

# Notice of Change



This is a notice of changes to the Terms and Conditions of your account(s) with us. All other areas of the Personal Accounts Fee Schedule, Business Accounts Fee Schedule, Deposit Account Agreement, and Business Deposit Account Agreement that have not changed remain in effect. **Unless otherwise noted, all changes are effective May 13, 2025.**

For a copy of the Deposit Account Agreement or Business Deposit Account Agreement, contact Customer Support at 877-672-2265, visit [northshorebank.com/daa](http://northshorebank.com/daa), or stop by one of our offices. Continued use of your account(s) after receipt of these terms and conditions constitutes acceptance of, and agreement to, the terms and conditions.

## Changes to the Personal and Business Account Products/Information

- FUNDS AVAILABILITY** – We added information related to mobile deposits funds availability and updated the customer mobile deposit time deadline from **5:00 p.m. CST to 5:30 p.m. CST**.
  - Our policy is to make funds from most check deposits available to you on the first business day after the day we receive your deposit.
  - For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and Federal holidays.
  - If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. If you make a deposit after closing or on a day, we are not open, we will consider that the deposit was made on the next business day we are open.
  - Direct deposits such as payroll and social security payments, wire transfers, and cash deposits are available on the day we receive the deposits.
  - Deposits (cash or checks) made at ATMs we own or operate will be available on the first business day after the day of deposit.
  - Funds from deposits made through the Mobile App will be available the next business day if submitted and approved by the Bank before 5:30 p.m. CST. Funds from deposits made after 5:30 p.m. CST will be available in two business days.** We will use commercially reasonable efforts to review and process your check image. Please refer to funds availability for mobile deposits in our Mobile Banking App Terms and Conditions.
  - In some cases, we will not make all of the funds that you deposit by check available to you on the first business day after the day of your deposit (or same day we receive your deposit for checks drawn on us and North Shore Bank official checks). Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. The first \$500 of your deposits, however, will be available on the first business day.
  - Special rules apply to new accounts. There are also some cases where longer delays may apply. We will tell you when funds will be available. See the Deposit Account Agreement or ask a Banker for more details.
- PROCESSING ORDER CHANGES** – Mobile deposits processing order is now listed as the second grouping (previously in the first grouping) of items in the processing order list.
  - Most credits process first including: sweeps, overdraft protection transfers, Remote Deposit Capture (RDC), and Automatic Clearing House (ACH) credits.
  - Debit and credit transactions performed by you or us at the Bank, at the ATM, through mobile deposit (upon Bank approval), most instant/real-time payments (i.e. Zelle®, FedNow® etc.) or via Internet or telephone transfers and applicable transaction fees (i.e. stop payment, wire transfer, ATM, or overdraft fees agreed to at the time of the transaction) process in the date/time order they occurred.
  - Debit card transactions process in date/time order on the date they are settled by the merchant and then received at the Bank.
  - ACH debits process from lowest to highest dollar amount on the effective date they are presented and settled.
  - Debit sweeps from funding accounts to cover overdraft protection transfers.
  - Checks process in check number/numerical order.
  - Monthly interest credits and applicable account fees. See our Personal Accounts Fee Schedule for details.
- DEBIT CARDS** - The Mastercard® Shop Local program for Standard, Platinum, and Business Debit cards will end on March 31, 2025.
- MONEY MARKET ACCOUNTS** - The personal Elite Money Market account migrates to the Portfolio Money Market account with no change to the minimum balance requirement or the monthly maintenance fee.

5. **PASSBOOK ACCOUNTS** - All passbook savings and passbook money market accounts are upgrading to statement accounts. Beginning in April 2025, if your passbook account has electronic transactions, such as direct deposit or automatic payments, you will receive a statement every month you have electronic activity. If you do not have any electronic activity, you will receive a quarterly statement. Contact us if you need a record of your transaction history.

Passbook Certificates of Deposit are being reclassified to regular certificates of deposit in 2025. This will not change the maturity date or information you receive about the account.

## Additions and Changes to the Personal & Business Deposit Account Agreements

### Personal Deposit Account Agreement

1. Added account specific information for Minor accounts:

**MINOR ACCOUNTS** – We may require any account opened with an owner under the age of 18 to be joint with an account owner who has reached the age of majority under appropriate state law. The joint owner will be jointly and individually liable for any overdrafts, non-sufficient funds, or amounts owed on any deposit account. We may direct funds to the minor regardless of their age. The parent or guardian of the minor will not have access to the account unless they are a joint account owner.

### Business Deposit Account Agreement and Personal Deposit Account Agreement

1. **FUNDS AVAILABILITY** – We added the reference for mobile deposits: See our Mobile Banking App Terms and Conditions for funds availability on mobile deposits. We removed unnecessary language with no impact to funds availability.

Our policy is to make funds from most check deposits available to you on the first business day after the day we receive your deposit. Electronic deposits such as direct deposits, wire transfers, etc. will be available the day we receive the deposits. Once the funds are available, you can withdraw them in cash and we will use the funds to pay checks that you have written.

Please remember that even after we have made funds available to you, and you have withdrawn the funds, you are still responsible for checks you deposit that are returned to us unpaid and for any other problems involving your deposit. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and Federal holidays. If you make a deposit before closing on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after closing or on a day, we are not open, we will consider that the deposit was made on the next business day we are open. Deposits made at our night depository or through our lock box service are considered received on the business day they are removed from the facility and are available for processing. **See our Mobile Banking App Terms and Conditions for funds availability on mobile deposits.**

2. **PROCESSING ORDER CHANGES** – We updated our Order of Processing for account transactions. Mobile deposits processing order is now listed as the second grouping of items in the processing order list.
  - Most credits process first including: sweeps, overdraft protection transfers, Remote Deposit Capture (RDC), and Automatic Clearing House (ACH) credits.
  - Debit and credit transactions performed by you or us at the Bank, at the ATM, through mobile deposit (upon Bank approval), most instant/real-time payments (i.e. Zelle®, FedNow® etc.) or via Internet or telephone transfers and applicable transaction fees (i.e. stop payment, wire transfer, ATM, or overdraft fees agreed to at the time of the transaction) process in the date/time order they occurred.
  - Debit card transactions process in date/time order on the date they are settled by the merchant and then received at the Bank.
  - ACH debits process from lowest to highest dollar amount on the effective date they are presented and settled.
  - Debit sweeps from funding accounts to cover overdraft protection transfers.
  - Checks process in check number/numerical order.
  - Monthly interest credits and applicable account fees. See our Personal Accounts Fee Schedule for details.