or confidentiality, or the rights or legal obligations of any wireless service provider or any of its clients or subscribers; (iii) material or data, that is illegal, or material or data, as determined by State Bank (in its sole discretion), that is harassing, coercive, defamatory, libelous, abusive, threatening, obscene, or otherwise objectionable, materials that are harmful to minors or excessive in quantity, or materials the transmission of which could diminish or harm the reputation of State Bank or any third-party service provider involved in the provision of Mobile Banking; (iv) material or data that is alcoholic beverage-related (e.g., beer, wine, or liquor), tobacco-related (e.g., cigarettes, cigars, pipes, chewing tobacco), guns or weapons-related (e.g., firearms, bullets), illegal drugs-related (e.g., marijuana, cocaine), pornographic-related (e.g., adult themes, sexual content), crime-related (e.g., organized crime, notorious characters), violence-related (e.g., violent games), death-related (e.g., funeral homes, mortuaries), hate-related (e.g. racist organizations), gambling-related (e.g., casinos, lotteries), specifically mentions any wireless carrier or copies or parodies the products or services of any wireless carrier; (v) viruses, Trojan horses, worms, time bombs, cancelbots, or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data, or personal information; (vi) any material or information that is false, misleading, or inaccurate; (vii) any material that would expose State Bank, any third-party service provider involved in providing Mobile Banking, or any other third party to liability; or (viii) any signal or impulse that could cause electrical, magnetic, optical, or other technical harm to the equipment or facilities of Fiserv or any third party. You agree that you will not attempt to: (a) access any software or services for which



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your use has not been authorized; or (b) use or attempt to use a third party's account; or (c) interfere in any manner with the provision of Mobile Banking or the Software, the security of Mobile Banking or the Software, or other customers of Mobile Banking or the Software; or (d) otherwise abuse Mobile Banking or the Software.

Use of Google Maps. You agree to abide by the Google terms and conditions of use found at maps.google.com/help/terms_maps.html and the Google Legal Notices found at www.google.com/help/legalnotices_maps/, or other URLs as may be updated by Google.

E-Statements. By agreeing to receive your account statement electronically online instead of receiving a paper copy of your statement through the U.S. Postal Service, you are agreeing that:

1. You have access to a computer with Internet access and a valid email address with Acrobat Reader or similar software to view PDF files.
2. As an account holder, you are electing to receive eStatements, online statements or change the statement delivery method or **combine statements** on behalf of all owners of this account. You may be required to sign and provide the Bank written authorization to change the statement delivery method.
3. Only persons who are Account Owners, Power of Attorney, Guardians or Custodians may authorize changes in statement delivery.
4. If you elect to receive eStatements, **you will no longer receive a paper statement mailed through the U.S. Postal Service**, unless you change your delivery method as detailed below.
5. After you consent to receive eStatements, you may withdraw your consent or request a paper copy of your periodic statement at any time. To change your periodic statement delivery method, request a paper copy, or for other assistance relating to your periodic statement, contact us by phone at 877.867.4218 or 419.783.8950, or by mail at State Bank, 401 Clinton Street, Defiance, Ohio 43512.
6. You are responsible for viewing, printing, and saving your electronic statements for future reference.
7. You are responsible for adjusting or correcting any local software or Internet Service Provider(ISP) issues such as SPAM filters, browser settings, firewall or other security programs which may filter out email attachments or that might remove or block your eStatement. Emails notifying you that your eStatement is available will come from estatements@yourstatebank.com.
8. You must notify State Bank should your e-mail address change. You may notify us by calling 877.867.4218 or by mail at the State Bank, 401 Clinton Street, Defiance, Ohio 43512.
9. Email notification of your eStatement delivery may be terminated if we have reason to believe that the email address for you in our records is no longer your email address or emails to such email address are otherwise not being received by you.
10. You specifically agree to the Terms and Conditions of your account with the State Bank.
11. The Bank reserves the right to change the hardware or software requirements for eStatement or online delivery. The Bank will inform you and you may withdraw your consent to receive your periodic statements electronically, without any fee for withdrawal of such consent.
12. To change your periodic statement delivery method, or request information or assistance on your statement, contact us by calling 877.867.4218 or by mail at State Bank, 401 Clinton Street, Defiance, Ohio 43512.

