



April 14, 2021

Dear Customer:

By now you may have heard the news that Southern Bancorp has reached an agreement to acquire Arkansas County Bank along with its locations in DeWitt, Stuttgart, and Lockesburg (Bank of Lockesburg), Ark. We know this type of change may cause some apprehension, but we want to assure you that the strength and security of your accounts are our highest priorities. Not only will our team take the greatest care to ensure a smooth and simple transition process, but we think that once you learn more about Southern Bancorp's unique approach to banking that focuses on helping everyone in the community build wealth, you'll be excited about all the future holds.

**Arkansas County Bank is set to officially become part of the Southern Bancorp family May 14, 2021.** Around that time, you'll begin to see changes in the look and feel of the bank. Most importantly, your banking experience will begin to change as we make our technology, products, and services available to you. If you'd like to begin learning more about your new bank, we invite you to visit us on the web at [www.BankSouthern.com](http://www.BankSouthern.com) where you can learn about our unique history, what makes a community development bank different, and what types of services and products will be available to you.

Ahead of the official conversion, we ask that you take a moment to review the included list of services which explain any changes your accounts or products may experience during the process. If you have any questions, please don't hesitate to ask your local Arkansas County Bank banker who will be happy to help you through the transition process. We're excited about Southern Bancorp joining the community, and bringing our mission-driven approach to creating economic opportunity to all of Arkansas County Bank's customers. We're a bank on a mission, and that mission to help everyone build wealth now includes you! Welcome to Southern Bancorp!

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Steyer'.

CEO, Central Region  
Southern Bancorp Bank

A handwritten signature in black ink, appearing to read 'Warren Jennings'.

Warren Jennings  
President and CEO  
Arkansas County Bank



**PRODUCT CHANGES**

<b>If your current account is a...</b>	<b>Your Southern Bancorp account will be a...</b>	<b>What this means to you:</b>
<b>PERSONAL CHECKING</b>		
<i>Budget Checking</i>	<i>Freedom® Checking</i>	No per item charges. \$2.95 per month, can be avoided by signing up for e-statements through web banking.
<i>Free Checking</i>	<i>Freedom® Checking</i>	\$2.95 per month, can be avoided by signing up for e-statements through web banking.
<i>MAC Club Account</i>	<i>Classic Gold Checking</i>	There is no service charge assessed for customers age 50 or better. Interest is paid on balance of \$1,000 or greater.
<i>Personal Checking Unlimited Checking</i>	<i>Lifestyle Checking</i>	You will be assessed a service charge of \$7 per month. This service charge can be avoided by maintaining a minimum daily balance of \$500 per month or by signing up for e-statements through web banking and establishing a direct deposit or automatic draft. Free BillPay with direct deposit.
<i>NOW Deluxe Account Super NOW Account</i>	<i>Personal NOW Checking</i>	You will be assessed a service charge of \$8 per month. The minimum daily balance required to avoid this service charge is \$600.
<i>Hi-Fi Account</i>	<i>Money Market</i>	You will be assessed a service charge of \$10 per month. The minimum daily balance required to avoid this service charge is \$1,000. There is no charge for the first six withdrawals in a month. There is a charge of \$5 per withdrawal after six.
<b>PERSONAL SAVINGS</b>		
<i>Statement Savings</i>	<i>Regular Savings</i>	You will be assessed a service charge of \$5 per quarter. This service charge can be avoided by maintaining a minimum daily balance of \$50 per statement cycle. Six withdrawals allowed at no additional charge. \$3 per withdrawal after 6. Interest is paid quarterly.
<i>Christmas Club</i>	<i>Christmas Savings</i>	You will be assessed a charge of \$5 per debit from this account before checks are issued. Checks will be cut 2nd week of November.
<b>COMMERCIAL ACCOUNTS</b>		
<i>Hi-Fi Account</i>	<i>Business Money Market</i>	You will be assessed a service charge of \$10 per month. The minimum daily balance required to avoid this service charge is \$1,000. There is no charge for the first six withdrawals in a month. There is a charge of \$5 per withdrawal after six.
<i>Non-Interest Bearing Checking</i>	<i>Commercial Checking</i>	You will be assessed a service charge of \$5 per month plus \$.10 fee per debit and \$.05 fee per transit item. Earnings credit (currently .10%) applied to offset service charge only.
<i>NOW Deluxe Account Super NOW Account</i>	<i>Business Now</i>	You will be assessed a service charge of \$10 per month. The minimum daily balance required to avoid this service charge is \$1,000.
<i>Unlimited Checking (non-consumer)</i>	<i>Free Business Account</i>	Your first 300 items (deposits, checks, deposited items) will be free. After 300, you will be charged a fee of \$.08 per item.



