



Heritage
BANK

Dear Puget Sound Bank Customer,

On behalf of everyone at Heritage Bank, I'd like to welcome you to our community of banks. Heritage Bank, a subsidiary of Heritage Financial Corporation, offers customers more than 90 years of banking experience with branches located from Portland, Oregon to Bellingham, Washington as well as on Whidbey Island and in the Yakima Valley.

The system conversion is scheduled for May 5, 2018. At that time, your Puget Sound Bank accounts will automatically convert to the Heritage Bank accounts they most closely resemble.

This merger is an excellent opportunity to combine two well-respected banks that share a deep commitment to our customers and local communities, exceptional customer service, and a proven reputation of strength and stability.

While we are excited and optimistic, we also understand the conversion will bring some change. Please know you can count on the same banking and business values you have grown to trust over the years. In addition, you can expect to work with the same team of experienced bankers who will continue to operate out of the current Bellevue location.

Until the conversion in May, please continue to do your banking as usual. Once the conversion is complete, you will have access to all 59 branches as well as thousands of surcharge-free ATM locations offered through the MoneyPass® network.

Important Information About Your Account

Enclosed is a guide to help you become familiar with your new Heritage Bank accounts and services. It provides detailed information about your specific accounts and how to access them. In addition, please read the enclosed Account Information Rules and Regulations and commonly asked questions.

We appreciate your loyalty and your business. If you have any questions, please contact your Relationship Manager or our Customer Service Center at 800.455.6126.

Sincerely,

Jeff Deuel
President/COO
Heritage Bank



Heritage

BANK

We are, each and every one of us, defined by our actions.
Our decisions.
Our word.

We are, as a community, defined by our partnerships.
Our traditions.
Our support for each other.

We are, as an organization, defined by our people.
Their expertise.
And a belief in empowering them when and where it counts:
as they look a customer in the eye.

We are, as a group, defined by our combined heritage.
Our openness to adopt a best practice.
To implement an innovative system.
And to welcome the ideas from savvy thinkers everywhere.

All with one goal in mind: To challenge ourselves to
continuously improve.

Because ultimately, we are defined by our ability to serve
our customers better. In all of our communities.

And by sharing our strength, we are much more than
a community bank.

We are a community *of* banks.

Heritage Bank.

Welcome to Heritage Bank

Important Account Information

On January 16, 2018, Puget Sound Bank merged with Heritage Bank, a subsidiary of Heritage Financial Corporation. The conversion of the two systems is scheduled for May 5, 2018, at which time Puget Sound Bank accounts will convert to Heritage Bank accounts. To ensure a smooth transition, Puget Sound Bank accounts were carefully reviewed and matched to the Heritage Bank accounts they most closely resemble. In addition, we also have some new products to offer you.

On Monday, May 7, 2018, you will have access to all Heritage Bank products and services as well as our 59 branches located throughout the Pacific Northwest.

This guide is intended to help you become familiar with Heritage Bank's products and services, and provides details about your new accounts and how to access them. If you would prefer a different account, please contact your Relationship Manager or our Customer Service Center at 800.455.6126.

The enclosed Account Information Rules and Regulations is effective May 5, 2018.

We appreciate your continued business and look forward to serving you in the future.

Important Note: Puget Sound Bank Branch

The location and phone numbers of your branch will remain the same, but you will notice new Heritage Bank signage beginning May 5, 2018.

Your current Relationship Manager will also remain the same and will be available to assist you with any questions or concerns you may have.

OUR MISSION:

WE ARE COMMITTED
TO BEING THE LEADING
COMMUNITY BANK IN
THE PACIFIC NORTHWEST
BY CONTINUOUSLY
IMPROVING:

- Customer satisfaction
- Employee empowerment
- Community investment
- Shareholder value

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IMPORTANT DATES AND SERVICE INTERRUPTIONS

Thursday, May 3, 2018

- Last day to view and schedule bill payments through Puget Sound Bank's Bill Pay system. Previously scheduled payments through May 3, 2018 will be processed by Puget Sound Bank.
- Puget Sound Bank's mobile banking and mobile deposit will be unavailable beginning at 10:00 am PDT.

Friday, May 4, 2018

- Puget Sound Bank's online banking system will be in view-only mode beginning at 2:00 pm PDT. This means you can still log in to your account, but your balances and transactions will not reflect any activity after May 4, 2018.
- QuickBooks/Quicken access will be unavailable beginning at 2:00 pm PDT.
- You will no longer be able to make deposits at MoneyPass ATMs.
- Final statement date for your Puget Sound bank accounts. You will receive a printed statement regardless of delivery preference.
- Beginning Friday and through the weekend, there will be ATM limitations. Balance inquiries and transfers between primary accounts will not be available.

Saturday, May 5, 2018

- Conversion to Heritage Bank accounts.

Sunday, May 6, 2018

- Last day to use your Puget Sound Bank MasterCard® Debit Card. You will receive your new Heritage Bank Visa® Debit Card the week of April 23, 2018. You can activate your new card as soon as you receive it, but you cannot use your new card until Monday, May 7, 2018.

Monday, May 7, 2018

- You can begin using Heritage Bank's online banking and Bill Pay systems at 8:00 am PDT.
- You can activate and begin using your new Heritage Bank Visa® Debit Card.
- You will have access to Heritage Bank's telephone banking at 8:00 am PDT.
- You will have access to Heritage Bank's mobile banking and mobile deposit at 8:00 am PDT.
- Bill payments previously scheduled for May 4 – May 6, 2018 will be processed by Heritage Bank.

**IMPORTANT
INFORMATION**

IMPORTANT INFORMATION FOR BUSINESS BANKING

Business Online Banking

While your online banking will look different, most—if not all—of the functionality will continue to be available. If you currently use online banking with Puget Sound Bank, your account will automatically transfer to Heritage Bank's business online banking platform called Business Cash Manager Online (BCMO) during conversion.

Accessing Your New Account

You will receive your login information in a separate notice a couple weeks prior to conversion. For security purposes, Heritage Bank uses a method called Enhanced Multi-Factor Authentication. The first time you log in, you will be guided through this process.

Six months of transaction history will transfer to Heritage Bank's business online banking platform. If you anticipate needing more than six months of transaction history, we recommend downloading or printing this information for your records.

What Will Change

The following features will NOT automatically convert from Puget Sound Bank's online banking system to Heritage Bank's online banking system:

- Check images – Images of checks that cleared your account prior to May 4, 2018 will not be available. Download or print any images of checks that you want to keep. Your local branch will still be able to print copies of checks processed prior to May 4, 2018.
- Images of deposits and deposited items will not be available in Heritage Bank's business online banking platform.
- Automatic transfers – Automatic transfers will need to be re-established on or after May 7, 2018.
- Online statements – Online statements prior to May 4, 2018 will not be available. Download or print any statements from Puget Sound Bank's online banking system that you want to keep. Your local branch will still be able to print online statements dated prior to May 4, 2018.
- Account alerts and nicknames – Account alerts and nicknames can be re-established after conversion.
- Online banking website – Bookmark HeritageBankNW.com to sign in to your new online banking account.

Online Bill Pay

Bill Pay History

Your Bill Pay history from Puget Sound Bank will not transfer to Heritage Bank's Bill Pay system. We encourage you to download or print your Puget Sound Bank Bill Pay history prior to May 3, 2018.

Payees

All of your established payees will transfer during the conversion. However, you may see a minor change to the payee name when they transfer over.

Payments

All payments scheduled with Puget Sound Bank's Bill Pay system will automatically transfer during the conversion.

Mobile Banking

Download the Heritage Bank business mobile app to access your account information, transfer funds, approve ACH and wires (for eligible customers), and deposit checks. Our app is currently available through the Apple iTunes® or Google Play™ store. Before using the app, you must log in to Heritage Bank's business online banking platform from a desktop to change your temporary password.

Telephone Banking

After the conversion, all customers will have access to the Heritage Access Line telephone banking system. The number is 888.505.9150. Your PIN will be the last four of your Social Security number or EIN. We encourage you to change your PIN after your initial call.

For more information, refer to the general questions on page 19-24.

Treasury Management Services

Manage your business effectively and efficiently through our extensive range of products and services. We can help you streamline your processes, optimize your funds, and automate everyday tasks—resulting in cost-effective management of your cash. From online business banking to lockbox services, Heritage Bank offers your business a variety of services to improve your company's cash management. Visit HeritageBankNW.com to learn more.

ACH Origination

This service allows businesses to create Automated Clearing House (ACH) transactions that debit or credit their clients' accounts directly. If you currently use this service at Puget Sound Bank, you will automatically be enrolled in Heritage Bank's ACH service. While your overall service will not change, the look, language, and mechanics may be slightly different.

Ninety days of ACH batches will be transferred to Heritage Bank's business online banking platform. There may be duplicate participants within a batch, so please verify the information before processing.

Please note, the cutoff time to process an ACH file with Heritage Bank is 9:00 am, 10:00 am, 2:00 pm, and 5:00 pm PDT.

For more information, refer to the general questions on page 21-22.

Positive Pay

If you currently use this service at Puget Sound Bank, you will automatically be enrolled in Heritage Bank's Positive Pay service.

Remote Deposit Capture

If you currently use business Remote Deposit Capture, your service will not change.

You will no longer access Remote Deposit Capture through your business online banking account. You will receive the link used to sign in and your login information in a separate notice prior to April 13, 2018.

For more information, refer to the general questions on page 24.

Domestic and/or Foreign Wires

Both domestic and foreign wires can be sent via Heritage Bank's business online banking platform. If you are currently authorized to send wires through Puget Sound Bank's online banking system, you will be able to send wires through Heritage Bank's online banking system beginning May 7, 2018.

Your wire templates will transfer to Heritage Bank's business online banking platform; however, we recommend copying your current Puget Sound Bank wire templates as a precaution. Once you receive your new login credentials, you should review your wire templates for accuracy.

Please note, the cutoff time to process a wire with Heritage Bank is 2:00 pm PDT.

For more information, refer to the general questions on page 22-23.

Lockbox

If you currently use lockbox services at Puget Sound bank, there will be no changes to these services, and your processes will remain the same.

Merchant Services

If you use Elavon for Merchant Services, your current contract will remain in effect until its expiration date. You should not experience any interruption in service as a result of the conversion. If you have questions regarding your Merchant Services through Elavon, please contact Elavon directly at 800.725.1243.



Personal Online Banking

We would like to welcome our newest online banking customers and introduce you to our website: HeritageBankNW.com. If you currently use online banking with Puget Sound Bank, your account will automatically transfer to Heritage Bank during conversion.

Accessing Your New Account

You will receive your login information in a separate notice a couple weeks prior to conversion. When you log in for the first time, you will be prompted to accept Heritage Bank's terms and conditions, change your password, update your user ID (if it does not comply with Heritage Bank's standards), and verify your email address. For security purposes, Heritage Bank uses a method called Enhanced Multi-Factor Authentication. The first time you log in, you will be guided through this process.

Other Important Information

- If you are an online Bill Pay user, all of your established payees will remain available; however, you will need to re-establish bill payments for all applicable payees.
- Scheduled and recurring transfers, notifications, alerts, and account nicknames will not transfer. Print this information for your records prior to May 3, 2018. After the conversion, you will need to re-enter this information.
- Your Puget Sound Bank online statements will not be available after the conversion. Print or download these from Puget Sound Bank's online banking system prior to May 3, 2018. After the conversion, Heritage Bank's online banking system keeps 13 rolling months of online statements.
- If you are a mobile app customer, you will need to download Heritage Bank's mobile banking app from either the Google Play™ or Apple iTunes® store.
- If you use text banking, you will need to register your phone for text message banking with Heritage Bank's online banking system on or after May 7, 2018.
- If you use Quicken or QuickBooks, six months of information will transfer to Heritage Bank. If you anticipate needing more than six months, we recommend downloading this information prior to May 3, 2018. Download instructions for the various versions of Quicken or QuickBooks are available at HeritageBankNW.com.

For more information, refer to the general questions on page 13-18.

Checking Conversion Information

- For detailed information about your checking account at Heritage Bank, please refer to the enclosed individual product sheets and Account Information Rules and Regulations.
- You should continue to use your current supply of checks and deposit slips until they run out. There is no need to order new checks at this time. When you reorder, your new checks will have the Heritage Bank logo and your account number.
- You will receive a new debit card. If you now use a debit card to access your Puget Sound Bank accounts, you will be mailed a new Heritage Bank Visa® Debit Card the week of April 23, 2018. You can activate your card as soon as you receive it, but you cannot use your new card until May 7, 2018. When you activate your new card, you will be prompted to assign a new personal identification number (PIN). Visa® Debit Card limits are subject to available account balances.
- Direct deposit of payroll and other income will continue without interruption.
- Automatic payments set up with your account number will continue without interruption. Any payments set up with your debit card will need to be re-established.
- Current interest rates can be found on page 44-45 or online at HeritageBankNW.com.
- If you currently receive the images of your canceled checks with your statement, you will receive the images of your canceled checks with your Heritage Bank statement. For deposit fees, refer to page 46.
- As of May 7, 2018, any new direct deposits, ACH transactions or other electronic transactions you establish should reflect Heritage Bank's routing (ABA) number of 325170835 along with your account number.



Surcharge-Free ATM Network

You will continue to have access to the MoneyPass® ATM network. You can find the nearest MoneyPass® ATM at MoneyPass.com or by downloading the free MoneyPass® mobile app.

General Questions

HERITAGE.

It's much more than
the name of our bank.
It's our belief system.

When will the conversion to Heritage Bank accounts and services occur?

The conversion is scheduled for the weekend of May 5, 2018. However, the changes to your accounts and services won't be effective until May 7, 2018.

Will my current branch be moving or closing?

No, the location of your branch will remain the same. We are open from 9:00 am to 5:00 pm PDT, Monday through Friday.

Will my Relationship Manager change?

No, your current Relationship Manager will remain the same and they will be available to assist you with any questions or concerns you may have.

Will the phone number of my branch remain the same?

All branch phone numbers will remain the same.

Will any of my current services be unavailable during the conversion?

We have worked to minimize the impact to your services throughout the conversion. However, a small number of systems will experience reduced functionality or will be unavailable for periods of time throughout the weekend. For a list of service interruptions, please see page 6.

What is Heritage Bank's customer support number and hours of operation?

Heritage Bank's Customer Service Center number is 800.455.6126, and representatives are available 7:30 am to 6:00 pm PDT, Monday through Friday and 9:00 am to 1:00 pm PDT on Saturday.

Who can I contact for help throughout the conversion?

A number of resources are available to assist you throughout the conversion as well as your Relationship Manager who will be available to assist you with any questions or concerns you may have. You can also call Puget Sound Bank's customer service at 425.455.2400. For more contact information, refer to page 51.

Account Information**Will my account number change?**

The majority of Puget Sound Bank customer account numbers will not change. However, a few customers were issued new account numbers and these customers were notified separately regarding this change.

Can I continue to use the same routing number?

Yes, items with the former Puget Sound Bank routing number will continue to be processed through your existing account.

Beginning May 7, 2018, please use the Heritage Bank routing number (325170835) when setting up any new payments, direct deposits, or check orders.

Will I need to replace my current checks?

No, you can continue to use your Puget Sound Bank checks and deposit slips as you do today (unless you are notified otherwise). If you would like to order new Heritage Bank checks, you can do so on or after May 7, 2018 at any of our locations or online at HeritageBankNW.com.

Can I continue to use my current savings deposit and withdrawal tickets?

Yes, you can continue to use your current savings deposit and withdrawal tickets.

Will the features of my accounts remain the same?

There may be some changes to the features of your accounts. Puget Sound Bank accounts were carefully reviewed and matched to the Heritage Bank accounts they most closely resemble. In addition, we have some new products to offer you. Your Relationship Manager is available to review your accounts with you to ensure you are in the best accounts to meet your needs. Please refer to the enclosed individual product sheets to learn more about your current account features.