Read and accept the State Bank Mobile Deposit Agreement. Consider printing a copy for your records. To view a printable version of this document, please log onto Internet Banking from your personal computer and navigate to Mobile Deposit.

STATE BANK MOBILE DEPOSIT AGREEMENT. This Agreement contains the terms and conditions for using State Bank Mobile Deposit that State Bank ("we" or "us") may provide to you ("you" or "your"). The Internet Banking and Bill Payment Access User Agreement, the Mobile Banking Terms & Conditions, and the Rules & Regulations Applicable to all State Bank Accounts and Cards ("Rules and Regulations"), also apply to transactions made using Mobile Deposit. By using Mobile Deposit, you acknowledge and accept this Agreement.

1.Features and Services. State Bank Mobile Deposit allows you to deposit money into a personal checking, savings or money market account with your mobile device camera using the State Bank Mobile Application or "Mobile App". To use Mobile Deposit, you must be enrolled in Online Banking, download the State Bank Mobile Banking app, and use an eligible access device.

2.Fees. None.



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3. Eligible/Ineligible Items. You agree to scan and deposit only eligible checks using Mobile Deposit. You agree that you will not scan and deposit any of the following types of checks or other items which shall be considered ineligible items:

- Checks payable to any person or entity other than the person or entity that owns the account that the check is being deposited into.
- Checks payable jointly, unless deposited into an account in the name of all payees.
- Checks dated more than 6 months prior to the date of deposit, or postdated checks.
- Checks with any indorsement on the back other than that specified in this agreement.
- Checks that have previously been deposited, submitted through Mobile Deposit or through a remote deposit capture service offered at any other financial institution.
- Checks containing any alteration of which you know or believe to be fraudulent or not authorized by the owner of the account on which the check is drawn.
- Any checks that are not in original form with a signature, such as substitute checks or remotely created checks.
- Checks written off an account at a financial institution located outside the United States.
- Checks not payable in United States currency.

Note that any check that you attempt to deposit using Mobile Deposit is subject to verification by State Bank. We may reject an item for deposit for any reason and will not be liable to you. In such a case, you will need to deposit the item using other means, such as visiting a State Bank banking center.

4. Receipt. We are not responsible for items that we do not receive. Processing and/or transmission errors can occur after we acknowledge receipt that may impact transaction completion.

5. Cut off Times for Deposits. The cutoff times are located in the Funds Availability Disclosure found at www.yourstatebank.com/terms-and-conditions.

6. Availability of Funds Deposited. Checks deposited through Mobile Deposit are not subject to the funds availability requirements of Federal Reserve Board's Regulation CC or the Funds Availability Disclosure, even if you are provided with Regulation CC disclosures or notices. We will generally still follow the Funds Availability Disclosure for checks deposited through Mobile Deposit. However, we may, in our sole discretion, place a hold on any item as described in the Funds Availability Disclosure, or for a reasonable period of time until the settlement of the item is deemed to be complete. See the Funds Availability Disclosure at www.yourstatebank.com/terms-and-conditions.

7. Destruction of Original Check. Once you have deposited the check successfully, you should store the check in a secure location for 30 days. After 30 days, and after you have confirmed the deposited funds have been applied to your account correctly, you must destroy the check. Shredding it is one way to destroy it. Destroying the check prevents it from being presented or deposited another time. You will be liable for checks that are presented more than once.

8. Deposit Limits. We may establish limits on the dollar amount and/or number of items or deposits from time to time. If you attempt to initiate a deposit in excess of these limits, we may reject your deposit. If we permit you to make a deposit in excess of these limits, such deposit will still be subject to the terms of this Agreement, and we will not be obligated to allow such a deposit at other times. The current daily dollar limit is \$5,000 per business day.

9. Image Quality. The image of an item transmitted to State Bank must be legible, as determined in the sole discretion of State Bank.

10. Indorsements and Procedures. You agree to restrictively indorse any item transmitted through Mobile Deposit with the payee(s) signature and "For mobile deposit only at State Bank", or as otherwise instructed by State Bank. You agree to follow any and all other procedures and instructions for use of the Mobile Deposit the State Bank may establish from time to time.

