

REGULATION E DISCLOSURE

ELECTRONIC FUND TRANSFERS

Indicated below are types of electronic fund transfers we are capable of handling, some of which may apply to your account. Please read this disclosure carefully because it tells you your rights and obligations for the transactions listed. You should keep this notice for future reference.

Preauthorized credits – You may decide for certain direct deposits to be accepted into your savings account.

Preauthorized payments – You may decide to pay certain recurring bills from your savings accounts. Please also see your account disclosure(s) regarding other limitations that may apply to preauthorized payments.

Online Banking Transactions - After enrolling in First Federal Bank & Trust Online Banking, you may access your account by personal computer using your personal logon name and password:

Types of transactions:

- Change your password
- Communicate with us through e-mail messages
- Make loan payments
- Pay bills (see Bill Payment Service below)
- Obtain balance information on eligible accounts
- Request a copy of your statement
- Request to change your personal information (name, address, telephone number, e-mail address)
- Review transactions on eligible accounts
- Transfer funds between specified checking, savings and loan accounts at First Federal Bank & Trust
- Process Person 2 Person (P2P) payments (see below for fees and limits)
- Transfer funds to/from your accounts at other institutions (see External Transfers below for fees and limits)
- Please also see your account disclosure(s) regarding other limitations that may apply to online transactions.

Bill Pay Service

As part of Online Banking, you can schedule payment of your periodic bills. You can arrange for the payment of current, future, and recurring bills from your First Federal Bank & Trust checking account. Bills may be paid in two ways, via check or electronically via ACH (e-bill). There is no limit to the number of payments that may be authorized, subject to the terms of your checking account.

By furnishing us with the names of your payees/merchants and their addresses, you authorize us to follow the payment instructions to these payees/merchants that you provide through Online Banking. When we receive a complete payment instruction (for current or future date) containing all necessary information needed to initiate payment, we will remit funds to the payee on your behalf, from your designated checking account, on the day you have instructed the payment to be sent (the "Send Date"). However, we shall not be obligated to make any such payment unless your account and/or overdraft protection plan has sufficient funds or credit availability to pay the bill on the date you have set as the send date. Funds for all non-electronic and electronic bill payments will be withdrawn from your account on the day you have set as the send date. You understand and agree that any payments made through Bill Payment require sufficient time for your payee to credit your account properly. To avoid incurring a finance charge or other charge, you must schedule a payment far enough in advance of the due date of your payment. You must allow at least ten (10) business days from the Payment Date for a check to reach the payee and three (3) business days from the Payment Date for an electronic payment to reach the payee.

First Federal Bank & Trust shall not be responsible for any charges imposed or any other action taken by a payee resulting from a payment that you have not scheduled properly, including any applicable finance charges and late fees. In addition, First Federal Bank & Trust will not be liable if any third party through whom any bill payment is made fails to properly process the payment to the intended payee. First Federal Bank & Trust will not be liable for delays or losses of payments caused by the U.S. Postal Service or other delivery service. We will also not be liable if there are insufficient funds or credit availability (if applicable) in your designated payment account and/or overdraft protection plan; if a legal order directs us to prohibit withdrawals from the payment account; if the payment account is closed or frozen; or if any part of the electronic funds transfer system is not working properly. First Federal Bank & Trust will not be liable for bill payments not completed due to circumstances beyond our control (such as fire, telecommunication outages, strikes, or natural disasters). First Federal Bank & Trust will not be liable for indirect, special, or consequential damages arising out of the use of Bill Payment. First Federal Bank & Trust will not be liable if a payee delays posting or will not accept payments made through Bill Payment.

First Federal Bank & Trust reserves the right to terminate your use of Bill Payment at any time without prior notice.

Additional fees may also be assessed due to special requests made by you. This includes requests for stop payments and nonsufficient funds fee charged for all checks returned unpaid. Please refer to First Federal Bank & Trust Schedule of Fees and Charges for fee information.

If the payment account has insufficient funds to cover the fees, First Federal Bank & Trust may deduct the fee from any other transaction account linked to Online Banking. If the fee cannot be paid, we may cancel your Bill Payment service.

First Federal Bank & Trust will not be responsible for late payment charge, finance charge, penalty or default assessed by merchants related to payments initiated through the Bill Payment service. This includes any fees or charges that may result from, but are not limited to, your failure to enter payment authorizations in sufficient time to reach the merchant by the due date, merchant delays in or inability to process payments received, payment lost or delayed by the mail service, or any data entry errors you make (including, but not limited to, incorrect merchant name or address, account number, or remittance amount) that may result in payment not being received or processed properly by merchants.

Person 2 Person (P2P) Payments - First Federal Bank & Trust offers External Transfer services by means of P2P. These services include both one-time transfers and recurring transfers.

P2P fees and limitations:

- You may electronically transfer funds to other individuals using the recipient's first and last name and their email address
- The recipient does not have to bank with First Federal Bank & Trust
- There is no cost for P2P transfers

April 2022

- You may not exceed \$2,500 in outbound P2P payments per calendar day.
- The recipient must complete the process to obtain the money within 10 days or the funds will be returned to your account.