## **CONVERSION GUIDE FOR ARKANSAS COUNTY BANK CUSTOMERS**

### **CHECKING/SAVINGS PRODUCTS**

The attached guide shows your existing account type and the product to which it will be moved at conversion. We have selected products that closely resemble your current account type in respect to features/costs. Unless otherwise notified, your account number will remain the same. Your bank routing/transit number will change, however we will still be able to receive checks and ACH items on the old account number, so there will be minimal disruption. For your information, **Southern Bancorp's Routing Number is 082901334** and can always be found at the bottom of each page of Southern Bancorp's website at BankSouthern.com

### **DIRECT DEPOSIT/AUTOMATIC BILL PAYMENTS (ACH)**

Automatic debits and direct deposits setup prior to conversion will continue. Southern Bancorp will send an electronic notification of change to the routing number for you.

### **CDS/IRAS/LOANS**

The interest rate on deposit accounts will remain the same until maturity. Variable rate deposits will remain subject to market fluctuation. Money Market accounts and interest bearing checking account rates will change to the rate paid on these types of accounts at Southern Bancorp at the time of conversion. The interest rate on loan accounts will continue to be charged based upon your loan agreement until maturity.

### **DEBIT CARDS**

If you currently have an Arkansas County Bank debit card, **a new Southern Bancorp debit card will be ordered for you prior to the bank conversion on May 14th.** Your Southern Bancorp card will require activation and will not be accessible until after the bank conversion; however, **you may continue to use your Arkansas County Bank debit card through Sunday, May 16th.** Beginning Monday, May 17th, you will need to use your Southern Bancorp debit card.

You may activate your new Southern Bancorp debit card at an ATM or by calling 1-866-590-4793. Please have your card number and social security number available when you call. You will also receive the personal identification number (PIN) for use with your new debit card in a separate mailing. If you wish to change your PIN number to a number you select, please contact us and we will be happy to assist you.

The daily limit for debit card transactions is \$600 at the ATM and \$1000 at point-of-sale.

### **MASTERCARD® DEBIT CARD. Additional Limits on Liability for Debit Cards**

You will not be liable for any unauthorized transactions using your Mastercard debit card if: (i) you can demonstrate that you have exercised reasonable care in safeguarding your card from the risk of loss or theft, and (ii) upon becoming aware of a loss or theft, you promptly report the loss or theft to us. This additional limit on liability does not apply to a prepaid card until such time as the prepaid card is registered with us and we have completed our customer identification program requirements. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.



### **CHECKS/DEPOSIT SLIPS**

You will be able to continue using your current checks and deposit slips. When your current supply of checks/deposit slips get low, and it is time to reorder, your new supply will be ordered with the new Southern Bancorp routing number on them.

Note about how funds are invested by Southern Bancorp Bank: In our accounting system, accounts consist of a checking sub account and a savings sub account. The bank may periodically transfer funds between these two sub accounts. If your account is a plan on which interest is paid, your interest calculation will remain the same. Otherwise, the savings sub account will be non-interest bearing. The savings sub account will be governed by the rules governing our other savings accounts. This process will not affect your available balance, the interest you may earn, FDIC insurance protection, or your monthly statement.

### **WEB (ONLINE) BANKING**

Southern Bancorp's web banking and mobile banking are provided free of charge and will be available to you following the conversion on May 14th. You will need to visit [www.BankSouthern.com](http://www.BankSouthern.com) or download the mobile application to login to web banking. Your web banking ID will be the same user ID that you are currently using with Arkansas County Bank. Your password will be the first four letters of your last name and the last four digits of your social security number (Example: BANK9912). If your account is converted to a Lifestyle or Freedom checking account, you may avoid the service charge or paper statement fee by signing up for e-statements (please see enclosed product guide). You may sign up for e-statements once you have logged into your online banking.