11. Changes/Removal of Service. We may, in our sole discretion, modify, add, or remove portions of the service or end the service at any time without notice. We may turn off the service to you if we suspect fraud, if you misuse Mobile Deposit, have excessive overdrafts, or returned items or for other reasons in our sole discretion.

12. Limitations. When using Mobile Deposit, you may experience difficulties that are outside the control of State Bank or



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there may be times when Mobile Deposit is not available. We are not responsible for any difficulties or any damages that you may incur as a result of these difficulties or unavailability.

13. Compatible Hardware and Software. In order to use Mobile Deposit, you must use, at your expense, compatible hardware, and software. We are not responsible for any third-party software you may need to use Mobile Deposit. Any such software is accepted by you as-is and is subject to the terms and conditions of the software agreement you enter into directly with the third-party software provider at the time of download and installation. We may change requirements at any time without prior notice. A list of supported hardware can be found at www.yourstatebank.com/supported-devices.

14. User Warranties and Indemnification. You warrant to State Bank that:

- You will only transmit eligible items.
- You will not transmit duplicate items.
- You will not re-deposit or re-present the original item.
- All information you provide to State Bank is accurate and true.
- You will comply with this Agreement and all applicable rules, laws, and regulations.
- You are not aware of any factor which may impair the collectability of the item.
- You agree to indemnify and hold harmless State Bank from any loss for breach of this warranty provision.

15. Cooperation with Investigations. You agree to cooperate with us in the investigation of unusual transactions, poor quality transmissions, and resolution of customer claims, including by providing, upon request and without further cost, any originals or copies of items deposited through Mobile Deposit in your possession and your records relating to such items and transmissions.

16. Enforceability. We may waive enforcement of any provision of this Agreement. No waiver of a breach of this Agreement shall constitute a waiver of any prior or subsequent breach of the Agreement. Any such waiver shall not affect our rights with respect to any other transaction or to modify the terms of this Agreement. In the event that any provision of this Agreement shall be deemed to be invalid, illegal, or unenforceable to any extent, the remainder of the Agreement shall not be impaired or otherwise affected and shall continue to be valid and enforceable to the fullest extent permitted by law.

17. Errors. You must notify us of any errors (or suspected errors) related to the items deposited through Mobile Deposit as soon as possible after they occur, and in no event later than 30 days after the related State Bank account statement is sent. You can contact us by calling 877.867.4218 or by visiting a banking center. Unless you notify us within 30 days, the account statement containing the deposits made through Mobile Deposit is deemed correct, and you cannot bring a claim against us for any alleged errors.

Card Controls Additional Terms.

The following supplemental Terms of Use ("Supplement") applies to the card controls feature ("Card Controls") within the Mobile Banking mobile application ("Mobile Banking App"), notwithstanding anything in the Agreement to the contrary. The Supplement only applies to Card Controls. If Card Controls are not available to you, then this Supplement does not apply. To the extent there is any conflict between the terms of the Agreement and this Supplement with respect to Card Controls, then the terms in this Supplement shall apply.

1. **Availability.** The Card Controls feature is only available for debit cards issued by State Bank that you register within the Mobile Banking App.
2. **Discontinuation.** The Card Controls alerts and controls you set through use of the Mobile Banking App may continue to apply, even if you delete the Mobile Banking App or remove it from your mobile device. Please contact State Bank to discontinue the alerts and controls.
3. **Functionality.** Certain Card Control functionality within the Mobile Banking App may not be available for all transactions. Controls and alerts based on the location of the mobile device where the Mobile Banking App is installed or the location of the merchant where the card is being attempted for use may not apply appropriately to card-not-present transactions or transactions where the actual location of the merchant differs from the merchant's registered address.



