



Do Not Call Policy

Legence Bank respects the wishes of those customers and prospective customers who do not want to receive telephone or marketing solicitations from the bank to their home. Legence Bank customers may choose not to receive direct marketing offers - sent by postal mail, telephone and/or e-mail – from Legence Bank. It is the policy of Legence Bank not to make a telephone solicitation call to:

- i) any person who has requested that the Bank not make such calls to the person's residence; or
- ii) any person who has put his or her telephone number on a national or state "Do Not Call" registry, except as otherwise permitted by law.

Customers who do not want to be contacted by Legence Bank can ask us to place their name and telephone number on our internal "Do Not Call" list, in person, by mail or email. Once a request has been made, the bank will add the customer's name and telephone number to the Bank's "Do Not Call" list within 30 days. The bank will maintain the name and telephone number on the bank's "Do Not Call" list for five (5) years, unless a request is made by the person to have the number removed. If a person's telephone number changes, another request must be submitted to have the new number added to the bank's Do Not Call list. All requests are to be sent to the Compliance Department and will be posted to the Bank's Do Not Call list.

A "telephone solicitation call" means any call that is made for the purpose of encouraging the purchase of products and services from Legence Bank. The bank may still contact customers, however, for non-solicitation purposes. This would include things like surveys, billing and other service-related matters.

Other than statement messages or statement stuffers, all marketing communications directed to an identified target (i.e. name, telephone number, e-mail address, etc.) will have that target compared to internal Do-Not-Call list and state and/or national Do-Not-Call Registry lists, if required, before the communication is sent.

All employees that engage in outbound telephone solicitation are trained in this policy and are made aware of these procedures before they are allowed to place calls to consumers. If a consumer requests a copy of the bank's Do Not Call policy, the request is to be forwarded to the compliance department who will send a copy via U.S. mail or electronic mail. The "Do Not Call" policy is also posted on Legence Banks' website.