How will transactions post to my checking and savings accounts?

Transactions are posted in the order in which they are received or submitted through various payment channels. ATM, debit card transactions, withdrawals, and checks drawn on Heritage Bank presented for payment to a teller post in real time. ACH debits and credits post throughout the business day and during nightly processing. Checks presented for payment after the business day ends are paid in serial number sequence order. Because debits and credits occur throughout the day, you should keep sufficient funds in your account at all time. Please refer to the enclosed Account Information Rules and Regulations for more details.

Will I continue to receive my checking account statement at approximately the same time each month?

Yes, your statement from Heritage Bank will arrive at approximately the same time each month. If you are currently signed up for online statements, you will continue to receive an email each month when your statement is available to view online.

Will the information on my statement change?

Although the appearance of your statement will change, the account details and content will remain the same.

Will I continue to receive check images?

Yes, if you currently receive check images on your statements, that service will continue.

For deposit fees, refer to page 46.

GENERAL QUESTIONS

Will my automatic transfers between accounts continue?

Online Banking Transfers:

If your automatic transfers were created using the current Puget Sound Bank online banking system, they will not continue. You can re-establish your transfers through Heritage Bank's online banking system starting at 8:00 am PDT on May 7, 2018. Be sure to note the details of these transfers prior to the conversion so you can set them up in the new system.

Transfers scheduled during the conversion weekend will be processed. While we do not expect any issues, we will monitor transfers and will process any failed transfers on your behalf.

Preauthorized Transfers:

All automatic withdrawal and deposit functions between your accounts that were initiated through your branch and were not created through the online banking system will continue without interruption. If you need to change or delete a recurring transfer that was set up at a branch, you can contact your local branch.

Will there be changes to my Zero Balance Account (ZBA) structure and service?

No, your Zero Balance Account structure will be maintained upon conversion to Heritage Bank.

Will my direct deposit and automatic payments continue?

Direct deposits and automatic payments set up with your account number will continue without interruption. Any payments set up with your debit card will need to be re-established on or after May 7, 2018.

Will my Certificate of Deposit (CD) change?

Your CD will continue with its current term and rate until maturity. You will receive a separate notice regarding any changes to your CD prior to renewal.

The interest on your CD is currently credited to your account quarterly based on the account opening date. As of May 7, 2018, the interest will be credited to your CD at the end of the calendar year.

How do I renew my CD?

If your Puget Sound Bank CD is set to renew automatically, it will continue to do so in most cases and will roll over at maturity to a Heritage Bank CD with a similar term. You will continue to receive a notice prior to maturity. However, some CDs will not automatically renew. In these instances, you will receive a maturity notice and you will need to visit your local branch to discuss your options prior to the maturity date.

I have accounts at both Puget Sound Bank and Heritage Bank. How does this affect the FDIC insurance coverage?

If you have deposits at both banks, they will be separately insured for at least six months after the merger (January 16, 2018). This six-month grace period gives you the opportunity to restructure accounts, if necessary.

Certificates of Deposits (CDs) are separately insured until the earliest maturity date after the end of the six-month grace period. CDs that mature during the six-month grace period and are renewed for the same term and in the same dollar amount (either with or without accrued interest) continue to be separately insured until the first maturity date after the six-month grace period. If a CD matures during the six-month grace period and is renewed on any other basis, it would be separately insured only until the end of the six-month grace period.

For the FDIC's Electronic Deposit Insurance Estimator, visit www.fdic.gov/edie.



Will I receive statements for my CD accounts?

Yes, at the end of June, you will receive a quarterly CD statement. If you have a checking account with Heritage Bank, you can request a combined monthly statement which will include summary information about your CD. If you prefer not to receive CD statements, call Heritage Bank's Customer Service Center at 800.455.6126.

Loans & Lines of Credit**Will my existing loan or line of credit account number or payment method change?**

Customers can continue to use their current loan or line of credit account number. If you have automatic payments related to your loans, you do not need to take any action. Your ACH originator will be automatically notified of this change. If there are any changes to your existing loan or line of credit, you will receive a separate notice with detailed information.

Will I need to mail my loan payment to a different address?

Yes, all loan payments should be mailed to:

Heritage Bank
P.O. Box 35163
Seattle, WA 98124-5163

Will the terms of my loan or line of credit change?

No, the terms of most loans or lines of credit will remain the same. We will begin to automatically report consumer and Small Business Administration (SBA) loan information to credit bureau agencies. Affected customers will receive a separate notice with detailed information.

Will loan payments post the same day as received?

Yes, your loan payments will be credited on the same day as received unless payment is received on a weekend or holiday. Those payments will post on the next business day.

Will my loan payments be applied to my account in the same manner?

Some customers may see a change in how their payments are applied. Heritage Bank applies payments in the following order: interest, principal, escrow, late fees, and other fees/charges.

Will I receive my loan statements at the same time every month?

We have made every effort to keep your statement cycle dates consistent but you may notice some slight changes. If there are changes to your loan statements, you will receive a separate notice with detailed information.

Will I continue to receive loan statements, past due notices, or loan-related bills electronically through email?

Yes, any statements, notices, or loan-related bills generated after May 7, 2018 will be available online. If you anticipate needing past statements from Puget Sound Bank's online banking system, we recommend downloading or printing them prior to May 7, 2018.

Personal Online Banking**I am currently signed up for online banking. Will I need to sign up again after conversion?**

No, you will not need to sign up again. However, the first time you log in to Heritage Bank's online banking system on or after May 7, 2018, you will be guided through Heritage Bank's enhanced multi-factor authentication process. You will receive your login information in a separate notice a couple weeks prior to conversion. We encourage you to visit HeritageBankNW.com for additional information related to the online banking conversion.

How will I access my new online banking?

Starting at 8:00 am PDT on May 7, 2018, you can access the Heritage Bank online banking system from the sign-in box on our website HeritageBankNW.com.

Will I see my previous transaction history online?

Yes, six months of transaction history will transfer to Heritage Bank's online banking system. If you anticipate needing more than six months of transaction history, we recommend downloading or printing this information for your records.

Will I be able to view my previous online statements?

No, your Puget Sound Bank online statements will not be available in Heritage Bank's online banking system. We recommend downloading or printing them from Puget Sound Bank's online banking system prior to May 3, 2018. After the conversion, Heritage Bank's online banking system keeps 13 rolling months of online statements.

Will I be able to view images of my paid checks online?

Images of checks that have cleared your account prior to May 4, 2018 will not be available. We recommend downloading or printing any images of checks from Puget Sound Bank's online banking system prior to May 3, 2018.

Checks that clear your account on or after May 7, 2018, will be viewable through Heritage Bank's online banking system.

Will automatic transfers between personal accounts continue?

No, you will need to re-establish your automatic transfers through Heritage Bank's online banking system on May 7, 2018.



If I use Quicken® or QuickBooks®, will my current information still be available after the conversion?

Yes, six months of information will transfer to Heritage Bank. If you anticipate needing more than six months, we recommend downloading this information prior to May 3, 2018. Download instructions for the various versions of Quicken or QuickBooks are available at HeritageBankNW.com.

Will I continue to receive online statements?

Yes, if you are currently signed up for online statements, you will continue to receive an email each month when your statement is available to view online. Prior to being able to view online statements, you will need to accept Heritage Bank's terms and conditions.

Will my account alerts remain?

No, you will need to re-establish your account alerts.

Will my account nicknames remain?

No, you will need to re-establish your account nicknames.

Bill Pay

Will my Bill Pay change?

The system in which you use Bill Pay will change but all of your established payees will remain available. You may see a minor change to the payee name when they transfer over.

Bill Pay is a free service for personal and business online banking customers. The first time you pay each payee with Heritage Bank, please allow additional time for processing. Initial payments sent to each of your payees will take approximately seven to 10 business days.

Will all of my payee information transfer to Heritage Bank?

Yes, all of your established payees will transfer during the conversion. You may see a minor change to the payee name

when they transfer over, so we encourage you to verify all payee information when scheduling payments for the first time.

How will my online bill payments be processed during the conversion?

Bill payments previously scheduled for Thursday, May 3, 2018 will be processed by Puget Sound Bank. Beginning Friday, May 4, 2018, bill payments previously scheduled for May 4—May 6, 2018 will be processed by Heritage Bank.

I have recurring payments scheduled. Will these payments be transferred to Heritage Bank's Bill Pay system automatically?

Yes, your recurring payments will be transferred automatically; however, we encourage you to confirm them for accuracy.

Mobile & Text Banking

I currently use Puget Sound Bank's mobile app. Will I need to download Heritage Bank's mobile app?

Yes, you will need to download Heritage Bank's mobile banking app from either the Google Play™ (Android™ devices) or Apple® store. There is also a Kindle Fire app available through Amazon.

Does Heritage Bank offer mobile deposit?

Yes, if you download the Heritage Bank mobile app and are over 18 years of age, you are eligible to use the mobile deposit feature. After downloading the app and successfully logging in, click "Check Deposit" from the menu and accept the Mobile Remote Deposit Service Agreement.

Will mobile deposit cutoff times for same day credit change?

Yes, mobile deposits made before 10:30 am PDT will post to the account the same business day around 2:00 pm PDT. Mobile deposits made before 4:30 pm PDT will post to the account on

the same business day around 7:00 pm PDT. Mobile deposits made after 4:30 pm PDT will post to the account around 2:00 pm PDT the following business day.

Will mobile deposit limits remain the same?

No, the standard daily limit will change. Mobile deposit limits are:

- Per deposit: \$2,500
- Per day: \$2,500
- Rolling 30 day: \$10,000

I currently use Puget Sound Bank's text message banking. Will I need to sign up again?

Yes, you will need to register your phone for text message banking with Heritage Bank's online banking system on or after May 7, 2018.

Will the commands for SMS text banking change?

Yes, some commands for SMS text banking will change.

The text banking commands for Heritage Bank are:

- **Bal** – Primary account balance
- **Bal All** – All account balances
- **Last** – Last five transactions on primary account
- **Bal Chk** – Account balance of checking
- **Bal Sav** – Account balance of savings account
- **Trans** – Transfer to primary account
- **Help** – Help on keywords
- **Stop** – Deactivate text banking service

Credit, Debit & ATM Cards

Can I continue to use my Puget Sound Bank credit card?

Yes, your Puget Sound Bank credit card will now be serviced by Elan Financial Services. Their account representatives are available to assist you 24/7 either online or over the phone.

Business Card Account Support:	866.552.8855
Consumer Card Account Support:	800.558.3424
Web/Online Account Support:	877.334.0460 or MyAccountAccess.com

Where should I mail my credit card payments to?

Elan Financial Services has provided the following address for customers to submit their credit card payments. Please make checks out to Cardmember Services.

Cardmember Services
P.O. Box 6354
Fargo, ND 58125-6354

Will I receive a new Heritage Bank debit card to replace my MasterCard® Debit Card?

Yes, your new Heritage Bank Visa® Debit Card will be mailed the week of April 23, 2018. You can activate your new card as soon as you receive it, but you cannot use your new card until May 7, 2018. If you have not received your new card by May 3, 2018, please call our Customer Service Center at 800.455.6126.

When will my Puget Sound Bank debit card service discontinue?

You can continue to use your Puget Sound Bank debit card through May 6, 2018. Please begin using your Heritage Bank debit card on May 7, 2018.

How do I activate my new Heritage Bank Visa® Debit Card?

You can activate your debit card as soon as you receive it by calling 800.992.3808. You will be asked to provide four items of personal information to authenticate your identity. If authentication is approved, your card will be activated. If authentication is not approved, please call our Customer Service Center at 800.455.6126 to ensure your personal information is accurate in the system.

Will my Personal Identification Number (PIN) change?

Yes, you will be prompted to assign a new PIN to your debit card during the activation process.

Will automatic payments and transfers linked to my current debit card continue?

No, you will need to contact your merchant or service provider to update your card information on or after May 7, 2018.

Will the daily purchase and ATM withdrawal limit change on my debit card?

No, your debit card daily purchase limit and ATM withdrawal limit will remain the same.

At what time of day will the daily limit on my ATM or debit card reset?

Your daily limit will reset at 9:00 pm PDT, Monday through Saturday.

Will I continue to receive my ATM rebates or credits when I use my debit card?

Yes, there will be no changes to your ATM rebates or credits.

What should I do if my Heritage Bank Visa® Debit Card is lost or stolen?

You can report lost or stolen debit cards by calling our Customer Service Center at 800.455.6126. If you call after our regular business hours, please select #6 from the automated menu to be transferred to 24/7 telephone banking support.

GENERAL QUESTIONS

ATM

Will I continue to have access to surcharge-free ATMs through the MoneyPass® network?

Yes, you will continue to have access to the MoneyPass® ATM network. This means you can use your Heritage Bank debit card at all non-Heritage Bank locations that display the MoneyPass® logo and you will not be charged a surcharge fee or transaction fee. In addition, Heritage Bank will also waive ATM transaction fees whenever a MoneyPass® ATM is used. You can find the nearest MoneyPass® ATM location at MoneyPass.com or by downloading the MoneyPass app.

Will I be able to continue making deposits in MoneyPass® ATMs?

No, you will no longer be able to make deposits at MoneyPass ATMs. Please visit HeritageBankNW.com to find the nearest branch or deposit-taking ATM. For Heritage Bank ATMs that accept deposits, funds from any deposits (cash or checks) made before 1:00 pm PDT will be considered made that business day. Deposits made after 1:00 pm PDT will be considered made the next business day.

What is the difference between a service fee and a surcharge fee?

A service fee is charged to your account by your bank when you use an ATM not owned or operated by your bank. A surcharge fee is charged to your account by the ATM owner when you use an ATM not owned or operated by your bank or is outside of an ATM network in which your bank is a member.

Will I continue to receive my ATM surcharge rebates/credits when I use by debit card?

Yes, there will be no changes to your ATM surcharge rebates or credits.

Telephone Banking

Will I have access to a telephone banking system after the conversion?

Yes, all customers will have access to the Heritage Access Line telephone banking system beginning May 7, 2018. You can access the system by dialing 888.505.9150. Your PIN will be the last four digits of your Social Security number or EIN. We encourage you to change this to a different number by selecting the PIN-change option from the main menu.

Overdraft Coverage

Does Heritage Bank offer overdraft coverage?

Yes, beginning May 7, 2018, all eligible checking accounts will automatically be enrolled in Heritage Bank's standard overdraft

coverage. This means that if you do not have enough funds in your account to cover a transaction, at our discretion we may pay for the transaction on your behalf. We may charge you our standard overdraft fee of \$34 per item (up to six per business day), and an additional \$5 per business day if your account is overdrawn four or more consecutive business days (maximum of 15 business days).

If we decline to pay a transaction, the transaction will be returned and we may charge a \$34 insufficient funds fee (returned). The amount of any overdrafts plus overdraft fees you owe Heritage Bank shall be repaid within 30 days or the collection process will begin.

You can opt in or out at any time by visiting your local branch or calling us at 800.455.6126. You can also mail a written request with your name, address, date of request and account number to:

Heritage Bank
1266 Bouslog Road
Burlington, WA 98233

For more information about Heritage Bank's overdraft coverage options, refer to page 29 or visit HeritageBankNW.com.

Will I have access to overdraft protection for one-time debit card and ATM transactions?

Our standard coverage does not automatically include coverage for ATM and one-time debit card transactions. To extend your coverage to your ATM and one-time debit card transactions that might overdraw your account, you must opt in to our enhanced overdraft coverage.

- By opting in, you're authorizing us to pay these items at our own discretion. Our standard overdraft fees will apply.
- By opting out, we will not pay for the transaction and it will be declined. No fees will be assessed.

You can opt in or out at any time by visiting your local branch or calling us at 800.455.6126. You can also mail the enclosed Reg E Election Form to:

Heritage Bank
1266 Bouslog Road
Burlington, WA 98233

What other overdraft protection options are available?