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4. **Location Services.** Card Controls may enable access to State Bank and third parties' services and web sites, including GPS locator websites, such as Google's. Use of such services may require Internet access and that you accept additional terms and conditions applicable thereto.
5. **Third-Party Service.** To the extent this Mobile Banking App allows you to access third party services, State Bank, and those third parties, as applicable, reserve the right to change, suspend, remove, or disable access to any of those services at any time without notice. In no event will we be liable for the removal of or disabling of access to any such services. We may also impose limits on the use of or access to certain services, in any case and without notice or liability.
6. **Exclusions of Warranties.** THE MOBILE BANKING APP, THE SERVICES AND RELATED DOCUMENTATION ARE PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON- INFRINGEMENT. IN PARTICULAR, WE DO NOT GUARANTEE CONTINUOUS, UNINTERRUPTED OR SECURE ACCESS TO ANY PART OF OUR SERVICE, AND OPERATION OF THE MOBILE BANKING APP OR THE SERVICES MAY BE INTERFERED WITH BY NUMEROUS FACTORS OUTSIDE OF OUR CONTROL. SOME STATES DO NOT ALLOW THE DISCLAIMER OF CERTAIN IMPLIED WARRANTIES, SO THE FOREGOING DISCLAIMERS MAY NOT APPLY TO YOU TO THE EXTENT THEY ARE PROHIBITED BY STATE LAW.
7. **Limitation of Liability.** YOU ACKNOWLEDGE AND AGREE THAT FROM TIME TO TIME, THE MOBILE BANKING APP AND THE SERVICES MAYBE DELAYED, INTERRUPTED OR DISRUPTED FOR AN INDETERMINATE AMOUNT OF TIME DUE TO CIRCUMSTANCES BEYOND OUR REASONABLE CONTROL, INCLUDING BUT NOT LIMITED TO ANY INTERRUPTION, DISRUPTION OR FAILURE IN THE PROVISION OF THE SERVICES, WHETHER CAUSED BY STRIKES, POWER FAILURES, EQUIPMENT MALFUNCTIONS, INTERNET DISRUPTION OR OTHER REASONS. IN NO EVENT SHALL WE OR OUR AFFILIATES OR LICENSORS OR CONTRACTORS OR THE EMPLOYEES OR CONTRACTORS OF ANY OF THESE, BE LIABLE FOR ANY CLAIM ARISING FROM OR RELATED TO THE SERVICES THAT IS CAUSED BY OR ARISES OUT OF ANY SUCH DELAY, INTERRUPTION, DISRUPTION OR SIMILAR FAILURE. IN NO EVENT SHALL WE OR OUR AFFILIATES OR LICENSORS OR CONTRACTORS OR THE EMPLOYEES OR CONTRACTORS OF ANY OF THESE, BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES, OR LOSS OF GOODWILL OR LOST PROFITS (EVEN IF ADVISED OF THE POSSIBILITY THEREOF) ARISING IN ANY WAY OUT OF THE INSTALLATION, USE, OR MAINTENANCE OF THE MOBILE BANKING APP, OR THE SERVICES, OR THE WEBSITES THROUGH WHICH THE MOBILE BANKING APP OR THE SERVICE OFFERED, EVEN IF SUCH DAMAGES WERE REASONABLY FORESEEABLE AND NOTICE WAS GIVEN REGARDING THEM. IN NO EVENT SHALL WE OR OUR AFFILIATES OR LICENSORS OR CONTRACTORS OR THE EMPLOYEES OR CONTRACTORS OF ANY OF THESE BE LIABLE FOR ANY CLAIM, ARISING FROM OR RELATED TO THE MOBILE BANKING APP, THE SERVICES OR THE WEBSITE THROUGH WHICH THE APP OR THE SERVICES IS OFFERED, THAT YOU DO NOT STATE IN WRITING IN A COMPLAINT FILED IN A COURT OR ARBITRATION PROCEEDING WITHIN TWO(2) YEARS OF THE DATE THAT THE EVENT GIVING RISE TO THE CLAIM OCCURRED. THESE LIMITATIONS WILL APPLY TO ALL CAUSES OF ACTION, WHETHER ARISING FROM BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL THEORY. OUR AGGREGATE LIABILITY, AND THE AGGREGATE LIABILITY OF OUR AFFILIATES AND LICENSORS AND CONTRACTORS AND THE EMPLOYEES AND CONTRACTORS OF EACH OF THESE, TO YOU AND ANY THIRD PARTY FOR ANY AND ALL CLAIMS OR OBLIGATIONS RELATING TO THIS AGREEMENT SHALL BE LIMITED TO DIRECT OUT OF POCKET DAMAGES UP TO A MAXIMUM OF \$500 (FIVE HUNDRED DOLLARS). SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
8. **Law and Forum for Disputes.** Unless our account agreement with you states otherwise, this Agreement shall be governed by and construed in accordance with the laws of the State of Ohio, without regard to its conflicts of laws provisions. To the extent that the terms of this Agreement conflict with applicable state or federal law, such state or federal law shall replace such conflicting terms only to the extent required by law. Unless expressly stated otherwise, all other terms of this Agreement shall remain in full force and effect.