**BILLPAY** is provided as a feature of web banking for \$5.95 per month. This fee is waived for Lifestyle Checking (with direct deposit) and Southern Club Checking accounts. BillPay is provided at no charge to all web banking customers for an introductory 90-day period following conversion. If you do not wish to have this service, you may cancel this through web banking or you may contact our call center at 1-800-789-3428. Existing online bill payments with your current online banking provider will be converted.

### **TELEPHONE BANKING (IVR)**

Telephone banking will be available to you on Saturday, May 15th. The telephone banking system number is 1-866-372-8080. Your customer ID will be your full social security number. Your personal identification number (PIN) will be the last four digits of your social security number. The first time you call to activate telephone banking, you will be required to change your PIN. Beginning June 1st, you will need to contact the bank to activate telephone banking.

### **EMAIL/TEXT NOTIFICATIONS**

Sign up through web banking to have your balance and transactions texted or emailed to you. Standard text rates/charges do apply.



### ***DEBIT CARD MANAGEMENT***

Southern Bancorp offers several free features for managing your debit card such as Pause, which allows you to temporarily stop all debit card approvals for up to 2 weeks if your card is lost or stolen; Round Up Savings, which takes the guesswork out of saving by automatically making a deposit into your savings account each time you make a purchase in an amount of your choosing; and card limit management that allows you to temporarily change your withdrawal or purchase limits when needed. You can also set travel notifications as well so your debit card will be good to go when you're on the go!

### ***OVERDRAFT PRIVILEGE***

Overdraft Privilege is available to all eligible account holders on July 20, 2021. Please see enclosed Overdraft Privilege Disclosure re: calculation of Overdraft Privilege amount. Unless notified otherwise by you, this service will be automatically added to eligible accounts. Overdraft privilege is not available for ATM and debit card transactions without your authorization. If you wish to have overdrafts paid on these types of transactions, please contact your local branch.



## TRUTH-IN-SAVINGS DISCLOSURE

### MINIMUM BALANCE REQUIREMENTS \*

#### Freedom® Checking

- You must deposit \$100 to open this account.

#### Lifestyle Checking

- You must deposit \$100 to open this account.

#### Personal NOW

- You must deposit \$100 to open this account.

#### Money Market

- You must deposit \$1,000 to open this account.

#### Regular Savings

- You must deposit \$50 to open this account.

#### Classic Gold

- You must deposit \$100 to open this account.

#### Christmas Savings

- You must deposit \$10 to open this account.

*\*Refer to Fee Schedule for fee information*

### RATE INFORMATION

#### Personal NOW

- The interest rate on your account is 0.10% with an annual percentage yield of 0.10%. Your interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on your account at any time.
- Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).
- Interest will be compounded and credited monthly.
- If you close your account before interest is credited, you will not receive the accrued interest.

#### Money Market

- Your interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on your account at any time.
- If your daily balance is \$4,999.99 or less, the interest rate paid on your entire balance will be 0.10% with an annual percentage yield of 0.10%.
- If your daily balance is greater than \$4,999.99 and less than \$25,000, the interest rate paid on your entire balance will be 0.10% with an annual percentage yield of 0.10%.
- If your daily balance is greater than \$24,999.99 and less than \$50,000, the interest rate paid on your entire balance will be 0.10% with an annual percentage yield of 0.10%.
- If your daily balance is greater than \$49,999.99 and less than \$100,000, the interest rate paid on your entire balance will be 0.10% with an annual percentage yield of 0.10%.
- If your daily balance is greater than \$99,999.99 and less than \$250,000, the interest rate paid on your entire balance will be 0.10% with an annual percentage yield of 0.10%.
- If your daily balance is greater than \$249,999.99, the interest rate paid on your entire balance will be 0.10% with an annual percentage yield of 0.10%.
- Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).
- Interest will be compounded and credited monthly.
- If you close your account before interest is credited, you will not receive the accrued interest.