Classic Reserve Line of Credit Protection and Overdraft Transfer Protection plans are also available and can work along with our standard and enhanced overdraft coverage. These plans generally offer a higher degree of protection at a lower cost as they guard against NSF fees and returned checks.

For more information about Heritage Bank's overdraft coverage options, refer to page 29 or visit HeritageBankNW.com.

Business Online Banking

How will I access my new business online banking account?

Beginning at 8:00 am PDT on May 7, 2018, you can log in to Heritage Bank's business online banking platform by visiting HeritageBankNW.com and selecting Business Accounts from the drop-down box under "Sign In."

What opportunities will I have to learn about the business online banking platform?

To learn about Heritage Bank's business online banking platform, you can:

- Visit HeritageBankNW.com for a library of resources
- Contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com

When will Puget Sound Bank's online banking system be unavailable?

Puget Sound Bank's online banking system will be in view-only mode beginning at 2:00 pm PDT on May 4, 2018. This means you can still log in to your account, but your balances and transactions will not reflect any activity after May 4, 2018. Beginning at 8:00 am PDT on May 7, 2018, you can begin using Heritage Bank's business online banking platform.

Will my online banking login information change?

Yes, all users will receive login information in a separate notice prior to April 13, 2018 which will contain the company ID, user ID, and a temporary password. Each company will have an assigned administrator. If a user is unable to log in, the administrator will be able to reset their password.

If you have not received your company ID, user ID, and a temporary password prior to April 13, 2018, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Will current administrators need to setup their users in business online banking?

No, all users and company administrators will be transferred over during the conversion. The setup of all company users will need to be reviewed on May 7, 2018.

Will I see my previous transaction history in Heritage Bank's business online banking platform?

Yes, six months of transaction history will transfer to Heritage Bank's business online banking platform. If you anticipate needing more than six months of transaction history, we recommend downloading or printing this information for your records.

Will I be able to view images of my paid checks, deposits, and deposited items online?

No, images of checks that have cleared your account prior to May 4, 2018 will not be available. We recommend that you print or download any images of checks from Puget Sound Bank's online banking system prior to May 3, 2018.

Images of checks that clear your account on or after May 7, 2018, will be viewable through Heritage Bank's business online banking platform. Images of deposits and deposited items will not be available in Heritage Bank's business online banking platform.

Will I continue to receive online statements?

Yes, if you are currently signed up for online statements, you will continue to receive an email each month when your statement is available to view online.





Will I be able to view my previous online statements?

No, your Puget Sound Bank online statements will not be available. We recommend printing or downloading these prior to May 3, 2018. After the conversion, Heritage Bank's business online banking platform keeps 13 rolling months of online statements.

Will automatic transfers between business accounts continue?

No, you will need to re-establish your automatic transfers through Heritage Bank's business online banking platform on May 7, 2018.

Will my account alerts transfer to my new business online banking account?

No, you will need to re-establish your alerts in Heritage Bank's business online banking platform by selecting the Account Activities and Reporting tab then "Manage Balance Alerts."

Are tokens required when logging in to Heritage Bank's business online banking platform?

No, tokens are not required to log in to your new business online banking account. For security purposes, Heritage Bank uses a method called Enhanced Multi-Factor Authentication. The first time you log in, you will be guided through this process.

Tokens are required to approve wire transactions and ACH batches.

If I use Quicken® or QuickBooks®, will my current information still be available after the conversion?

Yes, six months of information will transfer to Heritage Bank. If you anticipate needing more than six months, we recommend

downloading this information prior to May 3, 2018. Download instructions for the various versions of Quicken or QuickBooks are available at HeritageBankNW.com.

What file types are available for reporting?

The reporting formats available in Heritage Bank's business online banking platform are QFX, QBO, CSV, and HTML.

If I have questions regarding my business online banking account, who should I contact?

Please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Business Bill Pay

Will my Bill Pay change?

The system in which you use Bill Pay will change, but all of your established payees will remain available. You may see a minor change to the payee name when they transfer over.

Bill Pay is a free service for personal and business online banking customers. The first time you pay each payee with Heritage Bank, please allow additional time for processing. Initial payments sent to each of your payees will take approximately seven to 10 business days.

Will Bill Pay be unavailable during conversion?

Yes, Puget Sound Bank's Bill Pay system will be unavailable beginning at 10:00 am PDT on May 3, 2018.

How will I log in to Heritage Bank's Bill Pay system?

Once you are logged in to Heritage Bank's business online banking platform, simply select "Bill Pay" from the menu. You will automatically be logged in to the Bill Pay system and will not need separate login credentials.

Will all of my payee information transfer to Heritage Bank?

Yes, all of your established payees will transfer during the conversion. You may see a minor change to the payee name when they transfer over, so we encourage you to verify all payee information when scheduling payments for the first time.

I have recurring payments scheduled. Will these payments be transferred to Heritage Bank's Bill Pay system automatically?

Yes, your recurring payments will be transferred automatically; however, we encourage you to confirm recurring payments to ensure accuracy.

Will my bill payment history transfer to Heritage Bank?

No, your bill payment history will not transfer to Heritage Bank. We recommend printing or downloading your bill payment history prior to May 3, 2018.

Will my bill payments still be withdrawn from my account in the same manner that they are today?

No, Heritage Bank bill payments debit the customer's Heritage Bank account 24 to 48 hours after payment is initiated, no matter the delivery method.

Bill payments sent electronically take two to four business days to credit the payee's account, and bill payments sent by check take seven to 10 business days to credit the payee's account.

Will users currently set up in Bill Pay transfer to Heritage Bank?

Yes, all users who have access today will have access to Heritage Bank's business Bill Pay system.

How do I set up new users in the Bill Pay system?

To set up new users in the Bill Pay system, refer to the user guides online at HeritageBankNW.com or contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Who can assist me with business online banking, Bill Pay, and QuickBooks/Quicken questions after conversion?

For questions regarding Heritage Bank's business online banking platform, including adding or deleting users and accounts, navigation, Bill Pay, and exporting transaction history, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Domestic/International Wire Services**Will I still be able to send wires through Heritage Bank's business online banking platform?**

If you are currently authorized to send wires through Puget Sound Bank's online banking system, you will be able to send wires through Heritage Bank's online banking system beginning May 7, 2018.

Will my online international wire capabilities change?

Yes, Heritage Bank's online originated foreign wires can be sent in both US dollars and foreign currency.

ACH & Wire Services**Will my ACH services change?**

Though the look, language, and mechanics may be slightly different, your overall service and ability to originate ACH files will not change.

What is the ACH cutoff time?

The cutoff time to process an ACH file with Heritage Bank is 9:00 am, 10:00 am, 2:00 pm, and 5:00 pm PDT.

Due to the multiple cutoff times, the bank is unable to correct any errors in a processed file. If you need assistance, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Will my ACH access be the same?

Yes, all users will have the same ACH access as they do today. We encourage each user to log in on May 7, 2018 to confirm that their access is correct. If you need assistance, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

How long will my ACH batch detail history be available?

Heritage Bank keeps 10 days of ACH batch detail history.

How will I access ACH services?

Once you are logged in to Heritage Bank's business online banking platform, simply select "ACH Payments" from the menu. Additional information about ACH services will be provided prior to May 7, 2018.

What if I need to schedule an ACH file the weekend of the conversion?

We recommend scheduling any ACH files prior to May 4, 2018. Otherwise, you will be unable to originate ACH files between 4:00 pm PDT on May 4, 2018 and 8:00 am PDT on May 7, 2018.

GENERAL QUESTIONS

Can ACH origination files have an effective entry date past May 4, 2018?

No, you can only process ACH files until 2:00 pm PDT on May 4, 2018. Beginning May 7, 2018, files can be initiated or entered on Heritage Bank's business online banking platform up to one month in advance of the effective date. Files must be submitted by the daily ACH cutoff time of 5:00 pm PDT.

How will I create ACH payments in the new system?

You will still be able to upload NACHA formatted files and create ACH templates in Heritage Bank's business online banking platform. User guides will be available online at HeritageBankNW.com.

Will my ACH recipients automatically transfer to Heritage Bank?

Yes, 90 days of ACH batches will be transferred to Heritage Bank's business online banking platform. There may be duplicate participants within a batch, so please verify the information before processing.

Are the company and user limits going to change?

No, your current company and user limits will stay the same. We recommend that company administrators review and confirm their company and user limits and authorities.

How are ACH Returns & Notifications delivered?

ACH Returns & Notifications of Change are delivered by email from the Federal Reserve Bank. There are some circumstances where the email will come from TMServices@HeritageBankNW.com rather than the Federal Reserve Bank. If you would like to change any email recipients, please contact your Relationship Manager.

Will there be changes to my ACH Block Service?

No, your ACH Block Service will be maintained upon conversion to Heritage Bank.

Will there be changes to my ACH Filter Service?

No, your ACH Filter Service will be maintained upon conversion to Heritage Bank.

If my software can create a NACHA formatted file, what changes need to be made?

If you have software that can create a NACHA file, you will be able to send that file through Heritage Bank's business online banking platform. Prior to importing your first NACHA file, you will need to change the Immediate Destination Name (Financial Institution Name) from Puget Sound Bank to Heritage Bank. You should also change the Immediate Destination and Immediate Origin to Heritage Bank's routing and transit number 325170835. For questions regarding your NACHA file, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

How many days prior to the effective date can I initiate or approve an ACH batch?

You can initiate or approve ACH batches up to 30 days in advance of the effective date.

Can I set an online banking wire request value date after May 4, 2018?

No, you can only process wire requests until 2:00 pm PDT on May 4, 2018. Beginning May 7, 2018, wires can be originated through Heritage Bank's business online banking platform until 2:00 pm PDT.



Will users still be able to send wires online?

Yes, users will still be able to send wires online as they do today. The company administrator will be able to create limits and set permissions for each user.

What is the wire cutoff time?

The cutoff time to process a wire with Heritage Bank is 2:00 pm PDT. You can initiate a wire transfer after the cutoff time and it will process the next day. You can also initiate or approve wire transfers up to 30 days in advance.

I have wire templates set up today; will this information transfer to the new system?

Yes, your wire templates will transfer to Heritage Bank's business online banking platform; however, we recommend copying your current Puget Sound Bank wire templates as a precaution. Once you receive your new login credentials, you should review your wire templates for accuracy. For foreign wires, it will not be necessary to enter in the intermediary bank information.

Will I receive a notification after a wire has been sent?

Outgoing wire notifications will automatically be sent after the request has been processed. Incoming wire notifications are available upon request. To set up incoming wire notifications, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Will the instructions I follow to receive domestic wires remain the same?

No, you will need the following information to receive domestic wires as of May 7, 2018:

- ABA: 325170835
- Beneficiary Bank Address:
Heritage Bank
201 5th Ave. SW
Olympia, WA 98501
- Beneficiary Account: The account number where the funds are to be deposited
- Beneficiary Name and Address: The name and address of the account holder

What type of security feature is in place for releasing ACH files and wires online?

Heritage Bank strongly recommends dual control as this is a secure method for releasing (approving) ACH files and wires online. Security tokens are used in Heritage Bank's business online banking platform to release wire transactions. All ACH and wire users will receive instructions for activating their virtual or hard tokens.

How do I activate my token?

Activate your token by logging in to Heritage Bank's business online banking platform and selecting the Administration tab then "Activate Token." You will be prompted to enter the serial number and security code from the token.

What should I do if I log in and my access is not correct?

We encourage you to log in to Heritage Bank's business online banking platform on May 7, 2018 to familiarize yourself with the new system and ensure your access is correct. If you need help, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Positive Pay**How will I access Positive Pay services?**

Once you are logged in to Heritage Bank's business online banking platform, simply select the Account Activities and Reporting tab.

What is the deadline to approve my Positive Pay exceptions?

The deadline to approve Positive Pay check and ACH exceptions is 12:00 pm PDT.

What happens if I do not approve my Positive Pay exceptions?

The system default is to pay exception items that you have not approved.

EDI Remittance**I receive emails with my EDI remittance information; will that still be available to me?**

Yes, there will be no interruption in how you will receive your EDI remittance information.

Mobile Banking**I currently use Puget Sound Bank's mobile app. Will I need to download Heritage Bank's mobile app?**

Yes, you will need to download Heritage Bank's business mobile banking app from either the Google Play™ (Android™ devices) or Apple® store.

Before you can use the app, you must first log in to Heritage Bank's business online banking platform on a desktop and change your temporary password. Puget Sound Bank's mobile app will be unavailable at 10:00 am PDT on May 3, 2018.

Bill Pay is not available at this time through our business mobile banking app.

GENERAL QUESTIONS

Business Mobile Deposit

Will my business mobile deposit limit change?

Heritage Bank's daily business mobile deposit limit is \$50,000.

What happens if I deposit a check that is over my limit?

Heritage Bank will alert you that you are over your daily limit and your deposit will not be processed.

What do I do if I need to change my limit?

To change your mobile deposit limit, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

What is the business mobile deposit cutoff time?

Checks deposited before 9:00 pm PDT, Monday through Saturday will be credited to your account on the same day. Checks deposited after 9:00 pm PDT, on Sundays, or on a holiday will be credited to your account on the same day but will not appear in your transaction history until the next business day.

Remote Deposit Capture

If I currently use Remote Deposit Capture, will I still have access to this service?

Yes, if you are currently using business Remote Deposit Capture, your service will not change. However, you will no longer access Remote Deposit Capture through your business online banking account.

Will my login credentials change for Remote Deposit Capture?

Some customers' login credentials may change. If they do, you will receive your login information in a separate notice prior to April 13, 2018. If you have not received your login credentials by April 16, 2018, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

What if I do not know my login credentials for Remote Deposit Capture?

Please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

How will I log in to Heritage Bank's Remote Deposit Capture system?

Beginning May 7, 2018, you can log in to Remote Deposit Capture by visiting HeritageBankNW.com and selecting Business Accounts from the drop-down box under "Sign In."

Will Remote Deposit Capture services be interrupted over the conversion weekend?

Yes, final deposits must be received by 6:00 pm PDT on May 4, 2018.

Will deposit cutoff times change?

Yes, the cutoff time for Remote Deposit Capture is 6:00 pm PDT.

Will my deposits still memo post to my account?

No, deposits will not memo post to your account. They will post to your account the same night if your deposit is made prior to the 6:00 pm PDT cutoff time.

Who can I contact for Remote Deposit Capture assistance?

For assistance with Remote Deposit Capture, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com from 8:00 am to 5:30 pm PDT, Monday through Thursday and 8:00 am to 6:00 pm PDT on Friday.

Lockbox Services

Will my Lockbox services change?

No, if you currently use lockbox services at Puget Sound Bank, there will be no changes to these services and your processes will remain as they are today.

Merchant Services

Will there be any changes to my Merchant Services?

No, if you currently use Merchant Services at Puget Sound Bank, there will be no changes to these services and your processes will remain as they are today.

Commercial Card Services

Will my commercial card still work after conversion?

Yes. Your Puget Sound Bank credit card is now being serviced directly by Elan Financial Services. Their account representatives are available to assist you 24/7 either online or over the phone.

Business Card Account Support: 866.552.8855

Consumer Card Account Support: 800.558.3424

Web/Online Account Support: 877.334.0460 or
MyAccountAccess.com

Will I still be able to make credit card payments at my local branch?

No, Elan Financial Services has provided the following address for customers to submit their payments. Please make checks out to Cardmember Services.

