

## FACTS

### WHAT DOES COASTAL HERITAGE 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
- Payment History
- Transaction history
- Transaction or loss history
- Credit history
- Account transactions

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 Coastal Heritage chooses to share; and whether you can limit this sharing.

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

#### Questions?

Call 800-695-1300 or go to [coastalheritagebank.com](http://coastalheritagebank.com)

## What we do

|  |  |
|--|--|
| <p><b>How does Coastal Heritage protect my personal information?</b></p> | <p>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.</p> <p>We also maintain other physical, electronic and procedural safeguards to protect this information and we limit access to information to those employees for whom access is appropriate.</p>  |
| <p><b>How does Coastal Heritage collect my personal information?</b></p> | <p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>• Open an account</li> <li>• Deposit money</li> <li>• Apply for a loan</li> <li>• Give us your contact information</li> <li>• Provide your mortgage information</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies</p>  |
| <p><b>Why can't I limit all sharing?</b></p>                             | <p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> <li>• sharing for affiliates' everyday business purposes – information about your creditworthiness</li> <li>• affiliates from using your information to market to you</li> <li>• sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing.</p> <p>See below for more on your rights under state law.</p> |

## Definitions

|                               |   |
|-------------------------------|---|
| <p><b>Affiliates</b></p>      | <p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• <i>Coastal Heritage has no affiliates.</i></li> </ul>   |
| <p><b>Nonaffiliates</b></p>   | <p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• <i>Coastal Heritage does not share with nonaffiliates so they can market to you.</i></li> </ul> |
| <p><b>Joint marketing</b></p> | <p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>• <i>Coastal Heritage does not jointly market.</i></li> </ul>                    |

## Other Important Information

For Massachusetts Customers. We will not share personal information from deposit or share relationships with nonaffiliates either for them to market to you or for joint marketing - without your authorization.