### ***RATE INFORMATION (continued)***

#### **Regular Savings**

- The interest rate on your account is 0.10% with an annual percentage yield of 0.10%. Your interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on your account at any time.
- Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).
- Interest will be compounded and credited annually for Christmas Club Savings and quarterly for all other savings accounts.
- If you close your account before interest is credited, you will not receive the accrued interest.

#### **Classic Gold Checking**

- The interest rate on your account is 0.10% with an annual percentage yield of 0.10%. Your interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on your account at any time.
- Interest begins to accrue no later than the business day we receive credit for the deposit of noncash items (for example, checks).
- Interest will be compounded and credited monthly.
- If you close your account before interest is credited, you will not receive the accrued amount.

#### **Balance Computation Method**

- We use the daily-balance method to calculate the interest on your account. This method applies a daily periodic rate to the principal in the account each day.

#### **Additional Disclosure Information**

- The interest rate and annual percentage yield stated above are accurate as of the date printed on this disclosure. If you would like more current rate and yield information, you may call us at 1-800-789-3428.

### ***TRANSACTION LIMITATIONS***

#### **Money Market**

- A service charge fee will be assessed for each debit transaction (withdrawal, transfer, or payment) from this account in excess of six (6) during the statement cycle month.

#### **Regular Savings**

- A service charge fee will be assessed for each debit transaction (withdrawal, transfer, or payment) from this account in excess of six (6) during the statement calendar quarter.



**RECURRING FEES BY ACCOUNT NAME:**

<b>Lifestyle Checking</b> <i>(waived for accounts that receive e-statements OR maintain a daily balance of \$500)</i>	<b>\$7.00</b>
<b>Freedom® Checking</b> <i>(waived for accounts that receive e-statements only)</i>	<b>\$2.95</b>
<b>Personal NOW</b> <i>(waived for accounts that maintain a daily balance of \$600)</i>	<b>\$8.00</b>
<b>Money Market</b>	
Monthly minimum-balance fee if daily balance falls below \$1,000 any day of the month	<b>\$10.00</b>
Excess debit fee (if withdrawal limit is exceeded), per withdrawal	<b>\$5.00</b>
<b>Regular Savings</b>	
Quarterly minimum-balance fee if the daily balance falls below \$50 any day of the quarter <i>(waived for minors)</i>	<b>\$5.00</b>
Excess debit fee (if withdrawal limit is exceeded), per item	<b>\$3.00</b>





## **FEE SCHEDULE**

### **Debit Cards**

Debit Card Fee, per month	No Charge
Debit Card Replacement, per replacement	\$5.00
Debit Card Lost PIN Fee, per lost PIN	\$3.00

### **Transfers/Bill Pay**

Telephone Transfers, per transfer <i>(Does not apply to transfers made IVR)</i>	\$2.00
Internet Banking, Basic	No Charge
Internet Banking Bill Pay, per month <i>(waived for Lifestyle Checking with Direct Deposit)</i>	\$5.95
Wire Transfers	
<i>Outgoing</i>	\$30.00 per transfer
<i>Foreign</i>	\$60.00 per transfer

### **Out of Network ATM Fees**

Account Balance Inquiry at Other Bank's ATM, Per Inquiry	\$0.50
Cash Withdrawal at Other Bank's ATM, Per Withdrawal	\$1.00

### **Overdraft/NSF**

Overdraft Protection, preauthorized from another account, per day	\$10.00
Overdraft Item Fee, per item <sup>1</sup>	\$31.50
Return/NSF Item Fee, per item	\$31.50

### **International Transactions**

International Cross Border Assessment <sup>2</sup>	1% of the Transaction
Currency Conversion Assessment <sup>3</sup>	2% of the Transaction

### **Printed Statements**

Account Printout of Statement Request, per request	\$2.00
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### **Research and/or Account Balancing:**

Minimum Fee for first 10 minutes of research or account balancing	\$7.50
Hourly Fee if research or account balancing exceeds 10 minutes	\$25.00
Per Copy	\$2.50

### **Additional Account Fees**

Dormant Account Fee, per quarter	\$10.00
Stop Payment Fee, per item	\$31.50
Cashier's Checks	1% of check amount: minimum \$3.50 – maximum \$20.00