Cardmember Services
PO Box 6354
Fargo, ND 58125-6354

ACCOUNT
INFORMATION
RULES AND
REGULATIONS,
RATES, AND FEES

BUSINESS CHECKING ACCOUNTS

	Small Business	Business Interest	Nonprofit Interest	Nonprofit Interest Plus	Business Analysis	HOA Property Management Analysis
Minimum Balance to Open	\$100	\$100	\$100	\$500* * \$250,000+ in relationship balances are required to establish this account	\$100	\$100
Monthly Maintenance Fee	\$6	\$8	\$6	\$30	\$12	\$5
Minimum Criteria to Avoid Monthly Maintenance Fee	\$1,500 Minimum Daily Balance Or Complete 5 or more Debit Card Transactions per Statement Cycle	\$2,500 Minimum Daily Balance Or Complete 5 or more Debit Card Transactions per Statement Cycle	\$100 Minimum Daily Balance Or Complete 5 or more Debit Card Transactions per Statement Cycle	\$250,000 in Combined Deposit And Commercial Loans Balances The calculation is on the monthly average balances in the combined relationship accounts/outstanding commercial loans	N/A	N/A
Earnings Credit	N/A	N/A	N/A	N/A	Variable	Variable
Interest Bearing	No	Yes; \$2,500+	Yes; All Balances	Yes ¹ , All Balances	N/A	N/A
Rate Tiers	N/A	N/A	\$0-\$9,999 \$10,000-\$49,999 \$50,000-\$99,999 \$100,000+	\$0-\$49,999 \$50,000-\$99,999 \$100,000-\$249,999 \$250,000-\$999,999 \$1,000,000+	N/A	N/A
Transaction Fees	200 Combined Transactions ² are included; \$0.35 / transaction >200	200 Combined Transactions ² are included; \$0.35 / transaction >200	200 Combined Transactions ² are included; \$0.35 / transaction >200	400 Combined Transactions ² are included; \$0.35 / transaction >400	ACH Credits Received/ ACH Debits Received: \$0.06 Checks Paid (per check): \$0.15 Deposits (per deposit): \$0.35 Deposited Checks (per check): \$0.10 Currency Deposited (per \$1,000): \$1.00	ACH Credits Received: \$0.13 ACH Debits Received: \$0.17 Checks Paid (per check): \$0.17 Deposits (per deposit): \$0.20 Deposited Checks (on-us, per check): \$0.08 Currency Deposited (per \$1,000): \$0.20
Currency/Coin Purchased <small>(manual charge at time of transaction)</small>	\$0.05/ roll coin \$0.05 / \$100 currency	\$0.05/ roll coin \$0.05 / \$100 currency	\$0.05/ roll coin \$0.05 / \$100 currency	\$0.05/ roll coin \$0.05 / \$100 currency	\$0.05/ roll coin \$0.05 / \$100 currency	\$0.05/ roll coin \$0.05 / \$100 currency

Monthly Statement	Free Online Statement Paper Statement fee \$5 Business Statements include Images	Free Online Statement Paper Statement fee \$5 Business Statements include Images	Free Online Statement Paper Statement fee \$5 Business Statements include Images	Free Online Statement Paper Statement fee \$5 Business Statements include Images	Free Online Statement Paper Statement fee \$5 Business Statements include Images	Free Online Statements Paper Statement fee \$6 Business Statements include Images
Additional Options and Features	BCMO - Business Online Banking Service \$5 per month; fee waived with \$5,000 minimum daily balance	BCMO - Business Online Banking Service \$5 per month; fee waived with \$5,000 minimum daily balance	BCMO - Business Online Banking Service \$5 per month; fee waived with \$5,000 minimum daily balance	BCMO - Business Online Banking Service (Includes Bill Pay) \$5 per month; fee waived with \$5,000 minimum daily balance	BCMO - Business Online Banking Service \$5 per month; fee waived with \$5,000 minimum daily balance	Access to full suite of Cash Management Services
			Available to non-profit organizations who are tax exempt under Section 501c(3), (4) and (10) of the Internal Revenue Code.	Available for 501(c)(3) Non-Profit Organizations exclusively.		

¹ Transactions include: deposits, deposited items, checks, withdrawals, ACH credits and ACH debits. Excludes debit card transactions.

² Interest compounded daily and paid monthly. For deposit fees, refer to page 46.

PERSONAL CHECKING ACCOUNTS

	Summit	Ascent	Base	HSA	Premier
	Rewards customers for their relationship with interest and Heritage Extras	Makes it easy for customers to instantly save each month with benefits they'll use—including Heritage Extras and Dime-A-Time Rewards	Features basic benefits along with the access customers are looking for—including Dime-A-Time Rewards	Gives customers an easy way to save and pay for qualified healthcare expenses	Rewards customers for their relationship with our most competitive rates and much more
Minimum to Open	\$100	\$100	\$100	\$0	\$100
Monthly Maintenance Fee	\$8	\$6	\$7	\$2	\$25
Min. Daily Balance to avoid Monthly Maintenance Fee	\$1,500	N/A	\$100	\$2,500	\$50,000 in combined personal deposit accounts
Interest Bearing	Yes*	No	No	Yes*	Yes*
Rate Tiers	\$0-\$9,999 \$10,000-\$24,999 \$25,000-\$49,999 \$50,000+	N/A	N/A	\$0-\$999 \$1,000-\$2,499 \$2,500-\$4,999 \$5,000-\$9,999 \$10,000+	\$0-\$9,999 \$10,000-\$24,999 \$25,000-\$49,999 \$50,000-\$99,999 \$100,000-\$249,999 \$250,000+
ATM Transaction Fees	No fee at Heritage or MoneyPass ATMs; All others \$2.50	No fee at Heritage or MoneyPass ATMs; All others \$2.50	No fee at Heritage or MoneyPass ATMs; All others \$2.50	N/A	No transaction fees and reimbursement of any surcharge fees
Additional Options and Features	<ul style="list-style-type: none"> Free online statement Paper statement \$3 w/ image \$5 Heritage Extras BaZing*** 	<ul style="list-style-type: none"> Free online statement Paper statement \$3 w/ image \$5 Dime-A-Time Rewards** Heritage Extras BaZing*** 	<ul style="list-style-type: none"> Free online statement Paper statement \$3 w/ image \$5 Dime-A-Time Rewards** No minimum balance required or fee if under 19 years of age 	<ul style="list-style-type: none"> Free online statements Paper statement \$3 w/ image \$5 \$10 one-time setup fee Free HSA checks 	<ul style="list-style-type: none"> Free online or paper statement Free bank checks Free travel cards Free Premier checks

* Interest compounded daily and paid monthly. For deposit rates, refer to page 44-45.

** Dime-A-Time Rewards: Earn \$0.10 for every credit transaction (signature, non-pin based) using your VISA® Debit Card.

*** Heritage Extras powered by BaZing. An online membership program offering discounts from local, regional, and national merchants as well as helpful services for you and your family.

Overdraft Protection

Links your savings or checking account for overdraft transfers.

Line of Credit Protection¹

Provides the convenience and security of a line of credit for overdraft transfers.

Heritage Overdraft Coverage²

Offers next level coverage for your accounts.

How do I enroll?	Complete the agreement or application and return it to your local branch	Automatic enrollment for check, ACH, and recurring debit card transactions Optional enrollment required for coverage on ATM and one-time debit card transactions
Does my coverage include ATM and everyday debit card transactions	Yes	No, you must complete the optional enrollment for Enhanced Coverage on ATM and one-time debit card transactions
What fees apply?	\$5 transfer fee, per business day	Insufficient/Overdraft fee applies, \$34 per item Daily Overdraft Fees may apply
What is my protection amount?	Up to available balance in linked account.	Limit is dynamic and varies based on account history
What are the transfer increments?	\$50 or balance of account, whichever is less. If sufficient funds are not available in the linked account to cover the entire amount of the overdraft, an Overdraft Protection transfer will not occur	N/A
Which additional overdraft protection options can be added?	<ul style="list-style-type: none"> – Line of Credit Protection – Heritage Overdraft Coverage 	<ul style="list-style-type: none"> – Overdraft Protection – Line of Credit Protection
Can I cancel?	You may cancel at any time	You may change or cancel your enrollment anytime by: <ul style="list-style-type: none"> – Visiting your branch – Calling 800.455.6126 – Written request

¹ Subject to eligibility requirements and credit approval. Interest will accrue on amounts advanced and at the interest rate stated in the line of credit or Personal Reserve Account agreement. Lines of credit and Personal Reserve Accounts may be subject to additional charges; see line of credit or Classic Reserve Account agreement for details.

² Heritage Overdraft Coverage is a discretionary service. Heritage Bank is under no obligation to pay items when your account has Insufficient Funds (NSF), even if previous NSF transactions were paid. Heritage Bank reserves the right to require you to pay an overdraft immediately. Heritage Bank typically does not pay overdrafts if your account is not in good standing or you are not making regular deposits. Certain account type(s) are ineligible for the Overdraft Coverage Program. Please see account brochures for more information.

³ If you overdraw your account on one business day, you will be charged a fee of \$34 for each check, in person withdrawal, or electronic item we pay or return, maximum of 6 Insufficient Funds/Overdraft fees per day and your account becomes subject to Daily Overdraft Fees, if applicable; this does not apply to Business Analysis and HOA Property Management Analysis Checking accounts. A \$5.00 Daily Overdraft Fee will be charged beginning on the 4th consecutive business day the account remains overdrawn, maximum of 15 consecutive business days. See Account Information Rules and Regulations and Fees Schedule for full details.

⁴ Insufficient Funds/Overdraft fees, including Daily Overdraft Fees, for overdrafts caused solely by ATM and/or one-time debit card transactions do not apply if you do not authorize coverage for these types of transactions.

⁵ If you have authorized Overdraft Protection from a Deposit Account and Heritage Overdraft Coverage; funds from the deposit account you selected will be used first to cover the overdraft. If you have authorized both Overdraft Protection from a Deposit Account AND Overdraft Transfer from a Line of Credit, you must specify the order of coverage.

ACCOUNT INFORMATION RULES AND REGULATIONS

Effective May 5, 2018

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Account Agreement and Authorization

Thank you for your business and welcome to Heritage Bank. This document was designed to make your account transition as smooth as possible. It contains the rules and regulations governing the accounts and services offered by Heritage Bank; please read all of the information carefully. By signing your signature card, you agree to abide by these rules and regulations as well as any amendments that may be made from time to time. The disclosures in this document are primarily required by Washington and Oregon State and Federal laws. Should you have any questions regarding the wording, we ask you to contact a Financial Services Associate.

The words "you" and "your" refer to all depositors named as account owners and their agents or fiduciaries; the words "we," "us," and "our" refer to Heritage Bank.

Any of the authorized persons may sign checks, make withdrawals, transfer funds, close the account, deposit checks payable to any of the other authorized persons, and give us any other instructions regarding the account.

If the authorized signers on your account change, you may be required to close the account and establish a new account with the most current authorized signers. At our discretion, authorized signers may be changed on selected account ownerships upon receipt or required written authorization as established by each owner.

If all account owners are not present at the time your account is opened, we may, without liability to you, restrict the account and reject all withdrawals from the account or deposits into the account until all signatures are obtained. If you choose to draw items against your account before the signature card has been fully executed, we are not responsible or liable for any unauthorized signature on an item drawn against your account.

You agree to pay all fees and follow all practices described in this Agreement, and for each account opened, we agree to provide the services the statement lists.

You authorize us to disclose information about the accounts to credit reporting agencies and to other persons or agencies that, in our judgment, have a legitimate business purpose for obtaining this information.

You agree that by signing the signature card or by accessing any Heritage Bank accounts or services, you jointly and severally, agree to all the terms and conditions in this Agreement and any future changes we make in it.

Notice of Change or Waiver in This Consumer Disclosure Agreement

The rules, terms and conditions described in this disclosure, as well as the fees and charges we assess as set out in any accompanying—Fee Schedule, are subject to change anytime. We may add new terms and delete or amend existing terms. We may add new accounts and services and discontinue existing accounts or services. We may convert existing accounts and services into new accounts and services. Advance notice of the change is given when required by law or regulation, or when we specifically agree to do so in writing at the time your account or other service is opened or established, unless such changes must be implemented immediately because of law or regulation.

We may waive any of these rules, terms, conditions, fees or charges, on a one-time basis even though we have not done so before and may not do so again. These rules, terms, conditions, established fees or charges may not be denied by evidence of any alleged oral agreement. When we change this Agreement, the then-current version of this Agreement supersedes all prior versions and governs your account. If you continue to use your account or keep it open, you are deemed to accept and agree to the change and are bound by the change. If you do not agree with a change, you may close your account as provided in this Agreement.

Indemnification and Limitation of Liability

You agree to indemnify us, the directors, officers, and employees of ours against all losses, costs, attorneys fees and any other liabilities that we incur by reason of responding to any legal action involving you or your account, regardless of the manner of such response, which manner is solely within our discretion. As part of the indemnity, if we incur liability to a creditor of yours as a result of our response or failure to respond to a legal action, you agree to pay to us on demand the amount of our liability to your creditor and to reimburse us for any expense, attorneys fees, or other costs we may incur in collecting the amount from you.

Except as limited by applicable law, we are not liable for special, incidental, exemplary, punitive, or consequential losses or damages of any kind. Our liability for a claim will be limited to the face value of an item or transaction improperly dishonored or paid or the actual value of any deposits not properly credited or withdrawals not properly debited. We will only be liable for willful violations of any duty to you that may arise by reason of the legal action.

Notice of Severability

The rules, terms and conditions described in this disclosure each stand alone. If one or more of them is determined to be unenforceable, that determination does not affect the enforceability of the remainder. We have prepared this document to explain deposit accounts and other related services we make available to you, and the terms and conditions that govern these products and services.

General Rules and Policies

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

Business Days

Our business days are Monday through Saturday, excluding Sunday and Federal Holidays. Some of our branches may be open on Saturday. Our branch hours are posted at each branch. Branch locations open on Saturday offer limited processing.

The Funds Availability Policy and Electronic Funds Transfer Service sections of this agreement identify Business Days specific to their respective sections, which may be different than the Business Days identified above. Please refer to these sections for complete details.

Opening an Account

When opening your account, you select the type of account or accounts which best suit your needs. Any of our Financial Services Associates will be happy to answer any questions about the type of accounts and services we offer. You must tell us who is authorized to sign on your account and how the ownership in your account is to be held. We may make inquiries we consider appropriate to determine if we should open and maintain your account. This may include ordering a credit report on you or any other signer on the account. If we decline to open an account or provide other services (or we close any account we open or discontinue any services we provide) based on any information received, we will provide you, upon request, with the name and address of the company from which we obtained such information. If your new relationship with us is declined based on the information received, you may request the company provide you with a free copy of this information. Your request to the company should be in writing, and should include your name, address, taxpayer identification number and signature.

Closing an Account

You may close your account at any time. If you request us to close your account and issue the balance as a bank check to you or a designated payee or to transfer funds to another financial institution by bank check or by wire, we may charge a fee, see Fee Schedule. Any checks presented for payment after your account has been closed will be returned unpaid. We reserve the right to terminate our relationship with you and close your account at any time without previous notice. We may also report your account to third parties. An account closed for cause cancels all services associated with the account.

ACH and Wire Transfers

This agreement is subject to Article 4A of the Uniform Commercial Code – Fund Transfers as adopted in the state in which you have your account with us. If you originate a fund transfer for which Fedwire is used and you identify by name and number a beneficiary financial institution, an intermediary financial institution or a beneficiary, we and every receiving or beneficiary financial institution may rely on the identifying number to make payment. We may rely on the number even if it identifies a financial institution, person or account other than the one named. You agree to be bound by automated clearing house association rules. These rules provide, among other things that payments made to you, or originated by you, are provisional until final settlement is made through a Federal Reserve Bank or payment is otherwise made as provided in Article 4A-403 (a) of the Uniform Commercial Code. If we do not receive such payment, we are entitled to a refund from you in the amount credited to your account and the party originating such payment will not be considered to have paid the amount so credited. If we receive a credit to an account you have with us by wire or ACH, we are not required to give you any notice of the payment order or credit.

Address Changes for Statements & Bank Communications

You may change the address where we mail your statement and notices concerning your account at any time. The address is changed for all accounts you have personal ownership on. If additional signor relationships exist, those changes will also need to be individually requested. We may destroy statements or other communications that are returned as undeliverable.

