

IMPORTANT INFORMATION

ERROR RESOLUTION NOTICE

In case of errors or questions about items on your statement, please contact your local branch of GNBank listed below as soon as possible or write GNBank, PO Box 67, Girard, KS 66743. If you think your statement or receipt is wrong, or if you need more information about a transfer listed on the statement or a receipt, we must hear from you no later than sixty (60) days after we sent the FIRST statement on which the problem or error appeared. Please include the following information:

- Your name and account number
- Description of the error or the transfer you are unsure about and explain clearly why you believe it is an error or why you need more information
- 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 ten (10) business days. We will determine whether or not an error occurred within ten (10) business days after we hear from you and will correct any error promptly. However, if necessary, we may take up to forty-five (45) days to investigate your complaint or questions. If we decide to take more time, we will credit your account within ten (10) business days for the amount you think is in error so that you will have use of the money during the time it takes us to complete our investigation.

STOP PAYMENT PROCEDURES

- (a) **Right to Stop Payment:** If you have told us in advance to make regular payments out of your account, you can stop any of these payments by calling or writing to us using the contact information provided below. We need to receive your request three business days or more before the payment is scheduled. If you call, we will also require you to put your request in writing and submit to us within fourteen (14) days after you call us.
- (b) **Fee for Stop Payment:** We will charge you \$32.00 for each stop payment order. Unless you notify us otherwise, we will treat your stop payment order as a request to stop payment on only one particular payment. If you want all future payments to a particular party stopped, you must tell us of this intention.
- (c) **Liability for Failure to Stop Payment of Preauthorized Transfer:** If you tell us to stop a payment three (3) or more business days before the payment is scheduled to be made and we fail to stop the payment, we will be liable for your losses or damages.

CONTACT INFORMATION

We encourage you to keep your contact information up-to-date. This includes address, email or phone number(s). If your information changes, please contact our branch nearest you. For your security, we do not recommend submitting a request via the website.

GNBank, PO Box 67, Girard, KS 66743

Customer Service (888) 675-8223 or (620) 724-8223

Email: csgnbank@gn-bank.com

| | | | | | |
|-----------------|----------------------|------------------|----------------------|------------------|----------------------|
| Arma, KS | Phone (620) 347-4862 | Hiawatha, KS | Phone (785) 742-7120 | Offerle, KS | Phone (620) 659-2121 |
| Bucklin, KS | Phone (620) 826-3221 | Holton, KS | Phone (785) 364-2166 | Pittsburg, KS | Phone (620) 231-4200 |
| Clay Center, KS | Phone (785) 632-6720 | Horton, KS | Phone (785) 486-2124 | Seneca, KS | Phone (785) 886-8661 |
| Eads, CO | Phone (719) 438-5331 | Lamar, CO | Phone (719) 336-4381 | Wetmore, KS | Phone (785) 866-2920 |
| Girard, KS | Phone (620) 724-6111 | Kansas City Area | Phone (913) 320-4131 | Yates Center, KS | Phone (620) 625-2125 |

