

# Online Privacy Policy

## Protecting the privacy of your information on firstneighbor.com.

Thank you for visiting First Neighbor Bank, N.A.'s website. We understand the importance of customer privacy and want you to know what information is collected online and how we use it.

### Contact Information You Provide Us and How It's Used

When you supply us with your postal or e-mail address or telephone number online or other, you may receive periodic mailings or telephone contact from us with information on new products, services or upcoming events. If you do not wish to receive such mailings or contact, please call us or write us at the telephone number or address shown on your account statement. Please provide us with your exact name, street and e-mail address. Even if you make this choice, we may still send you e-mail to deliver your statements (which may include marketing materials) or give you account-related notices or other information.

### E-mails

We preserve your e-mail address, our response and the original content of your e-mail for a period of time so we can efficiently handle any follow-up questions you may have. We also do this for legal, regulatory and account servicing requirements. Regular Internet e-mail is not a secure form of communication. Any information sent via e-mail should be of a non-sensitive and non-confidential nature. Submitting information via one of our online contact forms is secure as we employ encryption.

### Web-based Cookies and Online Advertising

First Neighbor Bank uses cookies to store customer preference information on the use of our site and to facilitate access to restricted web pages during a single online session. A session cookie (or 'session variable') is used to authenticate your login information.

We also use cookies to evaluate our website and to track advertising campaigns from banner ads, opt-in e-mails and through third party advertising services. First Neighbor Bank uses the service of web analytic from Google to track and report on advertising and marketing on firstneighbor.com and from third party websites. These cookies and tracking pixels (also known as web beacons, action tags, or transparent GIF files) contain an ID number that allows us to track the pages you've visited within our website. We aggregate this data with data on the pages visited by other users to track overall visitor traffic patterns to help us improve the organization of our site and to understand, for example, the effectiveness of our advertising and marketing campaigns. No personally identifiable information is stored on these cookies or web pixels. Any company we use may not use these cookies for their own purposes or share the information in accordance with standard agreements.

While you are logged on viewing your account information or conducting online transactions with First Neighbor Bank, we recommend that you do not access other websites during your online session. Always exit from your online session with First Neighbor Bank before moving to or accessing other websites and prior to turning off your computer.

Some browsers allow you to reject cookies. However, if you set your browser to reject cookies, you may find that you are unable to conduct your online transactions with First Neighbor Bank. If you choose to NOT accept cookies while accessing web pages on the Internet, we suggest that you enable acceptance of cookies when you are logged onto your online session with First Neighbor Bank. For detailed instructions on enabling and disabling cookies, refer to your web browser's online HELP menu or user manual.

## **Web Logs and Browser Level Information**

Our web servers automatically collect limited information about your computer configuration and browsing activity when you visit our site. This information includes the browser software that you use, the operating system of your computer, the resolution of your computer monitor, the speed of your Internet connection, the website that referred you to our site and/or the search terms you entered into a search engine to reach our site, etc. We use this information to make our website as useful as we can for as many users as possible.

## **Surveys**

The information you provide from surveys will be used for internal marketing and for developing information that you may find useful. Additionally, we may inform you if a particular account or service would benefit you based on the information submitted.

## **Updates**

If you are a current First Neighbor Bank online banking customer, you can provide updated contact information through our website. If you are not an online banking customer, please visit one of our convenient locations in Toledo, Casey, Charleston, Greenup, Mattoon, Neoga and Newman.

## **Children's Privacy**

Our website is directed to a general audience. We do not knowingly solicit or collect personal information from children on our site.