

SUBSTITUTE CHECKS AND YOUR RIGHTS

As our customer we think it's important for you to know about substitute checks. The following Substitute Check Disclosure provides information about substitute checks and your rights.

What is a substitute check?

To make check processing faster, federal law permits banks to replace original paper checks with "substitute checks" as governed by the Check Collection for the 21st Century Act (Check 21 Act). These substitute checks are similar in size to original checks with a slightly reduced image of the front and back of the original check. The front of a substitute check states:

"This is a legal copy of your check. You can use it the same way you would use the original check."

It is legally the same as the original check for proof of payment. Some or all of the checks that you receive back from us may be substitute checks. This notice describes rights you have when you receive substitute checks from us. The rights in this notice do not apply to original checks or to electronic debits to your account. However, you may have rights under other regulations with respect to those transactions.

What are your substitute check rights (Consumer Protections)

What you must do to exercise your rights:

1. You must submit a written claim to Servbank within 40 days of:
 - The date Servbank mailed or delivered the substitute check, or
 - The date you discovered the issue (whichever is later).
2. Your written claim must include:
 - A description of the issue and why you believe there is an error,
 - A statement that you lost money as a result,
 - Information to identify the check (check number, amount and date).

What Servbank will do:

1. Investigate promptly.
2. If eligible, Servbank will provisionally recredit your account up to \$2500 within 10 business days.
3. The rest must be recredited (if applicable) within 45 calendar days.
4. If the claim is denied, Servbank will explain why in writing.

How do I make a claim?

If you believe that you have suffered a loss relating to a substitute check that you received and that was posted to your account, please contact us at:

Servbank, N.A.
Attn: Bank Operations
3138 E Elwood St
Phoenix, AZ 85034
(844) 201-1662
CustomerSupport@servbank.com

You must contact us within 40 calendar days of the date that we mailed (or otherwise delivered by a means to which you agreed) the substitute check in question or the account statement showing that the substitute check was posted to your account, whichever is later. We will extend this time period if you were not able to make a timely claim because of extraordinary circumstances.