



Business Loan Application Disclosures

1. IDENTIFICATION OF NEW CUSTOMERS

To help the government fight the funding of terrorism and money laundering activities, federal law requires us to obtain, verify, and record information that identifies each person who opens an account. When you open your first account with us, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents. In addition, you may be asked several questions, and we may use outside sources to confirm the information. The information you provide is protected by our privacy policy and by federal law. We may repeat the identification process when you open another account and have had no active account with us during the past five years.

2. FAIR LENDING NOTICE

It is illegal to discriminate in the provision of or in the availability of financial assistance because of the consideration of:

1. Trends, characteristics or conditions in the neighborhood or geographic area surrounding a housing accommodation, unless the financial institution can demonstrate in the particular case that such consideration is required to avoid an unsafe and unsound business practice; or
2. Race, color, religion, sex, marital status, national origin or ancestry.

It is illegal to consider the racial, ethnic, religious or national origin composition of a neighborhood or geographic area surrounding a housing accommodation or whether or not such composition is undergoing change, or is expected to undergo change, in appraising a housing accommodation or in determining whether or not, or under what terms and conditions, to provide financial assistance.

These provisions govern financial assistance for the purpose of the purchase, construction, rehabilitation or refinancing of one-to-four-unit family residences occupied by the owner and for the purpose of the home improvement of any one-to-four-unit family residence.

If you have questions about your rights, or if you wish to file a complaint, contact the management of this financial institution or:

State of California
Department of Financial Institutions
300 South Spring Street, Suite 15513
Los Angeles, CA. 90013

OR

State of California
Department of Financial Institutions
111 Pine Street, Suite 1100
San Francisco, CA. 94111

3. RIGHT TO REQUEST SPECIFIC REASONS FOR CREDIT DENIAL GIVEN AT TIME OF APPLICATION

If your application for business credit is denied, you have the right to a written statement of the specific reasons for the denial. To obtain the statement, please contact us at the following address or telephone number within 60 days from the date you are notified of our decision:

Exchange Bank
Department #370
P O Box 760
Santa Rosa CA 95402
Phone (707) 524-3000

We will send you a written statement of reasons for the denial within 30 days of receiving your request for the statement.

NOTICE: The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The Federal Agency that administers compliance with this law concerning this creditor is the:

Federal Deposit Insurance Corporation
Consumer Response Center
2345 Grand Boulevard, Suite 100
Kansas City, MO. 64108

4. NOTICE CONCERNING YOUR RIGHT TO RECEIVE A COPY OF THE APPRAISAL REPORT

If you applied for a loan secured by residential real property, you have the right to a copy of the appraisal report used in connection with your application for credit. If you wish a copy, please write us at the mailing address we have provided. We must hear from you no later than 90 days after we notify you about the action taken on your credit application or you withdraw your application. Send your request to:

Exchange Bank
Loan Service Center #200
P O Box 760
Santa Rosa CA 95402

The Bank may require that you pay for the cost incurred in obtaining the appraisal before complying with your request. Please note that any appraisal we obtain in connection with your loan application will be for the purpose of assisting us in determining whether to extend credit to be secured by the appraised property and, if so, upon what terms. Depending upon the amount and the nature of the loan requested among other factors, the appraisal may be conducted by a certified appraiser, a licensed appraiser, or someone who is neither licensed nor certified. The person performing the appraisal may be a Bank employee or an independent contractor. The appraisal report should not be relied upon by you or anyone else to determine the value, description, or condition of the property. If you wish professional assistance in determining those matters, you should retain your own appraiser or other advisor.

5. CALIFORNIA NOTICE OF RIGHT TO RECEIVE COPY OF APPRAISAL OF NON-RESIDENTIAL REAL PROPERTY

You have a right under Section 11423 of the California Business and Professions Code to a copy of the appraisal report obtained by this Bank in support of your application for credit, provided that you have paid for the appraisal and the cost of duplicating the appraisal. In order to obtain a copy of your appraisal report, write us at:

Exchange Bank
Loan Service Center #200
P. O. Box 760
Santa Rosa, CA. 95402

We must hear from you no later than 90 days after we notify you about the action taken on your credit application, including notice of an incomplete application. If you withdraw your application, you must make your request for an appraisal report within 90 days of the withdrawal.

If you request a copy of your appraisal report, and you have paid for the costs of the appraisal, we will send you a copy at the address shown on your loan application. You are only entitled to receive a copy of the appraisal for purposes of evaluating your pending request for an extension of credit with this Bank.

6. REPORTING INFORMATION TO CREDIT BUREAUS:

Lender may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

7. PRIVACY STATEMENT

At Exchange Bank we respect your privacy and the confidentiality of your non-public personal financial information (called "personal information"). The following is a summary of our privacy principles. This notice applies to our existing and former customers. It applies only to individuals who obtain a financial product or service from us primarily for consumer purposes (personal, family or household purposes).

Collection of Personal Information

We collect personal information about you from the following sources:

- Information we receive from you on applications and other forms;
- Information about your transactions with us and others; and
- Information we receive from consumer reporting agencies.

Disclosure of Information

We disclose personal information about you or our former customers to non-affiliated third parties as permitted by law. Examples of this include:

- **Disclosing information to non-affiliated companies** if it is necessary or helpful in completing a transaction; to report to a consumer reporting agency; to comply with government or court orders; to report an apparent crime; or if you give us your consent.

- **Marketing.** We also may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf.

Information Security

We restrict access to personal information about you to our employees and agents who have a need to know the information. We maintain physical, electronic, and procedural safeguards that comply with federal standards to guard your personal information.

Important Information about Procedures for Opening a New Account

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you

When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

Questions

If you have any questions regarding this notice, you may contact Customer Service at (707) 524-3000 or (800) 995-4066. We may revise this notice from time to time and will notify you of any revisions in accordance with applicable laws.