Assignment of Ownership Interest

We are not required to accept, act upon, or acknowledge any document which claims to assign your account or any interest in your account, including a Notice of Security Interest. We are not responsible or liable to you or any third party for not acting upon the terms or conditions of any such assignment unless we acknowledge the assignment in writing. We may charge a fee for this service. If we acknowledge an assignment and fail to comply with its terms or conditions and our failure, and no other significant factor, results in a loss which cannot otherwise be recovered, we may be liable to you or to the third party but in no event are we liable for special or consequential damages.

Conflicting Claims to Funds or Other Property

If we receive conflicting claims to funds in an account or other property we hold and cannot, in good faith, determine the rights of the claimants to the funds or property, we may, at our discretion, restrict the account or property and deny access to all; close the account and send the funds to the owner or owners of the account, according to our records, at the statement mailing address or deliver the property to the owner or owners of the property; interplead all or any portion of the funds from an account to the court; or hold the property, without liability to anyone, pending resolution of the claim to our satisfaction.

Contract Language

English is the controlling language of the relationship between you and us. While we may translate our forms, disclosures, and advertisements into another language for your convenience, unless we otherwise agree in writing or are specifically otherwise required by law, if there is a discrepancy between our English language materials in another language, the English language version is controlling.

Death or Incompetence

You agree to notify us in writing if any owner or authorized signer on your account dies or is declared incompetent by a court. You agree to inform each signer on your account to notify us of such an event as well. We may act as if all owners are alive and competent until we receive notice otherwise. After we receive notice of death or incompetence, we may freeze your balance, refuse to accept transactions, and reverse or return deposits.

Direct Deposits

If, in connection with a direct deposit plan, we deposit any amount into your account which should have been returned to the originating organization for any reason, you authorize us to deduct the amount of our liability to the originating organization from the account or any other account which you have with Heritage Bank, without prior notice and at any time, except as prohibited by law. We may also use any other legal remedy to recover the amount of our liability.

Endorsements

You agree to be solely responsible for making sure all checks and all other items deposited to your account are properly endorsed. We may, but are not required to, endorse checks for you. You agree we will not be liable for any loss to you resulting from your failure to properly endorse items.

ACCOUNT INFORMATION RULES AND REGULATIONS

Legal Process

We must comply if we are served with any notice of garnishment or of attachments, tax levy, injunction, restraining order, subpoena or other legal process relating to your account that we reasonably believe is valid. We may hold and turn over funds or other property to the court or creditor as directed by the legal process, subject to our right of setoff and any security interest we have in the funds or other property.

We may charge your account a fee for each legal process as indicated in the current Fee Schedule. You agree to pay us for fees and expenses (including administrative expenses) that we incur in responding to any legal process related to your account, such as expenses for research and copying of documents. The fees and expenses may include attorneys' fees. We may deduct these fees and expenses from any of your accounts without prior notice to you.

Loss of Evidence of Account

In case of the loss of your ATM Card, Debit Card, Certificate of Deposit, or other evidence of account, you must give immediate notice to us. In such cases, and in other exceptional cases where the evidence of account cannot be produced without loss or serious inconvenience to you, withdrawal may be allowed from the account after a lapse of such time and upon the giving of such proof, indemnity agreement, and/or security, as we may require.

Multiple Signatures

We do not assume a duty to enforce multiple signature requirements. If you indicate on your checks, signature card, or other documents that more than one signature is required for withdrawal, this signature is for your own internal procedures and is not binding on us. We may disregard any instructions to permit withdrawals only upon more than one signature with respect to checks, electronic fund transfers or other debit/withdrawal requests. We may pay out funds from your account if the check, item or other withdrawal or transfer instruction is signed or approved by any one of the persons authorized to sign on the account. We are not liable to you if we do this.

Protecting Your Account

We need your assistance in protecting your account. Among the ways you can help is to review your account statement properly and to prevent unauthorized use.

Returned Deposited or Cashed Items

Occasionally an item you deposit or cash may not be paid by the financial institution on which it is drawn. If an item is returned unpaid for any reason, we may (1) charge your account any interest earned on it and return it to you; or (2) represent it to the drawee bank in an attempt to collect it. In any case, you agree to reimburse us for the amount of the returned item and any interest earned even if you do not have sufficient funds in your account and for any fees we are charged for the item, including fees assessed by a collection agency. We may notify you verbally or in writing regarding deposited or cashed items which are returned. We may also impose a fee for each returned item as indicated in the current Fee Schedule.

Right of Setoff

We may take or setoff funds in any or all of your accounts with us for obligations that you owe us, regardless of the source of funds in an account. This provision does not apply to IRA or tax-qualified retirement accounts or where otherwise prohibited by

law. Your accounts include both accounts you own individually and accounts you own jointly with others. Our setoff rights are in addition to other rights we have under this Agreement to take or charge funds in your account for obligations you owe us.

If we take or setoff funds from a time deposit account, we may charge an early withdrawal penalty on the funds withdrawn. We may take or setoff funds from your account before we pay checks or other items drawn on the account. We are not liable to you for dishonoring items where our action results in insufficient funds in your account to pay your checks and other items. You agree that we may take or setoff funds, including federal and state benefit payments from your accounts to pay overdrafts, fees and other obligations you owe us to the extent allowed under federal and state law.

Paper Statements and Notices

All statements, documents, or notices relating to your account will be mailed to your current address on file, and will be considered delivered three (3) days after mailing. To minimize mutual risk or loss, you must carefully examine statements and report any errors, unauthorized withdrawals, or differences to us as soon as possible. If a notice or statement is returned undeliverable, you understand that a copy of these notices and/or statements are available to you at any branch. You agree to that method of delivery and that changes covered in notices are effective and binding on you. A notice sent to one owner is deemed notice to all account owners and is effective for all account owners.

Electronic Statements and Notices

When you choose to receive your statements and notices electronically through online banking or direct sign on, we will stop sending you paper versions. Electronic statements and notices can be viewed within your online banking account or through direct sign on. Once the electronic statement is retrieved, you may access, review, print and otherwise copy or download your periodic statements. Statements are available electronically for a minimum of 12 rolling months.

A notice sent to one owner is deemed notice to all account owners and is effective for all account owners.

Your Duty to Report Unauthorized Signatures, Alterations, and Forgeries

You must examine your statement of account with reasonable promptness (not to exceed 30 days) from when the statement is first sent or made available to you. If you discover (or reasonably should have discovered) any unauthorized signatures, alterations, or forgeries, you must promptly notify us of the relevant facts. As between you and us, if you fail to do either of these duties, you will have to either share the loss with us, or bear the loss entirely yourself (depending on whether we used ordinary care and, if not, whether we substantially contributed to the loss). The loss could be not only with respect to items on the statement but other items with unauthorized signatures or alterations by the same wrongdoer.

You agree that the time you have to examine your statement and report to us will depend on the circumstances, but will not, in any circumstance, exceed a total of 30 days from when the statement is first sent or made available to you.

Your Duty to Report Other Errors

In addition to your duty to review your statements for unauthorized signatures, alterations, and forgeries, you agree to examine your statement with reasonable promptness for any other error - such as an encoding error. In addition, if you receive or we make available either your items or images of your items, you must examine them for any unauthorized or missing endorsements or any other problems. You agree that the time you have to examine your statement and items and report to us will depend on the circumstances. However, this time period shall not exceed 30 days. Failure to examine your statement and items and report any errors to us within 30 days of when we first send or make the statement available precludes you from asserting a claim against us for any errors on items identified in that statement and as between you and us the loss will be entirely yours.

Claim of Loss

If you claim a credit or refund because of a forgery, alteration, or any other unauthorized withdrawal, you agree to cooperate with us in the investigation of the loss, including giving us an affidavit containing whatever reasonable information we require concerning your account, the transaction, and the circumstances surrounding the loss. You will notify law enforcement authorities of any criminal act related to the claim of lost, missing, or stolen checks or unauthorized withdrawals. We will have a reasonable period of time to investigate the facts and circumstances surrounding any claim of loss. Unless we have acted in bad faith, we will not be liable for special or consequential damages, including loss of profits or opportunity, or for attorneys' fees incurred by you.

You agree that you will not waive any rights you have to recover your loss against anyone who is obligated to repay, insure, or otherwise reimburse you for your loss. You will pursue your rights or, at our option, assign them to us so that we may pursue them. Our liability will be reduced by the amount you recover or are entitled to recover from these other sources.

Withdrawal Notice

Though most withdrawals are processed immediately, in accordance with Federal regulations, we reserve the right to require seven (7) business days written notice prior to withdrawal or transfer of funds from any non-transaction account defined as Savings, Money Market, or Certificate of Deposit (CD).

NOW accounts (Negotiable Order of Withdrawal accounts) is an account on which interest or dividends are paid to make withdrawals by negotiable or transferable instruments for the purpose of making transfers to third parties. We reserve the right to require seven (7) business days written notice of an intended withdrawal of all or any part of the balance in such account.

If you do not withdraw the funds at the end of the seven (7) business days, a new notice period may be required.

Federal Deposit Insurance Corporation

Qualified deposits maintained with us are insured by the Federal Deposit Insurance Corporation (FDIC), an agency of the U.S. government, up to \$250,000.00 for each depositor. Premiums for this insurance are usually paid by us. This coverage may be increased through alternate ownership, and retirement accounts may be insured separately.

Investment Products, such as mutual funds and annuities, which are made available through Heritage Bank, are NOT insured by the FDIC; are NOT deposits or other obligations, nor guaranteed by, Heritage Bank, and are subject to investment risks, including the possible loss of the principal amount invested.

Account Ownership

You may open your account in your name alone as owner (a single name account) or you may share ownership of your account with one or more persons. The type of account and ownership you select has tax and estate planning consequences and may determine how the funds in the account pass on at your death. Account ownership is not transferable. If you have questions about these issues, please consult an attorney or tax advisor. Please note: Your Will may not control the disposition of funds held in some of these accounts.

Individual

One individual is the owner of the account. When the owner dies, ownership of funds in the account passes as part of the owner's estate to the successor through the owner's Will or by applicable state law, if the owner does not have a Will.

Joint Tenancy with Right of Survivorship

An account opened in the names of two or more people. Any one of them may withdraw without the signature of the others. Upon the death of one party, the funds of the deceased party become the property of the survivor(s), and all the funds in the account may be paid to any of the survivors.

Joint Tenancy without Right of Survivorship

At the death of any signer, ownership of funds does not transfer to the other signers. The signer's deceased heirs (not the Bank) are responsible for proving what percentage of the account the deceased owned.

Fiduciary (Trusts & Estates)

Executors, administrators, conservators, personal representatives, guardians or trustees with written trust agreements, court order or other documents may open individual accounts as fiduciary. We may require evidence of the authority of the person or persons to act, to verify that the person(s) opening the account is the designated fiduciary, what his or her powers are, what the provisions for succession are and any unusual provisions.

We have no fiduciary duties to you as the trustee, executor, guardian, conservator, personal representative, or to the beneficial owners of the account. You understand and agree that we have no duty or responsibility to monitor the acts of your agent or ensure that the acts of your agent are for your benefit. We will use the term "agent" to mean any person you authorize to act on your behalf.

Uniform Transfers to Minors

A person may open an account under the provisions of state law which allow for transfer or gifts to minors. The person opening the account is the custodian, but the account is owned by the minor. If the custodian resigns, is removed or dies, upon satisfactory proof, we deliver funds to a successor custodian or to the minor according to state law. You agree to keep us informed about each minor's location.

Individual Trust

A voluntary and revocable trust account opened by one person (depositor) who names another as beneficiary. During the lifetime of the depositor, the account is payable only to him or her, or upon his or her order. The account may be altered or closed by the depositor at any time. Upon the death of the depositor, the funds in the account become the property of the beneficiary(ies).

Joint Trust with Right of Survivorship

A joint voluntary and revocable trust account with right of survivorship; opened by two or more persons (depositors) who name one another as the beneficiary. Any depositor may withdraw from the accounts. Upon the death of one depositor, the funds of the deceased depositor belong to the surviving depositor(s). The account may be altered or closed by the depositor(s) at any time. Upon the death of all depositor(s), the funds in the account become the property of the beneficiary(ies).

Business Accounts

We may require the governing body of the legal entity opening the account to give us a separate authorization telling us who is authorized to act on its behalf. We will honor the authorization until we actually receive written notice of change from the governing body of the legal entity.

Power of Attorney

A power of attorney is a document you sign that authorizes someone else, called the agent, to act on your behalf. If you sign a power of attorney, the agent can sign on your behalf and do anything you could do regarding the account, including withdrawing funds and potentially spending all of the money in the account. If you choose to add an agent, you must provide a power of attorney form or agent's certification that we agree to accept. We may rely on a copy of an original power of attorney or agent's certification. We are not required to investigate the facts relating to any power of attorney provided to us on your behalf, including whether your signature on the power of attorney is authentic or whether the agent continues to have authority. We may follow or refuse to follow the agent's instructions at any time, including if we suspect fraud or abuse on your account, unless state law requires otherwise. We may also refuse an agent's request to become a joint owner or a beneficiary of an account, but we have no liability to anyone if we do so. We have no liability when we follow or refuse to follow any instructions from an agent (for example, if your agent misuses the authority you have given them).

Checking Related Information

Post-Dated and Stale-Dated Checks

You agree we may, but are not obligated to, pay any item drawn on your checking account which is presented for payment prior to the date stated on the item. You also understand we may refuse to pay any item drawn on your account which is presented for payment more than six (6) months after the date stated on the item. We may choose, however, to pay the item and you agree we will have no liability for paying a stale-dated item. If you do not want us to pay a check, you must place a stop payment order on the check.

Processing Your Checks

We exercise ordinary care in processing and paying your checks according to reasonable banking standards. However, at Heritage Bank, as at most banks, checks are received in great volume and are processed for payment by automated means. Although we do examine certain checks under procedures which change from time to time, you agree reasonable banking standards permit automated processing of most checks.

Lost Checks or Other Items

When we cash a check or other item for you or accept a check or other item for deposit into your account, we are acting as your collection agent. We are not responsible if the item is lost or delayed in the collection process. If an item we cashed for you is lost during the collection process, we may charge your account for the amount of the item. If an item we accepted from you for deposit is lost during the collection process, we may deduct from your account the credit we gave you for the item together with any interest earned.

Lost or Stolen Checks

If your checkbook has been lost or stolen, notify us AT ONCE. We will close your current account and open a new one for you. When we do this, we transfer, at your request, all of the special features on your account. At your request, we may pay the checks for which you provide check numbers. We may contact you regarding any checks presented for payment on which we have no information. If we are unable to reach you, the checks may be returned unpaid. If an outside agency makes regular deposits, such as payroll direct deposits or an insurance payment, you must notify that agency of your new account number within 30 days. Failure to do so could result in the item being returned.

Order in Which Items Are Processed

Transactions are posted in the order in which they are received or submitted through various payment channels to us.

- ATM, debit card transactions, withdrawals, and checks drawn on Heritage Bank presented for payment to a teller post in real time, meaning as they occur.
- ACH debits and credits post throughout the business day and during nightly processing.
- Checks presented for payment after the business day ends during nightly processing are paid in serial number sequence order, or as they are presented for payment electronically throughout the business day.

Because debits and credits occur throughout the day, you need to keep sufficient funds in your accounts at all times. Although any subsequent deposit or credit transaction made later the same day may bring the available account balance above \$0.00, the prior insufficient/overdraft funds fee will remain on the account. Refer to the Deposit Fee Schedule for current fees.

Pre-Authorized Drafts

Some people arrange with a third party to have their bills paid automatically. As part of these arrangements, you may give a third party authority to issue checks drawn on your account without your signature on them. If you voluntarily give your account number to a third party by telephone or other agreement, this act authorizes the recipient of the information to initiate debits to your account, even though a particular transaction may not have been specifically authorized by you. In such situations, we have no obligation to reimburse you for our payment of any check issued by this third party.