External Transfers You may transfer funds to or from your First Federal Bank & Trust accounts from or to your accounts at other financial institutions offering this service by means of electronic transfers. These services include both one-time transfers and recurring transfers.

External Transfer fees and limitations:

- There is no cost for External Transfers
- You may not exceed \$250,000 in outbound external transfers per calendar day.
- External transfers both inbound and outbound, require a minimum of two business days for the transfer to be completed.

Mobile App – After enrolling in First Federal Bank & Trust Online Banking, you may also download and use the mobile app on your smart device. Using the mobile app, you can:

- Make deposits (See Mobile Deposits below)
- Transfer funds between specified checking, savings, and loan accounts
- Make payments to other people (see P2P above for limitations)
- Transfer funds to your accounts at other financial institutions (see External Transfers above)
- Obtain balance information on eligible accounts
- Make loan payments
- Pay bills (see Bill Payment Service above)
- Review transactions on eligible accounts

Mobile Deposit – Using the mobile app you may take a picture of checks to be deposited and send the deposit electronically. If you attempt to use the service to initiate a deposit more than the following limits, we may reject your deposit.

- Maximum deposit per day = \$5,000
- Maximum items per day = 5
- Rolling 30-day limit = \$15,000

ATM CARD OR MASTERCARD DEBIT CARD TRANSACTIONS

You may access your account(s) by ATM using your ATM card or Mastercard Debit Card and your personal identification number (PIN).

Types of transactions:

- Deposit funds to checking accounts or savings accounts
- Get balance information about checking accounts or savings accounts
- Transfer funds from checking accounts or savings accounts to checking accounts or savings accounts
- Withdraw cash from checking accounts or savings accounts

Some of these services may not be available at all terminals. See International Transactions below for information on transactions outside of the United States. Please also see your account agreement(s) regarding other limitations that may apply to ATM or Debit Card transactions.

Mastercard Debit Card point-of-sale transactions - types of transactions - You may access your checking account(s) by Debit Card to pay for goods and services, in person or by phone, at merchants that honor Mastercard debit cards. Your checking account will be charged directly for these Mastercard Debit Card transactions. Transactions outside of the United States of America, including Canada and Mexico, will not be allowed. Please also see your account agreement(s) regarding other limitations that may apply to Debit Card transactions. You may not place a stop payment on any POS transaction.

Transaction limits and fees

The following fees may be assessed against your account and the following transaction limitations, if any, apply to your account:

- Replace lost ATM or Mastercard debit card – See Fee Schedule
- NOTICE REGARDING ATM FEES BY OTHERS. If you use an automated teller machine that is not operated by us, or the MoneyPass network you may be charged a fee by the operator of the machine and/or by an automated transfer network. First Federal Bank & Trust charges \$1.00 when you use a non-proprietary ATM.
- ATM cash withdrawal from checking or savings account, dollar limit - \$400.00 per day
- Mastercard Debit Card purchase from checking account, dollar limit- \$2,500.00 per day

ADVISORY AGAINST ILLEGAL USE: You agree not to use your card(s) for illegal gambling or other illegal purposes. Display of a payment card logo by, for example, an online merchant does not necessarily mean that transactions are lawful in all jurisdictions in which the cardholder may be located.

IF YOUR ATM CARD OR MASTERCARD DEBIT CARD IS LOST OR STOLEN, please call the Network Control Hotcard Center at 1-800-554-8969 immediately. You may call this number 24 hour(s) a day, 7 days a week.

International Transactions for Mastercard – In general, transactions outside the United States, including Canada and Mexico are not allowed. In certain circumstances we may allow you to use your Mastercard Debit Card or ATM card for retail purchases with international merchants, for international cash advances or at international ATMs that bear any of the network logos found on your card. We may block transactions in certain foreign countries. Call us at 307.672.0464 for more information.

Some merchant and ATM transactions, even if you and/or the merchant or ATM are located in the United States, are considered international transactions under the applicable network rules, in which case we will add international processing fees to those transactions. First Federal Bank & Trust does not control how these merchants, ATMs and transactions are classified for this purpose. If the transaction requires a currency conversion, the exchange rate in effect when processed may differ from the rate in effect on the date of the transaction or the date of the posting to your Account.

Transactions processed through the Mastercard system will be converted according to the applicable rules established by Mastercard. The foreign currency transaction will be converted to U.S. dollars by multiplying the amount of the foreign currency times (a) a rate selected by Mastercard from the range of rates available in wholesale currency markets for the applicable central processing date, which rate may vary from the rate Mastercard itself receives, or (b) the government-mandated rate in effect

April 2022
for the applicable central processing date. For transactions processed through other networks, the international currency transaction will be converted by that network in accordance with their rules. Additional fees may apply. If you need to contact us about your card while outside of the United States, call us tollfree at 800-554-8969.

