



Consumer Debit Card Disclosures

Resource Bank, hereinafter referred to as (“we”, “us”, and “our”) and Customer hereinafter referred to as (“Customer”, “you”, and “your”). The Resource Bank Debit Card offers additional services that give you greater versatility for managing your financial needs. You may use your Debit Card to pay for goods and services at any merchant where VISA is accepted. The purchase/withdrawal amount will be deducted from your checking account. Also, this card can be used as an ATM card. The following is a disclosure statement made in compliance with certain disclosure requirements imposed on financial institutions by the Electronic Funds Transfer Act and Regulation E of the Federal Reserve Board which apply to consumers only.

Personal Identification Number (PIN)

Upon receipt of your card and Personal Identification Number (PIN), you are required to sign your name on the signature panel on the back of the card. For your protection, you should keep your PIN secret and not write it on the card or keep it any place where it may be found with the card. You are responsible for the proper use of the card and PIN. Resource Bank must be notified immediately if you believe your card has been lost or stolen or if a transfer of funds has been made without your permission.

Limitations of transactions

For security reasons, there are limitations on the dollar amounts of transactions. Cash withdrawals at an ATM machine are limited to \$400 per day. Retail purchases, including point-of-sale transactions where you utilize your PIN, are limited to \$1500 outstanding at any time. Under special circumstances these limits may be reduced or increased at Resource Bank’s discretion.

Types of Transactions

You may use your Debit Card at Automated Teller Machines (ATM) and VISA merchants throughout the country. However, some of these functions may not be available at all terminals:

- * ATM cash withdrawals with card and PIN (** Foreign ATM fees may apply)
- * ATM balance inquiry
- * ATM transfer of funds between accounts (checking and/or savings)
- * Retail purchases at VISA merchants

** Please note, Resource Bank charges \$1.50 (per transaction) to use your card at a foreign ATM, where any ATM other than ATMs within Resource Bank’s network are considered foreign. This fee is separate from any usage fees charged by the bank owning the foreign ATM. All ATMs within Resource Bank’s network can be located by using the ATM locator tool on the Resource Bank website.

Foreign Transactions

Purchases made in foreign countries and foreign currencies will be billed to you in U.S. dollars. The conversion rate to dollars will be made in accordance with the operating regulations for international transactions established by VISA.

Documentation

When you complete an ATM transaction, you will receive the following information on a receipt: amount of money withdrawn, date of transaction, type of transaction, identity of the account, location of terminal, transaction number and card number. You have a right to get a receipt at the time you have a transaction in a retail establishment. You will get a monthly account statement for your checking account. Your monthly account statement will indicate your Debit Card transactions, as well as any fees incurred as a result of using your Debit Card.

Disclosure of Fees

A \$5.00 fee may apply on replacement cards. In general, a card transaction is treated the same as any other withdrawal or deposit, unless otherwise stated in the account description. For other charges related to your specific account, please refer to a current Truth in Savings Account Disclosure, and Additional Services and Fees Disclosure. The Bank reserves the right to make future changes in checking account and/or Debit Card services charges.

Account Information Disclosure

We will only disclose information to third parties about your account or the transfers that you make:

- * To complete transfer as necessary
- * To anyone who has your written permission
- * To verify the existence and condition of your account for a third party, such as a credit bureau or a merchant
- * To comply with government agencies or court orders
- * As defined in our annual privacy disclosure

Bank’s Liability

If Resource Bank does not complete a transfer to or from your account on time or in the correct amount according to your instructions, Resource Bank will be liable for your losses or damages. However, there are some exceptions. Resource Bank 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 circumstances beyond our control (such as fire or flood) prevent the transfer
- * If the ATM where you are making a withdrawal or transfer does not have enough cash
- * If circumstances beyond our control (such as fire or flood) prevent the transfer
- * If you used the wrong PIN, or you used an ATM/POS (point-of-sale) in an incorrect manner
- * If circumstances beyond our control (such as fire or flood) prevent the transfer
- * If the money in your account is subject to legal process or other encumbrance
- * If your card has been revoked due to excessive insufficient fund transactions, notice from you of suspect fraud, or other such circumstances
- * There may be other exceptions stated in our agreement with you. The bank may be liable for damage where it failed to properly credit deposits, subject to the normal policies and procedures of the bank; and where the bank failed to stop-payment of an item, subject to the normal policies and procedures of the bank. However, under no circumstances shall the bank be liable for damages where the error or failure is beyond our control and the bank exercised due care, according to industry standards, or where there was a technical or mechanical malfunction.

Cardholder’s Liability

Contact the bank immediately if you believe that your Debit Card or PIN is lost or stolen. An immediate phone call is the best way to reduce any possible losses. VISA offers a Zero Liability policy for any unauthorized non-pinned transactions approved through the VISA network, unless you have been grossly negligent or have engaged in fraud. Should someone steal your card number while you are shopping online or off, you are protected – you pay nothing for the fraudulent activity. This additional limit on liability does not apply to ATM transactions, to transactions using your Personal Identification Number which are not protected by VISA, or to commercial cards. ATM liability is limited to no more than \$50.00 if you report the theft of your card or PIN within two (2) business days. An immediate phone call is the best way to reduce any possible losses. You could lose all the money in your account plus your maximum overdraft line of credit (if you have one). If you do NOT notify the bank within two (2) business days, your liability could be as much as \$500.00 (for pinned transactions). Also, contact the bank immediately if your checking account statement lists transactions that you did not make. If you do NOT notify the bank in writing within sixty (60) days after the statement mailing date, you may not be reimbursed for the unauthorized withdrawals.

Error Resolutions

Please review your checking account statement carefully. If it lists any Debit Card transactions you did not make, notify us immediately. If you do not notify us in writing within 60 days after the statement mailing date, where the error first appeared, you may not be reimbursed for the withdrawal. The minimum amount of information in your notification includes your name, account number, and a description of the transaction in question. Your transaction description would include the amount, date, and a clear explanation of why you believe it is an error or why you need more information. If you tell us orally, we will require that you send us your complaint or question in writing within 10 business days, or else we will consider the dispute cancelled. We will determine whether an error occurred within 10 business days (20 business days if the transfer involved a new account) after we hear from you and will correct any error promptly if the transaction involved a point-of-sale, or a foreign initiated transaction. If we need more time, however, we may take 90 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days (20 business days if the transfer involved a new account) for the amount you think is in error so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account. An account is considered a new account for 30 days after the first deposit is made, if you are a new customer. We will tell you the results within 3 business days after completing our investigation. If we decide that there was no error, we will send you a written explanation and at that time, we will reverse the provisional credit given to you for use during our investigation. You may ask for copies of the documents that we used in our investigation. Resource Bank will honor all checks and debits to third parties that may overdraw your account up to the amount of the provisional credit for up to five business days, with no charges.

Contact Information: Address: 1598 Ochsner Blvd., Ste. 101, Covington, LA 70433. Phone: 985-801-1888. Fax: 855-235-5077. Business Days: Monday-Friday 8:00AM - 5:00PM CST (excluding federal holidays).