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State Bank Alerts Terms and Conditions.

The following Alerts terms and conditions ("Alerts Terms of Use") only apply to the Alerts feature (as defined below). If Alerts are not available to you, then this Alerts Terms of Use does not apply. To the extent there is any conflict between the terms of the Agreement and this Alerts Terms of Use with respect to Alerts, then the terms in this Alerts Terms of Use shall apply.

1. **Alerts.** Your enrollment in State Bank Online Banking and/or Mobile Banking (the "Service") includes enrollment to receive transaction alerts and notifications ("Alerts"). Alerts are electronic notices from us that contain transactional information about your State Bank account(s). Alerts are provided within the following categories:
 - **Mandatory Alerts** provide you with important account notifications, such as information about changes to your Online Banking password, PIN, or login information. You do not have the option to suppress these Mandatory Alerts. **Account Alerts** provide you with notification of important account activities or when certain changes are made to your Service accounts. These Alerts are automatically activated for you. Although you may suppress these Account Alerts, we strongly recommend that you do not do so because they provide important information related to your Service accounts. **Additional Alerts** must be activated by you to be enabled. These Additional Alerts can be accessed from the More menu within State Bank Mobile Banking. Account Alerts and Additional Alerts must be managed and/or added online through the Service. You cannot maintain all Alerts through your mobile device. We may add new Alerts from time to time or cancel old Alerts. We usually notify you when we cancel Alerts but are not obligated to do so. State Bank reserves the right to terminate its Alerts service at any time without prior notice to you.
2. **Methods of Delivery.** We may provide Alerts through one or more channels ("End Points"): (a) a mobile device, by text message; (b) a mobile device, by push notification; (c) an email account, by an e-mail message; or (d) your State Bank Online Banking message in-box, by an e-mail message. You agree to receive Alerts through these End Points, and it is your responsibility to determine that each of the service providers for the End Points described in (a) through (c) above supports the email, push notification, and text message Alerts provided through the Alerts service. Please be advised that text or data charges or rates may be imposed by your End Point service provider. Alert frequency varies by account and preferences. You agree to provide us a valid mobile phone number or email address so that we may send you Alerts. If your email address or your mobile device's number changes, you are responsible for informing us of that change. Your Alerts will be updated to reflect the changes that you communicate to us with regard to your primary and secondary email addresses or mobile device number.
3. **Alerts via Text Message.** To stop Alerts via text message, text "STOP" to 96924 at any time. Alerts sent to your primary email address will be unaffected by this action. To restore Alerts on your mobile phone, just visit the Alerts tab in State Bank Online Banking and click the box next to your mobile number for the Alerts you would like to receive again. For help with SMS text alerts, text "HELP" to 96924. In case of questions please contact customer service at 877.867.4218. Our participating carriers include (but are not limited to) AT&T, SprintPCS, T-Mobile®, U.S. Cellular®, Verizon Wireless, MetroPCS.
4. **Limitations.** State Bank provides Alerts as a convenience to you for information purposes only. An Alert does not constitute a bank record for the deposit or credit account to which it pertains. We strive to provide Alerts in a timely manner with accurate information. However, you acknowledge and agree that your receipt of any Alerts may be delayed or prevented by factor(s) affecting your mobile phone service provider, internet service provider(s) and other factors outside State Bank's control. We neither guarantee the delivery nor the accuracy of the contents of each Alert. You agree to not hold State Bank, its directors, officers, employees, agents and service providers liable for losses or damages, including attorneys' fees, that may arise, directly or indirectly, in whole or in part, from (a) a non-delivery, delayed delivery, or the misdirected delivery of an Alert; (b) inaccurate or incomplete content in an Alert; or (c) your reliance on or use of the information provided in an Alert for any purpose.
5. **Alert Information.** As Alerts delivered via SMS, email and push notifications are not encrypted, we will never include your passcode or full account number. You acknowledge and agree that Alerts may not be encrypted and may include your name and some information about your accounts, and anyone with access to your Alerts will be able to view the contents of these messages.



