



RED RIVER BANK

A Louisiana Community Bank • Member FDIC

2024 Consumer Education Information

As your community bank, our goal is to partner with you in meeting your financial goals and provide information to help you make informed decisions regarding your personal finances.

What does Red River Bank do with your personal information?

Red River Bank believes that protecting each person's right to privacy is fundamental to the quality of a banking relationship. We are committed to the highest level of customer satisfaction by adhering to strict privacy principles and implementing them throughout all levels of our financial institution. To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. For more information you can review our Privacy Notice at www.redriverbank.net/privacy.

Tips for keeping your own financial and account information secure:

- Red River Bank will NEVER solicit your personal or account information via text, email, or phone.
- Red River Bank will NEVER ask you to visit an unfamiliar website or call a phone number that is not published on our website or on your debit or credit card.
- Beware of any communication regarding your finances that relays a sense of urgency or uses scare tactics or high-pressure language.
- Do not open unknown attachments in an email or click on an unfamiliar link.
- Change your passwords regularly, and do not share them with anyone.

Overdrafts

An overdraft occurs when you do not have enough money in your account to cover a withdrawal, but we pay it anyway.

- You will be charged \$34 each time we pay an overdraft.
- We limit the number of overdraft fees that we charge daily to six fees.
- Transactions that result in an overdrawn account balance of less than \$10 will not receive an overdraft fee.
- Items of \$3 or less that are paid resulting in an overdraft will not receive an overdraft fee.

We offer overdraft protection plans such as a link to a savings account or to an overdraft line of credit, which may be less expensive than our standard overdraft practices. Any banking center or our customer care center can provide information to you on these options.

Non-sufficient Funds (NSF) charges

If there is not enough money in your account when an item is presented for payment, we may return that item unpaid to the person/merchant who negotiated the item, and it will not be posted against your account.

- You will be charged \$34 each time we return an item due to insufficient funds (NSF).
- We limit the number of NSF fees that we charge daily to six.
- This applies to electronic and paper transactions.
- Items of \$3 or less that are returned due to insufficient funds will not receive an NSF fee.

- We monitor for re-presented items to avoid charging a subsequent NSF fee for the same item.

Keep in mind, the bank will process transactions in the order in which they are presented for payment, which is not always in the order in which they occurred, and this can affect the total amount of overdraft & NSF fees charged to your account.

Appropriate use of savings accounts to avoid fees

Savings accounts are intended to be limited-transaction accounts. Although federal banking regulations no longer restrict transactions from savings accounts, banks still may charge fees on some withdrawals as disclosed at account opening. Red River Bank offers three free withdrawals per month for each savings account. The next three withdrawals in the month will receive a \$3 charge each. After that, each withdrawal within that month will receive a \$15 charge.

If you plan to transfer funds out of your savings account routinely, we encourage you to open a checking account that allows unlimited withdrawals.

Red River Bank offers consumer financial education through Red River Bank University (RRBU)

- Attend free seminars and credit clinics in person and via Zoom
- Take RRBU courses at your own pace online at <https://www.redriverbank.net/lagniappe/seminars/>.
- Request a seminar at your business, school, or organization at <https://www.redriverbank.net/lagniappe/seminars/request.asp>.

If you have any questions or would like additional information on any of these topics, you may call us at (866) 561-4090 or visit our website at www.redriverbank.net. You may also refer to the account agreement and disclosures that you received at account opening.

Go paperless with eStatements!

With Red River Bank paperless statements, you will enjoy faster, more secure delivery of your statements. Sign up for eStatements today through your online banking account. Visit <https://www.redriverbank.net/online-banking/estatemnts.asp> to learn more.