Stop Payments

Requests to stop payment on checks, drafts, or similar paper instruments drawn against your account may be accepted by oral, written, or electronic means. You must allow us a reasonable opportunity to act on such a stop payment request before we take any other action on the instrument. Any stop order must include your account number, the number and date of the check, the name of the payee, and the exact amount. We will charge your account a stop payment fee. (See Fee Schedule) If this is a joint account, we will accept a stop payment from any joint owner regardless of who signed the check. Requests are effective only for 6 months unless renewed in writing. Requests to remove a stop payment from your account must be confirmed in writing. Verbal stop payments over \$10,000 are binding for only 14 calendar days, unless you confirm in writing on the proper form within the 14 calendar day period.

Reordering Checks

You can reorder checks by mailing the reorder form enclosed in your current order of checks, or by bringing it to any Heritage Bank branch. We may charge a fee for checks, which varies depending on the type of account you have and the checks you order. These fees may change without notice. The fee for your order, including sales tax and delivery, is automatically deducted from your account and shown on your account statement.

Use of Custom Made Checks

If you purchase checks, deposit slips, and other similar documents from any party other than Heritage Bank or our agent, you are required to ensure all items are printed with magnetic ink bearing the appropriate bank, branch, account, and check numbers according to the MICR specification outlined in American Bankers Association booklet #147R-3 and supplement. You agree we will not be responsible for any loss, damage, or inconvenience to any party resulting from your use of an incorrect, incomplete, or improperly placed number.

Dormant and Unclaimed Accounts

Dormant Checking Accounts

Checking accounts are considered inactive if there has been no personal account activity, deposits, or withdrawals for 12 months. If there has been no activity for 15 months, your account will be classified as dormant.

Dormant Savings Accounts

Savings accounts are considered inactive if there has been no personal account activity, deposits, or withdrawals for 27 months. If there has been no activity for 30 months, your account will be classified as dormant.

Dormant Certificate of Deposit Accounts

Certificate of Deposit (CD) accounts are considered inactive if there has been no personal activity, deposits or withdrawals for 27 months. If there has not been activity for a period of 30 months, the account will be classified as dormant. For CDs this dormant period is determined after the expiration of the initial term. The start of the new term by auto renewal does not constitute activity.

Dormant Account Fees

Because dormant accounts require special servicing, we charge a fee to maintain dormant checking and savings accounts allowed by applicable state law. We will notify you at your last known address

prior to imposing a dormant fee, as required by law. Accounts will continue to incur prior applicable fees until closed. Dormant fees are not charged to certificate of deposit accounts. The fee amount is indicated on the current Fee Schedule. Fees assessed on dormant accounts cannot be refunded to your account.

Unclaimed Property

Washington State law requires unclaimed property to be transferred to the custody of the state. Prior to such a transfer, we will send notice to the last address on file with us. The funds in your dormant account will be classified as abandoned property, by state law, unless, within three years you have done at least one of the following: (1) made a deposit or withdrawal; (2) corresponded in writing with us concerning your account; (3) otherwise indicated an interest in your account that is evidenced by a memorandum or other record prepared by us on file. Funds transferred to the State of Washington may be reclaimed from the Department of Revenue, Unclaimed Property Section. Laws may vary depending on your state of residence.

Funds Availability Policy

Your Ability to Withdraw Funds

Our policy is to make funds from your deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits (for example, ACH and wires) will be available on the settlement date, which is indicated by the sender as the effective date of deposit. Once they are available, you can withdraw the funds in cash and we will use the funds to pay checks you have written. For determining the availability of your deposits, every day is a business day, except Saturday, Sunday, and Federal Holidays. If you make a deposit before closing on a business day we are open, or at an ATM on our premises before 1 p.m. local time; we will consider that day to be the day of your deposit. However, if you make a deposit after such time, or on a day we are not open, we may consider the deposit was made on the next business day we are open.

Government Checks, Cashier's Checks, and Other Special Types of Checks

Our policy is to make funds from U.S. Treasury checks that are payable to you available no later than the first business day after the day of the deposit.

If you make the deposit in person to one of our employees, and meet the other conditions noted below, our policy is to make funds from the following types of deposits available no later than the first business day after the day of your deposit:

- State and local government checks that are payable to you and are deposited in the same jurisdiction that issued the check
- Cashier's, certified, and teller's checks that are payable to you
- Federal Reserve Bank checks, Federal Home Loan Bank checks, Postal Service money orders that are payable to you

If you do not make your deposit of these checks in person to one of our employees (for example, if you mail the deposit), our policy is to make these funds from these deposits available no later than the second business day after the day of your deposit.

ACCOUNT INFORMATION RULES AND REGULATIONS

Longer Delays May Apply

In some cases, we will not make all the funds you deposit by check available to you on the first business day after the day of your deposit. Depending on the type of check you deposit, funds may not be available until the second business day after the day of your deposit. However, the first \$200 of your deposit will be available on the first business day after your deposit. If we are not going to make all the funds from your deposit available on the first business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the next business day after we receive your deposit.

If you will need the funds from a deposit right away, you should ask us when the funds will be available. In addition, funds you deposit by check may be delayed for a longer period under the following circumstances:

- We believe a check you deposited will not be paid.
- You deposit checks totaling more than \$5,000 in any one day.
- You deposit a check which has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- There is an emergency, such as failure of communication or computer equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be made available. They will generally be available no later than the seventh business day after the day of your deposit. If we cash a check for you drawn on another bank, we may withhold the availability of a corresponding amount of funds already in your account. Those funds will be available at the time funds from the check we cashed would have been available if you had deposited it. If we accept for deposit a check drawn on another bank, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods described elsewhere in the disclosure for the type of check you deposited. Please remember even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit which are returned to us as unpaid and for any problems involving your deposit.

Special Rules for New Accounts

If you are a new customer, the following special rules will apply during the first 30 days your account is open:

- Electronic direct deposits will be available the day we receive the deposit. Funds from deposits of cash, wire transfers, and the first \$5,000 of a day's total deposits of cashier's checks, certified checks, teller's checks, traveler's checks, and federal, state, and local government checks will be available on the first business day after the day of

your deposit if the deposit meets certain conditions. For example, the checks must be payable to you. The excess over \$5,000 will be available on the ninth business day after the day of your deposit. If your deposit of these checks (other than US Treasury check) is not made in person to one of our employees, the first \$5,000 will not be available until the second business day of your deposit.

- Funds from all other check deposits will be available on the ninth business day after the day of your deposit.

Deposits at Automated Teller Machines

Funds from any deposits (cash or checks) made at Automated Teller Machines (ATMs) on our premises before 1 p.m. local time will be considered made that business day. Deposits made after the cut-off of 1 p.m. local time will be considered made the next business day.

Substitute Check Policy

What is a substitute check?

To make check processing faster, federal law permits banks to replace original checks with substitute checks. These 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. You may use a substitute check as proof of payment just like the original check." 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 have rights under other laws with respect to those transactions.

What are my rights regarding substitute checks?

In certain cases, federal law provides a special procedure allowing you to request a refund from losses you suffer if a substitute check is posted to your account (for example, if you think we withdrew money from your account more than once for the same check). The losses you may attempt to recover under this procedure may include the amount which was withdrawn from your account and fees which were charged as a result of the withdrawal (for example, insufficient funds fees). The amount of your refund under this procedure is limited to the amount of your loss or the amount of the substitute check, whichever is less. You also are entitled to interest on the amount of your refund if your account is an interest-bearing account. If your loss exceeds the amount of the substitute check, you may be able to recover additional amounts under other laws. If you use this procedure, you may receive up to \$2,500 of your refund (plus interest if your account earns interest) within 10 business days after we received your claim and the remainder of your refund (plus interest if your account earns interest) not later than 45 calendar days after we received your claim. We may reverse the refund (including any interest on the refund) if we later are able to demonstrate that the substitute was correctly posted to your account.

How do I make a claim for a refund?

If you believe you have suffered a loss relating to a substitute check you received and was posted to your account, please contact us at: Heritage Bank, 1266 Bouslog Road, Burlington WA 98233 or by calling us at 800.455.6126. You must contact us within 40 calendar days of the date we mailed (or otherwise delivered by means to which you agreed) the substitute check in question or the account statement showing 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. Your claim must include:

- A description of why you have suffered a loss (for example, you think the amount withdrawn was incorrect);
- An estimate of the amount of your loss;
- An explanation of why the substitute check you received is insufficient to confirm you suffered a loss; and
- A copy of the substitute check [and/or] the following information to help us identify the substitute check: (identifying information, for example the check number, the name of the person to whom you wrote the check, the amount of the check).

Electronic Funds Transfer Service

Your Rights & Responsibilities

The Electronic Funds Transfers we offer are included in this disclosure, some of which may not apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for these transactions. You should keep this notice for future reference.

Business Days

Please note for the electronic disclosure, our business days are Monday through Friday. Federal Holidays and weekends are not business days.

Fees

You will be provided with our Fee Schedule at the time of account opening or when a new service is added reflecting any changes which may be applicable.

Notice Regarding ATM Fees by Others

If you use an automated teller machine that is not operated by us, you may be charged a fee by the operator of the machine and/or by an automated transfer network. You may be charged a fee for a balance inquiry by the operator of the machine and/or by an automated transfer network even if you do not complete a funds transfer.

Transactions & Daily Dollar Limits

Debit Card

You can use your Heritage Bank VISA debit card to pay for goods and services at locations which honor VISA debit cards up to the available balance in your account or \$1,500, whichever is less.

Fresh Start Checking – VISA debit cards issued on Fresh Start accounts are subject to POS and ATM daily transaction limits of the available balance in your account or \$500, whichever is less.

ATM Card

You can withdraw cash using your Heritage Bank ATM card or Heritage Bank VISA debit card at any ATM up to the available balance in your account or \$500 per day, whichever is less.

Point-of-Sale (POS)

With your Heritage Bank VISA debit card and personal identification number (PIN), you can pay for purchases up to the available balance in your account or \$1,500, whichever is less; or obtain cash up to the available balance in your account or \$500, whichever is less.

Bill Pay Services

You can use our online bill pay service to pay bills up to the available balance in your account (maximum of \$9,999.99 per bill or \$19,999.99 per day).

Mobile Remote Deposit

Per deposit limit \$2,500; Daily deposit limit \$2,500; rolling 30-day deposit limit \$10,000.

Direct Deposits

You may make arrangements for certain direct deposits to be accepted into your checking or savings account.

Preauthorized Withdrawals

You may make arrangements to pay certain recurring bills from your checking or savings account.

Telephone Transfers & Voice Response System

We may act on telephone instructions from a person whom we believe is an authorized signer on the account the funds are to be withdrawn from.

Limits on Savings and Money Market Account Withdrawals

Withdrawals and transfers out of your savings or money market account are limited by federal law. During any calendar month, you may make no more than six withdrawals or transfers to another account of yours or a third party by pre-authorized or automatic transfer (for example by check, ACH, telephone, online, mobile banking, ATM or VISA Debit Card purchase, Overdraft Protection transfer, Bill Pay or similar order). However, this limit does not apply to withdrawals made at a branch or at an ATM, by mail, or messenger.

We are required by law to ensure that you comply with this limit. If you exceed this limit after we have notified you of a violation, we may close or change your account to one we choose that does not limit withdrawals, and it may be an account that pays less or no interest.

- Transfers are made only to the account specified in which you are believed to be an authorized signer. You have sole responsibility for maintaining access rights in such accounts.
- You agree to indemnify and hold us harmless from any and all liabilities, including attorney's fees, court costs, and other expenses you may incur as a result of any electronic transfer request initiated by persons unauthorized to access your account.

ACCOUNT INFORMATION RULES AND REGULATIONS

Excess Withdrawal Limit Fee

If you make more withdrawals or transfers out of your savings or money market account than your account terms permit in a monthly period, we may charge an Excess Withdrawal Limit Fee.

Documentation of Electronic Transfers

ATM and Point of Sale Transactions

You get a receipt at the time you make any transaction to or from your account using an automated teller machine or point-of-sale terminal.

Direct Deposits

If you have arranged to have direct deposits made to your account at least once every 60 calendar days from the same person or company, you may call us at 800.455.6126 or call our 24-hour Access Line at 360.705.9150 to find if the deposit has been made.

Periodic Statements

You will get a monthly account statement from us for your checking account. You will get a monthly account statement from us for your savings accounts, unless there are no electronic transfers in a particular month. In any case, you will get a statement at least quarterly.

Electronic Check Conversion

You may authorize a merchant or other payee to make a one-time electronic payment from your checking account using information from your check to pay for purchases or pay bills.

Stop Payment Procedures & Notice of Varying Amounts

Right to Stop Payment and Procedures for Doing So

If you have told us in advance to make regular payments out of your account, you can stop any of these payments. Call us at 800.455.6126, or write us at Heritage Bank, 1266 Bouslog Road., Burlington, WA 98223, in time for us to receive your request three (3) business days or more before the payment is scheduled to be made. If you call, we may require you to put your request in writing and get it to us within 14 calendar days after you call. Or you may come in to one of our branches and make the request in person.

Right to Stop Payment and Provision for Cancellation of Authorization

If you choose to cancel a previously authorized Electronic Funds Transfer (EFT) payment or withdrawal, you must do so in writing to the originating company prior to the next processing date. After authorization has been canceled with originating the company, future unauthorized payments or withdrawals may be returned by the receiving bank with written instructions from you. This request must be made within 14 calendar days after Heritage Bank makes available to your information pertaining to the EFT transaction (statement date). A copy of the signed cancellation is required.

Notice of Varying Amounts

If these regular payments may vary in amount, the person you are going to pay will tell you, 10 calendar days before each payment, when it will be made and how much it will be. (You may choose instead to get a notice only when the payment would differ by more than a certain amount from the previous payment, or when the account would fall outside certain limits that you set).

Liability for Failure to Stop Payment of Preauthorized Transfer

If you order us to stop one of these payments three (3) business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

Liability for Failure to Make Transfers

If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will NOT be liable, for instance:

- If, through no fault of ours, you do not have enough money in your account to make a transfer
- If the transfer would go over the credit limit of your overdraft line of credit
- If the automated teller machine where you are making the transfer does not have enough cash
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer
- If circumstances beyond our control prevent the transfer, despite reasonable precautions we have taken
- There may be other exceptions in our agreement with you

Disclosure of Account Information to Third Parties

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

- Where necessary for completing a transaction on your account
- To verify the existence and condition of your account for a third party, such as a credit bureau or merchant
- To comply with governmental agencies or court orders
- If you give your written permission
- When collecting amounts you owe the Bank

Unauthorized Transfers

Tell us AT ONCE if you believe your ATM or debit card has been lost or stolen. Telephoning is the best way of keeping your possible losses down. You could lose all of the money in your account (plus your maximum overdraft line of credit). If you tell us within two (2) business days, you can lose no more than \$50 if someone used your ATM or debit card without your permission. If you do not tell us within two (2) business days after you learn of the loss or theft of your ATM or debit card, and/or we can prove we would have stopped someone from using your ATM or debit card without your permission if you had told us, you can lose as much as \$500. Also, if your statement shows transfers you did not make, tell us at once. If you do not tell us within 60 calendar days after the statement was mailed to you, you may not get back any money you lost after the 60 calendar days if we can prove we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time period. Unless you have engaged in fraud, you will not be liable for any unauthorized transactions using your lost or stolen debit card, when used for point-of-sales transactions. If you believe

your ATM or debit card has been lost or stolen or someone has transferred or may transfer money from your account without your permission, call us immediately at 800.455.6126.

