

FACTS:

WHAT DOES TOWNEBANK AND ITS FAMILY OF COMPANIES 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 number and other employment information
- Account balances and transaction history
- Credit history and investment experience

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 TowneBank and its family of companies chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information

Does TowneBank & its family of companies share?

Can you limit this sharing?

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

Yes

No

For our marketing purposes - to offer our products and services to you

Yes

Yes

For joint marketing with other financial companies

Yes

Yes

For our affiliates' everyday business purposes - information about your transactions and experiences

Yes

No

For our affiliates' everyday business purposes - information about your creditworthiness

Yes

Yes

For our affiliates to market to you

Yes

Yes

For nonaffiliates to market to you

No

We don't share

To limit our sharing

- Mail the form below.
- Visit us online: townebank.com/optout
- Contact your hometown banker.

Please note: If you are a new customer, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

Questions?

Your hometown banker or Towne affiliated representative would be happy to answer questions about this Privacy Notice. For their direct contact information, call:

TowneBank: (844) 402-0002

Towne Insurance: (800) 486-4611

Towne Investment Group: (888) 249-2271

Towne Benefits: (855) 340-3873

Mortgage Companies:

TowneBank Mortgage: (888) 637-1321

NewTowne Mortgage: (757) 687-5088

TowneMortgage of the Carolinas: (919) 882-5151

Towne Mortgage: (757) 491-6300

Coastal Home Mortgage Co., LLC: (757) 321-8074

SimonTowne Mortgage: (757) 687-5099

Mail-in Form

If you have joint accounts, your choice(s) will apply to everyone on your accounts.

Please note: If you have previously informed us of your preference, you do not have to do so again.

Mail to:

TowneBank
 Attn: Compliance Department
 P. O. Box 2818
 Norfolk, VA 23501-2818

Check here if you do not want TowneBank and its family of companies to share personal information about you, as outlined below:

- For TowneBank marketing purposes to offer products and services to you.
- For joint marketing with other financial companies to offer products and services to you.
- For Towne affiliates' everyday business purposes (specifically your creditworthiness).
- For Towne affiliates' marketing purposes to offer additional products or services to you.

Full Name: _____
 (Please print your name as it appears on your account statement)

Street Address: _____

City, State, Zip: _____

Telephone Number: (_____) _____
 (We will contact you if we have questions regarding this request)

Please check below which companies you utilize:

- Bank
 Insurance
 Investment
 Mortgage
 Real Estate
 Title

Who we are:	
Who is providing this notice?	TowneBank and its family of companies: TowneBank of Currituck, TowneBank OBX, Towne Wealth Management, Towne Insurance Agency LLC, Towne Benefits, Towne Investment Group, TowneBank Mortgage, Towne Mortgage LLC, NewTowne Mortgage LLC, Towne Mortgage of the Carolina's LLC, SimonTowne Mortgage LLC, HomeSale Mortgage LLC, Coastal Home Mortgage Co., LLC, FitzGerald Financial Group, Advance Financial Group, Towne 1031 Exchange LLC, and Virginia Home Title & Settlements.
What we do:	
How does TowneBank and its family of companies protect my personal information?	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 & buildings. Our employees are also committed to safeguarding customer information and preventing its unauthorized access, disclosure, or use.
How does TowneBank and its family of companies collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> ● open an account or apply for a loan ● apply for insurance, or use your credit or debit card ● seek advice about your investments We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> ● sharing for affiliates' everyday business purposes - information about your creditworthiness ● affiliates from using your information to market to you ● sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing. [See below for more on your rights under state law.]
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account.
Definitions:	
Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. <i>Our affiliates include companies with a TowneBank/Towne name and other financial companies such as banks, mortgage companies, broker-dealers, insurance agencies; and, nonfinancial companies such as employee benefit companies, real estate agencies, property management companies, and title and escrow companies.</i>
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <i>Nonaffiliates we share with can include government entities, credit bureaus, insurance companies, companies that perform marketing services on our behalf, and companies that assist in servicing your loan(s) or account(s) with us.</i>
Joint Marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <i>Our joint marketing partners include investment and asset management services, personal insurance providers, credit card providers, and real estate service providers.</i>
Other important information:	
Special Notice to California and Vermont Residents – In accordance with applicable state privacy laws, we will treat accounts with California and Vermont mailing addresses as if you have elected to opt-out.	
This notice applies to individual consumers who are customers or former customers. This notice replaces all previous notices of our consumer privacy policy, and may be amended at any time. We will keep you informed of changes or amendments as required by law.	