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6. **Privacy and User Information – Data Analytics.** You acknowledge that in connection with your use of Mobile Banking, State Bank and its affiliates and service providers, including Fiserv, Inc. and its affiliates, may receive data about your usage of the service (such as session length, number of transactions and geolocation), and other data and information provided by you or from other sources in connection with Mobile Banking or the Software. State Bank and its affiliates and service providers will maintain reasonable safeguards to protect the information from unauthorized disclosure or use, but reserve the right to use and disclose this information as reasonably necessary to deliver Mobile Banking, perform analytics to improve the service, and as otherwise permitted by law, including compliance with court orders or lawful instructions from a government agency, to protect the personal safety of subscribers or the public, to defend claims, and as otherwise authorized by you. See the Privacy Policy at www.yourstatebank.com/terms-and-conditions.
7. **Fingerprint Login and Touch ID™ for Mobile Banking.** Fingerprint Login and Touch ID are optional fingerprint sign-in methods for State Bank Mobile Banking that may be available for certain Android® and most Apple® mobile devices that have a built-in fingerprint scanner. To use Fingerprint Login, you will need to first save your fingerprint on your mobile device (for more help with fingerprint scanning, contact the manufacturer that supports your mobile device). To use Touch ID, you will need to save your fingerprint by going to "Settings > Touch ID & Passcode" on your Apple device to complete the setup (for more help with fingerprint scanning, contact Apple support at support.apple.com). Fingerprints are stored on your device only and State Bank never sees or stores your fingerprint information. You acknowledge that by enabling Fingerprint Login, you will allow anyone who has a fingerprint stored on your device access to your personal and payment account information within State Bank Mobile Banking. State Bank reserves the right to suspend or disable this feature at any time. Fingerprint Login and Touch ID can only be associated with one Mobile Banking username at a time on a device. If your device does not recognize your fingerprint, you can sign in using your standard login credentials (e.g., Password). To use Fingerprint Login or Touch ID for Mobile Banking on multiple devices, you will need to set it up for each device. You can enable or disable Fingerprint Login or Touch ID at any time within State Bank Mobile Banking. Android is a trademark of Google Inc. Apple and Touch ID are trademarks of Apple Inc.
8. **Face ID for Mobile Banking.** Facial biometrics is available for certain Apple® devices as a sign-in method for State Bank Mobile Banking. To use the face ID, you will first need to scan your face in your mobile device by going to "Settings > Face ID & Passcode" on your Apple device (for more help contacts, Apple support at support.apple.com). Face scans are stored on your device only and State Bank never sees or stores this information. You acknowledge that by enabling Face ID, you will allow anyone who has a face ID stored on your device access to your personal and payment account information within State Bank Mobile Banking. State Bank reserves the right to suspend or disable this feature at any time. Face ID can only be associated with one Mobile Banking username at a time on a device. If your device does not recognize your fingerprint, you can sign in using your standard login credentials (e.g., Password). To use Face ID for Mobile Banking on multiple devices, you will need to set it up for each device. You can enable or disable Face ID at any time within State Bank Mobile Banking. Apple and Face ID are trademarks of Apple Inc.

You may notify State Bank by one of the following methods:

1. By initiating a customer inquiry through www.yourstatebank.com/contact.
2. By e-mailing us at ContactUs@yourstatebank.com.
3. By calling us at 877.867.4218, Mon. - Fri. 7:00 am to 7:00 pm, Sat – 8:00 am to 12:00 pm Eastern Time.
4. By writing a letter and either sending it to the following address or giving it to a Customer Service Representative:
State Bank, Attention: Deposit Services, 401 Clinton St., Defiance, OH 43512



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