Error Resolution

In case of errors or questions about your electronic transfers, call us at 800.455.6126, or write us at PO Box 9188, Tacoma, WA, 98490, as soon as you can. If you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, we must hear from you no later than 60 calendar days after we sent the FIRST statement on which the problem or error appeared. You must:

- Tell us your name and account number.
- Describe the error on the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

If you tell us orally, we may require you to send us your complaint or question in writing within 10 business days.

We will tell you the results of our investigation within 10 business days (5 business days if the transfer involved a point-of-sale transaction and 20 business days if the transaction involved a new account**) after we hear from you and will correct any error promptly. If we need more time, we may take up to 45 calendar days (90 if the transfer involved a point-of-sale transaction, a foreign initiated transfer or new account**) to investigate your complaint or questions. If we decide to do this, we will provisionally credit your account within 10 business days (5 business days if the transfer involved a point-of-sale transaction and 20 business days if the transaction involved a new account**) for the amount you think is in error, so that you will have the use of money during the time it takes us to complete our investigation.

**An account is considered new if the electronic transfer occurs within the first 30 days after the account is opened. 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 provisionally credit your account. We will tell you the results within three (3) business days after completing our investigation. If we find there is no error, we will send you a written explanation within three business days after we finish our investigation. You may ask for copies of the documents that we used in our investigation.

Unlawful Internet Gambling Enforcement

The Unlawful Internet Gambling Enforcement Act of 2006, implemented by the Federal Reserve Bank as Regulation GG, prohibits any person engaged in a business from betting, wagering or knowingly accepting payments in connection with unlawful Internet Gambling. Unlawful Internet Gambling means to place, receive or otherwise knowingly transmit a bet or wager by any means which involves the use, at least in part, of the Internet where such bet or wager is unlawful under any applicable Federal or State law in the State or Tribal lands in which the bet or wager is initiated, received or otherwise made.

As a customer of Heritage Bank, you are prohibited from using your account to process proceeds from Internet Gambling, whether those funds are originated or received through deposits, withdrawals, checks, electronic funds transfers (including ATM and debit cards), credit cards (including Merchant Services Processing), domestic or international wire transmission or by any other means.

Account Organization

We have organized our interest-bearing transaction accounts in a nontraditional way. Your interest-bearing transaction account consists of two (2) subaccounts. One of these is an interest-earning checking subaccount, and you will transact business on this subaccount. The other is a non-transaction subaccount. You cannot directly access the non-transaction subaccount, but you agree we may automatically, without a specific request from you, initiate individual transfers of funds between subaccounts from time to time at no cost to you. You will not see any difference in the way your interest-bearing transaction account operates, but this organization makes us more efficient and helps to keep cost down.

Insufficient Funds and Overdrafts

Available Balance

Available balance means the amount of money that can be withdrawn at a point in time. The available balance may be less than the account balance including when, but are not limited to:

- Funds held from deposits: These funds have been deposited, but are not fully available for withdrawal or transfer until they are released
- Funds held for debit card authorizations: This reflects authorized requests for debit card transactions when the final charge has not been submitted by the requestor
- Any other holds on funds in your account

The available balance in your account does not reflect every transaction you have initiated or previously authorized. Items that may not be reflected in your available balance include, but are not limited to:

- Outstanding checks and authorized automatic withdrawals (such as recurring debit card transactions and ACH transactions that we have not received for payment or processing)
- The final amount of a debit card transaction (for example, we authorize a purchase from a restaurant or gas station, but the authorization amount differs from the final charge)
- Scheduled bill payments that have not yet been processed
- A credit is reversed after funds were made available because the item(s) were returned

Insufficient Funds

Insufficient funds means you do not have enough available funds in your account to pay a transaction or item presented for payment at the time it is being requested for processing. Items presented for processing against insufficient funds may be returned. (For example, checks presented for payment or ACH withdrawals). If a transaction is returned by us, an Insufficient Funds Fee may apply (max 6 per business day). A Daily Overdraft Fee may be posted to your account beginning on the 4th consecutive business day your account remains overdrawn, maximum of 15 consecutive business days. Additionally, you may be charged a fee by the requestor.

ACCOUNT INFORMATION RULES AND REGULATIONS

Overdrafts

Overdraft means a transaction has caused the available balance in your account to become a negative number and we pay the item. An overdraft can occur, but is not limited to:

- A check presented for payment when you do not have enough available funds, and we pay the item;
- Making a withdrawal from your account that exceeds your available balance;
- Monthly maintenance fees or service charges charged to your account when there are not enough available funds;
- Recurring debit card transactions, ACH transactions, or bill payments presented for payment when you do not have enough available funds, and we pay the item.

We may charge an Insufficient Funds/Overdraft fee for items presented for processing when it exceeds your available balance (max 6 per business day). If you have opted in to Enhanced Overdraft coverage to include payment of one-time debit and ATM transactions, an overdraft fee may be assessed based on the account balance. A Daily Overdraft Fee may be posted to your account beginning on the 4th consecutive business day that your account remains overdrawn, for a maximum of 15 consecutive business days. Refer to the Deposit Fee Schedule for a list of current fees.

Our policy is to encourage customers to avoid overdraft fees caused from items presented which exceed your available balance. You can minimize the risk of potential overdraft fees by keeping good records and balancing your account to your statement promptly. We offer overdraft protection options that may reduce your overdraft expenses. See Overdraft Protection below for more information.

Overdraft Protection

Overdraft Protection allows you to link another eligible checking, money market, savings, and/or Heritage Bank Line of Credit as an overdraft protection account to help pay insufficient funds/overdraft transactions that may occur. Transfers made from a deposit account occur in increments of \$50.00 or the available balance (whichever is less). If sufficient funds are not available in the linked account to cover the entire amount of the overdraft, an Overdraft Protection transfer will not occur. Our Standard Overdraft Coverage and Insufficient/Overdraft fees may apply.

- Refer to the current Deposit Fee Schedule for applicable fees.
- You agree not to hold Heritage Bank responsible for any refusal or failure to make a transfer.
- You agree every such transfer of funds shall be at your risk until such time the overdraft protection is revoked by you in writing and delivered to Heritage Bank.
- Heritage Bank Line of Credit subject to credit approval.

Overdraft Liability

You are liable to repay us for any overdraft negative balance on your account, whether you created it or not. This means each owner of the account, together and individually, is liable to us for the full amount of any overdraft on the account, whether an owner signed the item that creates the overdraft or benefited from the proceeds of the item creating the overdraft. You agree any provision of state law to the contrary is waived by you. Any overdraft must be paid back at once.

If you ask us to cash a check or other items for you, we may apply the proceeds of the check or other item to fees, overdrafts, and other amounts you owe us.

Heritage Overdraft Coverage

Heritage Standard Overdraft Coverage automatically comes with all eligible checking accounts. The program begins by providing you \$100 in overdraft coverage for the first 30 calendar days after account opening. After 30 calendar days, your account is reviewed and available overdraft limits are then based on your account activity (may change daily).

You do not need to apply for this service. Heritage Standard Overdraft Coverage will be activated for new checking accounts to cover checks, ACH, recurring debit card transactions and bill pay transactions. If you want Heritage Bank to authorize and pay overdrafts on ATM and one-time debit card transactions you must opt-in for the Enhanced Overdraft coverage.

We are not obligated to pay any item presented for payment to your account if your account does not contain sufficient funds. However, if you maintain your account in good standing, that is, demonstrating responsible account management, such as regular deposits and bringing your account positive at least once every 30 days, and if there are no legal orders outstanding or misuse of the account, we will strive to pay your reasonable overdrafts as a non-contractual courtesy. Normally, we will not approve an overdraft for you in excess of your overdraft limit, which includes any overdraft fee(s), maximum of 6 per business day.

A Daily Overdraft Fee may be posted to your account beginning on the 4th consecutive business day your account remains overdrawn, maximum of 15 consecutive business days. We may refuse to pay an overdraft for you at any time, even though we may have previously paid them for you. You will be notified by mail of any overdraft funds paid or returned that you may have; however, we have no obligation to notify you before we pay or return any item.

The amount of any overdraft, plus overdraft fee(s) you owe us, shall be due and payable upon demand. If there is an overdraft paid by us on an account with more than (one) owner on the signature card, each owner and agent, if applicable, drawing/presenting the item creating the overdraft, shall be jointly and separately liable for each overdraft plus our overdraft fee(s).

Overdrafts which exceed the established limit may result in a return to payee. The Insufficient Funds Fee (returned) will be charged and deducted from your account. Repayment of the overdraft amount is expected within 45 calendar days. You should make every effort to bring your account to a positive balance within 30 calendar days. At 30 calendar days we will send you a letter informing you of the account status and your options. If after 45 calendar days, your account has not been brought to a positive balance, your account may be closed.

You will not see the overdraft limit amount reflected in the available balance of your checking account.

Heritage Overdraft Program Limitations

Heritage Bank reserves the right to limit participation to one account per household and to discontinue this product without prior notice.

Privacy Notice

You will find our Privacy Notice below. If you would like to view a digital version or save a copy to your computer, please visit our website at HeritageBankNW.com. The link to the Privacy Notice is at the bottom of our home page.

Facts

What does Heritage Bank do with your personal information?

Why? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What? The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and account balances
- Transaction history and credit history
- Checking account information and credit card or other debt

When you are no longer our customer, we continue to share your information as described in this notice.

How? All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Heritage Bank chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information

	Does Heritage Bank share?	Can you limit this sharing?
For our everyday business purposes —such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes —to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes —information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes —information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share

What we do

How does Heritage Bank protect my personal information? 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. We limit employee access to personal information to those who need it to provide products or services to you.

How does Heritage Bank collect my personal information? We collect your personal information, for example, when you

- Open an account or deposit money
- Apply for a loan or pay your bills
- Use your credit or debit card

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

Why can't I limit all sharing? Federal law gives you the right to limit only

- Sharing for affiliates' everyday business purposes-information about your creditworthiness
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

Affiliates Companies related by common ownership or control. They can be financial and nonfinancial companies.

- Heritage Bank has no affiliates

Nonaffiliates Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- Heritage Bank does not share with nonaffiliates so they can market to you

Joint marketing A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- Our joint marketing partners include categories of companies such as investment brokerage partners

Questions? Call 800-455-6126 or go to www.HeritageBankNW.com

RATES

Product Name	Min Deposit to Open	Min Bal to Obtain APY	Interest Rate (%)	Annual Percentage Yield (APY) (%)
Summit Checking	\$100	\$0-\$9,999.99	0.02	0.02
		\$10,000-\$24,999.99	0.03	0.03
		\$25,000-\$49,999.99	0.05	0.05
		\$50,000+	0.08	0.08
Premier Checking	\$100	\$0-\$9,999.99	0.15	0.15
		\$10,000-\$24,999.99	0.15	0.15
		\$25,000-\$49,999.99	0.15	0.15
		\$50,000-\$99,999.99	0.20	0.20
		\$100,000-\$249,999.99	0.25	0.25
Cascade Money Market	\$1,000	\$250,000+	0.33	0.33
		\$0-\$4,999.99	0.10	0.10
		\$5,000-\$9,999.99	0.10	0.10
		\$10,000-\$24,999.99	0.10	0.10
		\$25,000-\$49,999.99	0.15	0.15
		\$50,000-\$74,999.99	0.20	0.20
		\$75,000-\$99,999.99	0.20	0.20
Alpine Savings**	\$100	\$500,000+	0.25	0.25
		\$0	0.03	0.03
Peak Savings	\$100	\$0-\$4,999.99	0.05	0.05
		\$5,000-\$9,999.99	0.05	0.05
		\$10,000-\$24,999.99	0.10	0.10
		\$25,000-\$49,999.99	0.10	0.10
		\$50,000-\$74,999.99	0.10	0.10
		\$75,000-\$99,999.99	0.13	0.13
Holiday Club Savings	\$10	\$100,000-\$499,999.99	0.13	0.13
		\$500,000+	0.15	0.15
		\$0	0.05	0.05
		\$0-\$999.99	0.03	0.03
		\$1,000-\$2,499.99	0.05	0.05
Health Savings Account	\$0	\$2,500-\$4,999.99	0.05	0.05
		\$5,000-\$9,999.99	0.08	0.08
		\$10,000+	0.15	0.15
		\$0-\$999.99	0.03	0.03
Business Interest	\$100	\$2,500	0.05	0.05
Nonprofit Interest	\$100	\$0-\$9,999.99	0.02	0.02
		\$10,000-\$49,999.99	0.03	0.03
		\$50,000-\$99,999.99	0.05	0.05
		\$100,000+	0.08	0.08
Nonprofit Interest Plus**	\$500	\$0-\$49,999.99	0.03	0.03
		\$50,000-\$99,999.99	0.05	0.05
		\$100,000 - \$249,999.99	0.25	0.25
		\$250,000 - \$999,999.99	0.25	0.25
Business Money Market	\$1,000	\$1,000,000+	0.25	0.25
		\$0-\$9,999.99	0.10	0.10
		Note: Retainage Escrow current account pricing will remain in effect.	0.10	0.10
		\$10,000-\$24,999.99	0.10	0.10
		\$25,000-\$49,999.99	0.15	0.15
		\$50,000-\$74,999.99	0.20	0.20
		\$75,000-\$99,999.99	0.20	0.20
		\$100,000-\$499,999.99	0.25	0.25
		\$500,000+	0.25	0.25

Product Name	Min Deposit to Open	Min Bal to Obtain APY	Interest Rate (%)	Annual Percentage Yield (APY) (%)
Business Premium Money Market	\$100,000	\$0-\$49,999.99	0.15	0.15
Note: Business Executive Money Market Current account pricing will remain in effect.		\$50,000-99,999.99	0.20	0.20
		\$100,000-\$249,999.99	0.25	0.25
		\$250,000+	0.30	0.30
HOA Property Management Money Market	\$100	\$0-\$250,000+	0.40	0.40
Business Sweep	\$0	<\$50,000	0.05	0.05
		\$50,000-\$149,999.99	0.10	0.10
		\$150,000-\$499,999.99	0.18	0.18
		\$500,000-\$999,999.99	0.23	0.23
		\$1,000,000-\$1,999,999.99	0.23	0.23
		\$2,000,000+	0.30	0.30
Business/Public Analysis		\$0	0.60	0.60
HOA Property Management Analysis		\$0	0.60	0.60
Business Savings	\$500	\$0-\$9,999.99	0.03	0.03
		\$10,000-\$24,999.99	0.03	0.03
		\$25,000-\$49,999.99	0.03	0.03
		\$50,000-\$74,999.99	0.08	0.08
		\$75,000-\$99,999.99	0.08	0.08
		\$100,000-\$199,999.99	0.10	0.10
		\$200,000-\$499,999.99	0.10	0.10
		\$500,000-\$749,999.99	0.15	0.15
		\$750,000-\$999,999.99	0.15	0.15
		\$1,000,000+	0.15	0.15
Public Now	\$100	\$2,500	0.02	0.02
Public Savings	\$5,000	\$100-\$9,999.99	0.02	0.02
		\$10,000-\$24,999.99	0.03	0.03
		\$25,000-\$49,999.99	0.03	0.03
		\$50,000-\$74,999.99	0.03	0.03
		\$75,000-\$99,999.99	0.03	0.03
		\$100,000-\$499,999.99	0.05	0.05
		\$500,000+	0.08	0.08
Repurchase Agreement	\$0	\$0	0.20	0.20
IOLTA/IRETA (WA)	\$0	\$0-\$9,999.99	0.10	0.10

*Interest rate and annual percentage yields may change at our discretion. Checking and savings account interest is compounded daily and paid monthly. Account fees could reduce earnings.

**No minimum balance required under 19 years of age.

DEPOSIT FEES

Fee Schedule

The following is our schedule of fees¹ for banking services. These are for elective services and may be assessed against your account should you use these services.