1. Applies to overdrafts created by check, in-person withdrawal, ATM withdrawal, or other electronic means
2. Fee incurred when a Southern Bancorp Bank (SBB) debit card is used at a foreign (outside the United States) merchant or ATM
3. Fee incurred when a SBB debit card is used at a foreign (outside the United States) merchant or ATM and the transaction requires a currency conversion



<b>Facts</b>	What does Southern Bancorp Bank do with your personal information?
<b>Why?</b>	Financial companies choose how they share your personal information. Federal law gives customers 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.
<b>What?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>· Social Security number and Income</li> <li>· Account Balances and Payment History</li> <li>· Credit History and Credit Scores</li> </ul> <p>When you are no longer our customer, we continue to share your information as described in this notice.</p>
<b>How?</b>	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 Southern Bancorp Bank chooses to share; and whether you can limit this sharing.

<b>Reasons we can share your personal information</b>	<b>Does Southern Bancorp Bank share?</b>	<b>Can you limit this sharing?</b>
<b>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</b>	Yes	No
<b>For our marketing purposes to offer our products and services to you</b>	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes information about your transactions and experiences</b>	No	We don't share
<b>For our affiliates' everyday business purposes information about your creditworthiness</b>	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

**Questions?** Call 800-789-3428

What We Do	
<b>How does Southern Bancorp Bank protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include physical, electronic, and procedural safeguards to protect this information.
<b>How does Southern Bancorp Bank collect my personal information?</b>	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>· open an account or deposit money</li> <li>· pay your bills or apply for a loan</li> <li>· use your credit or debit card</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
<b>Why can't I limit all sharing?</b>	<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</li> <li>· 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>

Definitions	
<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and nonfinancial companies. <i>Southern Bancorp Bank does not share information with our affiliates.</i>
<b>Nonaffiliates</b>	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <i>Southern Bancorp Bank does not share with nonaffiliates so they can market to you.</i>
<b>Joint marketing</b>	<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>Our joint marketing partners include credit card companies.</i></li> </ul>



## ***OVERDRAFT PRIVILEGE DISCLOSURE***

As a service to account holders and to help avoid the significant fees that may be charged by third parties for unpaid items, Southern Bancorp strives to pay account holders' overdrafts when possible. It is the obligation of Southern Bancorp to operate in accordance with all safety and soundness standards. Therefore, a continual evaluation of all accounts is performed to determine if it is financially sound to honor items that may cause an overdraft situation for a particular account. The account criteria evaluated are:

- Age of Account
- Deposit Balances
- Deposit Regularity
- Previous Overdraft Activity
- Account Status related to any legal or administrative order or levy
- Status of Loan Obligations with Southern Bancorp

When an account has insufficient funds, a \$31.50 fee is charged for every non-sufficient fund item whether the item is paid or returned unpaid, with a daily cap of \$220.50.

Southern Bancorp is not obligated to cover any items, defined as checks, ATM withdrawals, Point of Sale (POS) or debit card transactions, preauthorized debits, or any other electronic transactions, presented for payment if the account does not contain sufficient collected and/or available funds. Furthermore, service charges assessed against items presented against the account, do not obligate the institution to pay said request for funds, nor does it obligate the institution to provide prior written notice of the decision to refuse payment. Should a check be submitted or a transaction made for funds exceeding what is available in the account, pursuant to the Depositor's Account Agreement, the account holder is responsible for the amount of any overdraft and applicable fees immediately. It is the obligation of the account holder to keep their account in good standing with the institution and bring their account to a positive balance immediately should an overdraft situation occur, without notice or demand from the institution.

If the account holder would prefer that the institution not honor any items when there are not sufficient funds in the account, the account holder may opt out of this discretionary service by contacting the institution and expressing this preference. The account holder is fully aware that without this discretionary service or some other form of overdraft protection, such as an account transfer or line of credit (which is offered to qualified accounts), any items presented that overdraw the account may be returned unpaid with the applicable non-sufficient fund fee charged to the account for each item.

The Depositor's Account Agreement prescribes the duties, obligations and rights of the Depositor, as well as the Authorized Signatories and the institution with regard to the account. The terms of the Depositor's Account Agreement supersedes the overdraft policy in any potential conflicts of interest.