Foreign Currency Conversion and Cross-Border Transactions made with your Mastercard Debit Card:

- If you effect a transaction with your Card in a currency other than US Dollars, Mastercard will convert the charge into a US Dollar amount. The Mastercard currency conversion procedure includes use of either a government-mandated exchange rate, or a wholesale exchange rate selected by Mastercard. The exchange rate Mastercard uses will be a rate in effect on the day the transaction is processed. This rate may differ from the rate in effect on the date of purchase or the date the transaction was posted to your account.
- Mastercard charges us a Currency Conversion Assessment of 20 basis points (.2% of the transaction) for performing the currency conversion. In addition, Mastercard charges us an issuer Cross-Border Assessment of 90 basis points (.9% of the transaction) on all cross-border transactions regardless of whether there is a currency conversion. As a result, we charge you a corresponding fee. A cross-border transaction is a transaction processed through the Global Clearing Management System of the Mastercard Debit Switch in which the country of the merchant is different than the country of the cardholder.

ELECTRONIC CHECK CONVERSION

Your check or draft can result in an electronic funds transfer. This can happen in several ways. For example, when purchasing goods or paying for services you may authorize a merchant or service provider at the point of purchase to convert your check into an electronic funds transfer. At the same time, you may be asked to authorize the merchant or service provider to electronically collect a charge in the event the check is returned for insufficient funds. Paying such a fee electronically is also an electronic funds transfer. Your authorization to make these types of electronic funds transfers may be expressed in writing or implied through the posting of a sign. You should keep the receipt you receive for such a transfer for your account records.

DOCUMENTATION

Terminal transfers - You can get a receipt at the time you make any transfer to or from your account, using one of our automated teller machines or point-of-sale terminals. However, you may not get a receipt if the amount of the transfer is \$15.00 or less.

Preauthorized credits – If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can logon to your internet banking account and view the account history to see if the deposit has been made.

Periodic statements – You will get a monthly account statement from us unless there are no transfers in a particular month. In any case, the statement will be provided at least quarterly.

PREAUTHORIZED PAYMENTS

Right to stop payment and procedure 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 or write us at the telephone number or address listed in this disclosure in time for us to receive your request three business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within 14 days after you call.

Notice of varying amounts – If these regular payments may vary in amount, the person you are going to pay will tell you, 10 days before each payment, when it will be made and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount 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 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

UNAUTHORIZED TRANSFERS

Consumer Liability - Tell us AT ONCE if you believe your card and/or code has been lost or stolen or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account plus your maximum overdraft line of credit. If you tell us within two business days of the loss or theft of your card and/or code, you can lose no more than \$50 if someone used your card and/or code without your permission.

If you do not tell us within two business days after you learn of the loss or theft of your card and/or code, and we can prove we could have stopped someone from using your card and/or code without your permission if you had told us, you could lose as much as \$500.

Also, if your statement shows transfers that you did not make, including those made by card, code, or other means, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that 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 a hospital stay) kept you from telling us, we will extend the time periods.

Additional Limits on liability for debit card when using point-of-sale transactions:

MASTERCARD – You will not be liable for any unauthorized transactions using your MasterCard debit card when used for point-of-sale transactions, if

- (1) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and,
- (2) upon becoming aware of a loss or theft, you promptly report the loss or theft to us.

“Unauthorized use” means the use of the debit card by a person, other than the consumer, who does not have actual, implied, or apparent authority for such use, and from which the consumer receives no benefit.

Contact in event of unauthorized transfer - If you believe your card and/or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call or write us at the telephone number or address listed in this disclosure.

You should also call the number or write to the address listed below if you believe a transfer has been made using the information from your check without your permission.

FINANCIAL INSTITUTION'S LIABILITY

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 the transfer

- If the transfer would go over the credit limit on your overdraft line.
- 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 there is a dispute about the amount to be paid or transferred, or we have been legally ordered to pay to or hold the money in your account for someone else
- If a withdrawal would consist of money deposited in the form of a check or other order and is not yet available for withdrawal
- If you have told us that your PIN was lost or stolen
- If, in the case of a preauthorized credit or debit to your account, a third party does not send your money to us on time or does not send us the correct amount, or we do not have the required authorization to perform the transaction
- If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken; or
- There may be other exceptions stated in our agreement with you.

CONFIDENTIALITY

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

- Where it is necessary for completing transfers; or
- To verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- To comply with government agency or court orders; or
- If you give us written permission.

ERROR RESOLUTION NOTICE

In case of errors or questions about your electronic transfers telephone us at 307-672-0464, or write us at 671 Illinois St., Sheridan, WY 82801 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 days after we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or 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.
- (3) Tell us the dollar amount of the suspected error.

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

We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. 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 credit your account.

For errors involving new accounts, point-of-sale, or foreign- initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error.

We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

If you have inquiries regarding your account, please contact us at

FIRST FEDERAL BANK & TRUST
 671 ILLINOIS ST
 SHERIDAN, WY 82801
 BUSINESS DAYS: Monday through Friday – Federal Holidays are not included.
 PHONE: (307) 672-0464