ATM and Other Services

Account Closed within 90 days	\$25.00
Account Research/Reconciliation (per hour).....	\$30.00
ATM Transaction fee	\$2.50
ATM fee waived for network ATMs	
Dollar withdrawal limit per day: \$500.00	
ATM/Debit Card Replacement.....	\$10.00
Bank Check	\$7.00
Check Cashing (non-customer):	
On Us	no charge
All others.....	\$6.00
Collection Item—Outgoing/Incoming.....	\$25.00
Copy of Cancelled Check (first 5 free).....	\$2.50
Counter Checks: (first sheet of 4 free) (each)	\$1.00
Dormant Account Fee (monthly).....	\$10.00
Excess Withdrawal Limit Fee (each)*	\$10.00
*More than 6 electronic, pre-authorized, telephonic, online or check withdrawals or transfers per month as outlined in your account agreement.	
Foreign Currency:	
Sell.....	\$10.00
Purchase.....	\$10.00
Foreign Drafts.....	\$12.00
Garnishment/Levies.....	\$100.00
Health Savings Account Setup Fee	\$10.00
Inactive Account Service Charge (monthly) for non-use.....	\$5.00
(after 6 months on a checking)	
IRA Transfer/Closure	\$30.00
Notary Fee (non-customer)	\$10.00
Paper statement fee (each month) ²	\$3.00
Paper statement with check images (each month) ²	\$5.00
Purchase Rolled Coin (each)	\$.05
Purchase Currency (per \$100)	\$.05
Returned Deposited Item.....	\$12.00
Special Statement cutoff or duplicate.....	\$4.00
Stop Payment.....	\$34.00
Undeliverable Mail Fee.....	\$5.00
Wire Transfer	
Domestic:	
Outgoing	\$25.00
Incoming	\$15.00
Foreign:	
Outgoing	\$40.00
Incoming.....	\$20.00

Insufficient Funds and overdrafts

Insufficient funds/overdraft fee (each)*..... \$34.00 each
 *There is a limit of 6 insufficient funds/overdraft fees per day. Overdrafts may be created by checks issued by you, in person, ATM, ACH, or other electronic withdrawals authorized by you or published fees or charges for bank products & services.

Daily Overdraft Fee—Continuous (per business day)* \$5.00
 *Will be assessed beginning on the 4th consecutive business day your account remains overdrawn, maximum of 15 consecutive business days.

Overdraft Protection Transfer Fee (per day)* \$5.00
 *Pre-authorized transfer from Checking, Savings and/or Money Market to cover overdrafts.

Safe Deposit Box

2 x 5 (includes 1.5 x 5)	\$25.00
3 x 5 (includes 2.75 x 5.5; 3.5 x 5).....	\$35.00
5 x 5 (includes 4 x 5; 4.5 x 5.5; 5.5 x 5.5).....	\$45.00
3 x 10.....	\$60.00
4 x 10.....	\$70.00
5 x 10 (includes 11.5 x 5.5).....	\$80.00
6 x 10.....	\$90.00
9 x 10 (includes 5 x 15)	\$110.00
10 x 10.....	\$110.00
Safe Deposit Box Key (lost).....	\$5.00

Safe Deposit Box Lock Drill & Replacement Actual Cost

1 The above outlined fees may not be applicable to all customers. Depending on your type of account, fees may vary.

2 Not applicable to all accounts; consult your Truth in Saving Disclosure.

SCHEDULE OF ANALYSIS FEES & SERVICE CHARGES

All fees and service charges are subject to change.

Business Analysis Checking

Account Services

Minimum Balance to Open.....	\$100.00
Account Monthly Maintenance.....	\$12.00 per month
Analysis Statement (mailed).....	\$6.00 per month
	Free online statements
Earnings Credit.....	Variable ¹
Deposit Premium.....	Variable ²
Uncollected Funds Usage Rate.....	WSJ Prime + 3%

Depository Services

ACH Credits Received.....	\$0.06 per item
ACH Debits Received.....	\$0.06 per item
Cash Deposited Fee.....	\$1.00 per \$1,000
Checks Paid.....	\$0.15 per check
Deposited Checks.....	\$0.10 per check
Deposits.....	\$0.35 per deposit
Purchased Currency.....	\$0.05 per \$100
Purchased Rolled Coin.....	\$0.05 per roll
Returned Deposited Items.....	\$12.00 per item
Stop Payment Fee.....	\$22.00

ACH Origination Services

ACH Setup.....	\$50.00
ACH Origination Monthly Maintenance.....	\$25.00
ACH Returned Item.....	\$5.00
ACH Originated Credits.....	\$0.05 per item
ACH Originated Debits.....	\$0.06 per item

Fraud Prevention Services

ACH Block Monthly Maintenance.....	\$2.00 per account
ACH Filter Monthly Maintenance.....	\$5.00 per account
Positive Pay Monthly Maintenance.....	\$50.00 per customer

International Services

Foreign Drafts.....	\$12.00 per draft
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Lockbox Services

Lockbox.....	Variable ³
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Online Banking (BCMO) Services

Business Online Banking Monthly Maintenance.....	\$15.00
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Remote Deposit Capture (RDC) Services

RDC Setup Fee.....	\$100.00
RDC Monthly Maintenance.....	\$50.00
Deposited Items.....	\$0.05 per item

Wire Services

Online Wire Monthly Maintenance.....	\$20.00
Online – Originated Domestic Wire.....	\$10.00 per wire
Online – Originated Foreign Wire (USD).....	\$20.00 per wire
Online – Originated Foreign Wire (FX).....	\$20.00 per wire

Originated Domestic Wire – Email/Fax/Phone.....	\$25.00 per wire
Originated Foreign Wire – Email/Fax/Phone (FX).....	\$40.00 per wire
Originated Foreign Wire – Email/Fax/Phone (USD).....	\$40.00 per wire
Incoming Domestic Wire.....	\$15.00 per wire
Incoming Foreign Wire.....	\$20.00 per wire

Funds Management Services

Business Sweep Monthly Maintenance.....	\$30.00
LOC Sweep Monthly Maintenance.....	\$30.00
LOC/Business Sweep Monthly Maintenance.....	\$30.00
Repo Sweep Monthly Maintenance.....	\$75.00
ZBA Parent Account Monthly Maintenance.....	\$5.00
ZBA Subsidiary Account Monthly Maintenance.....	\$2.50

Home Owner's Association (HOA) Property Management

HOA Analysis Account

Minimum Balance to Open.....	\$100.00
Account Monthly Maintenance.....	\$5.00 per month
Analysis Statement (mailed).....	\$6.00 per month
	Free online statements
Earnings Credit.....	Variable ¹
Remote Deposit Capture.....	\$35.00

Depository Services

ACH Credits Received.....	\$0.13 per item
ACH Debits Received.....	\$0.17 per item
Cash Deposited Fee.....	\$0.20 per \$1,000
Checks Paid.....	\$0.17 per check
Deposited Checks.....	\$0.08 per check
Deposits.....	\$0.20 per deposit
Purchased Currency.....	\$0.05 per \$100
Purchased Rolled Coin.....	\$0.05 per roll
Returned Deposited Items.....	\$12.00 per item
Stop Payment Fee.....	\$22.00

Other Fees & Services

Account closed within 90 days.....	\$25.00
Account Research/Reconciliation (per hour).....	\$30.00
ATM Transaction Fee (non-network ATMs).....	\$2.50
ATM/Debit Card Replacement.....	\$10.00
Bank Check (official/cashier's check).....	\$7.00
Collection Item (outgoing/incoming).....	\$25.00
Copy of Cancelled Check (first 5 free).....	\$2.50
Counter Checks (first sheet of 4 free).....	\$1.00 each
Monthly Dormant Account Fee.....	\$10.00
Foreign Currency:	
Sell.....	\$10.00
Purchase.....	\$10.00

SCHEDULE OF ANALYSIS FEES & SERVICE CHARGES

Other Fees & Services

Garnishment/Levies.....	\$100.00
Monthly Non-Use Service Charge.....	\$5.00
After 6 months on a checking	
Safe Deposit Boxes.....	Annual Rent Varies by Size
Safe Deposit Box Key (lost).....	\$5.00
Safe Deposit Box Lock Drill & Replacement	Actual Cost
Special Statement Cutoff or Duplicate	\$4.00
Undeliverable Mail Fee.....	\$5.00

Insufficient Funds & Overdrafts

Insufficient Funds/Overdraft Fee*.....	\$34.00 each
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Health Savings Accounts for Employees

<25 Employees	\$25.00 per month
Set Up Fee.....	\$50.00
25-50 Employees	\$50.00 per month
Set Up Fee.....	\$100.00
51-75 Employees.....	\$75.00 per month
Set Up Fee.....	\$150.00
>76 Employees.....	\$100.00 per month
Set Up Fee.....	\$150.00

¹ The rate is periodically set based on current market conditions and is subject to change without notice. Analyzed account service charges may be offset by collected balances and some may be subject to direct charges. The Earnings Credit amount is calculated by multiplying the Balance Available to Support Services by the Earnings Credit Rate for the analysis period times the number of calendar days in the analysis period, divided by the number of calendar days in the current year. The Earnings Credit Amount will be applied against the Current Period Analyzed Charges to determine the Total Charges Due. For more information please contact your Treasury Management Relationship Officer.

² Deposit Premium is a fee based on the average monthly adjusted ledger balance of your analyzed account, which is based, in part, on what the Bank is assessed and charged for deposit insurance. This premium may vary from the assessment as it is not wholly tied to the same assessment base and may not reflect rebates, credits or exceptions. This fee is subject to change without notice.

³ Contact your Relationship Manager, Treasury Management Relationship Officer, or local branch for more information.

Business Checking Accounts

Small Business Checking

Minimum Balance to Open.....	\$100.00
Monthly Maintenance Fee.....	\$6.00 per month Waived with 5 or more debit card transactions per cycle or \$1,500 minimum daily balance
Combined Transactions ¹ (more than 200)	\$0.35 per item
Paper Statement Fee	\$5.00 per month Free online statements

Nonprofit Interest Checking

Minimum Balance to Open.....	\$100.00
Monthly Maintenance Fee.....	\$6.00 per month Waived with 5 or more debit card transactions per cycle or \$100 minimum daily balance
Minimum Balance to Earn Interest	All Balances
Combined Transactions ¹ (more than 200)	\$0.35 per item
Paper Statement Fee	\$5.00 per month Free online statements

Nonprofit Interest Plus Checking

Minimum Balance to Open*	\$500.00 * \$250,000 in combined deposit and outstanding commercial loan balances required to open
Monthly Maintenance Fee.....	\$30.00 per month Waived with combined monthly average balance of \$250,000 or more in deposit accounts and outstanding commercial loan balances
Minimum Balance to Earn Interest	All Balances
Combined Transactions ¹ (more than 400)	\$0.35 per item
Paper Statement Fee	\$5.00 per month Free online statements

Business Interest/Public Now Checking

Minimum Balance to Open.....	\$100.00
Monthly Maintenance Fee.....	\$8.00 per month Waived with 5 or more debit card transactions per cycle or \$2,500 minimum daily balance
Minimum Balance to Earn Interest	\$2,500
Combined Transactions ¹ (more than 200)	\$0.35 per item
Paper Statement Fee	\$5.00 per month Free online statements

¹ Transactions include deposits, deposited items, checks, withdrawals, ACH credits and ACH debits. Excludes debit card transactions.

Business Savings & Money Market Accounts

Business Savings

Minimum Balance to Open.....	\$500.00
Monthly Maintenance Fee.....	\$8.00 Waived with \$500 minimum daily balance
Minimum Balance to Earn Interest	All Balances

Business Money Market

Minimum Balance to Open.....	\$1,000.00
Monthly Maintenance Fee.....	\$10.00 Waived with \$1,000 minimum daily balance
Minimum Balance to Earn Interest	All Balances

Public Savings

Minimum Balance to Open.....	\$5,000.00
Monthly Maintenance Fee.....	\$8.00 Waived with \$5,000 minimum daily balance
Minimum Balance to Earn Interest	\$100

Business Premium Money Market

Minimum Balance to Open.....	\$100,000.00
Monthly Maintenance Fee.....	\$25.00 Waived with \$100,000 minimum daily balance
Minimum Balance to Earn Interest	All Balances

HOA Property Management Money Market

Minimum Balance to Open.....	\$100.00
Minimum Balance to Earn Interest	All Balances

Additional Services – Non Analyzed

Business Online Banking Service	\$5.00 per month Waived with \$5,000 minimum daily balance
ACH or Online Wire Service	\$20.00 per month
ACH and Online Wire Service	\$40.00 per month
ACH Setup Fee	\$50.00 (one time)
Remote Deposit Capture (RDC).....	\$40.00 per month
RDC Setup Fee	\$100.00 (one time)

Other Fees & Services

Account Closed Within 90 Days.....	\$25.00
Account Research/Reconciliation (per hour)	\$30.00
ATM Transaction Fee (non-network ATMs)	\$2.50
ATM/Debit Card Replacement.....	\$10.00
Bank Check (official/cashier's check)	\$7.00
Check Cashing (non-customer):	
On us.....	no charge
All others.....	\$6.00
Collection Item (outgoing/incoming)	\$25.00
Copy of Paid Check (first 5 free)	\$2.50
Counter Checks (first sheet of 4 free)	\$1.00 each
Monthly Dormant Account Fee	\$10.00
Excess Withdrawal Limit Fee*	\$10.00 each * More than 6 electronic, pre-authorized, telephonic, online or check withdrawals or transfers per month as outlined in your account agreement
Foreign Currency:	
Sell.....	\$10.00
Purchase.....	\$10.00
Foreign Drafts.....	\$12.00 per draft
Garnishment/Levies.....	\$100.00
Monthly Non-Use Service Charge.....	\$5.00 After 6 months on a checking
Purchase Rolled Coin.....	\$0.05 per roll
Purchase Currency	\$0.05 per \$100
Returned Deposited Items	\$12.00 per item
Safe Deposit Boxes.....	Annual Rent Varies by Size
Safe Deposit Box Key (lost).....	\$5.00
Safe Deposit Box Lock Drill & Replacement	Actual Cost
Special Statement Cutoff or Duplicate	\$4.00
Stop Payment.....	\$34.00

SCHEDULE OF BUSINESS FEES & SERVICE CHARGES

Undeliverable Mail Fee..... \$5.00

Wire Transfers

Domestic:

Outgoing \$25.00 per wire

Incoming \$15.00 per wire

Foreign:

Outgoing \$40.00 per wire

Incoming \$20.00 per wire

Insufficient Funds & Overdrafts

Insufficient Funds/Overdraft Fee* \$34.00 each

* There is a limit of 6 insufficient/overdraft fees per day. Overdrafts may be created by checks issued by you, in person, ATM, ACH, or other electronic withdrawals authorized by you or published fees or charges for bank products & services.

Daily Overdraft Fee – Continuous (per business day)* \$5.00

* Will be assessed beginning on the 4th consecutive business day your account remains overdrawn, maximum of 15 consecutive business days

Overdraft Protection Transfer Fee (per business day)* \$5.00

* Pre-authorized transfer from checking, savings and/or money market to cover overdrafts

The above outlined fees may not be applicable to all customers. Depending on your type of account, fees may vary.



Contact Us

Customer Service Center

800.455.6126

Mon – Fri 7:30 am to 6:00 pm PDT

Sat 9:00 am to 1:00 pm PDT

Support@HeritageBankNW.com

Treasury Management Services

877.898.5757

TMServices@HeritageBankNW.com

Business Online Banking

253.284.2032

844.510.4659

800.455.6126

Mon – Thu 8:00 am to 5:30 pm PDT

Fri 8:00 am to 6:00 pm PDT

EB_Cash_Management@HeritageBankNW.com

Personal Online Banking

253.284.2041

800.455.6126

Mon – Thu 8:00 am to 5:30 pm PDT

Fri 8:00 am to 6:00 pm PDT

EB_Consumer_OLB_Mobile@HeritageBankNW.com

Heritage 24/7 Access Line

360.705.9150

888.505.9150

WE APPRECIATE
YOUR BUSINESS