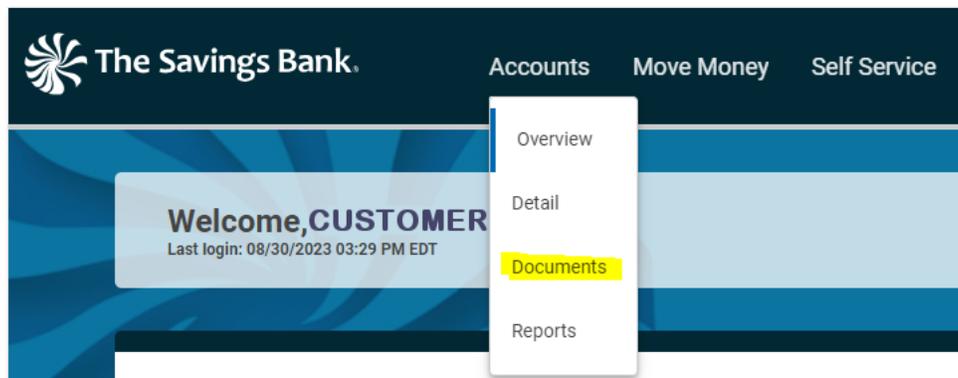


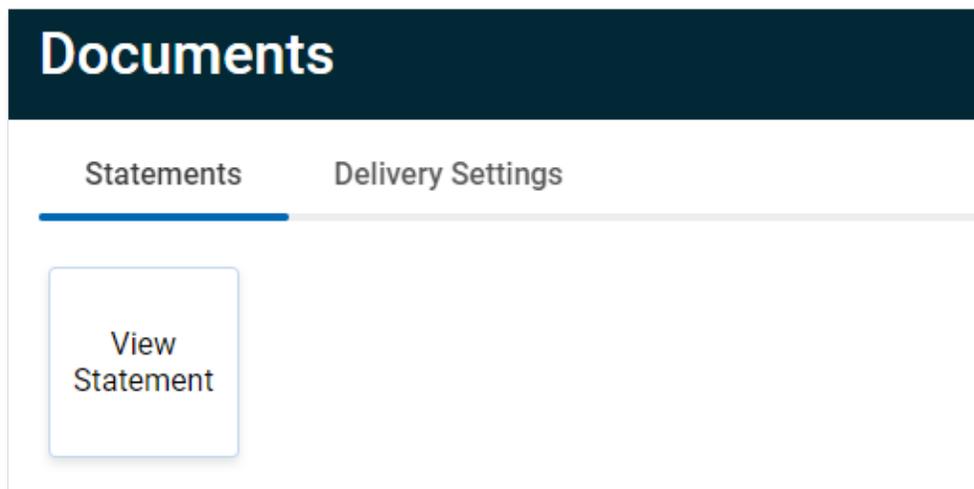
Important Information Regarding eStatements – September 2023

Following our recent system upgrade, customers will need to re-enroll in eStatements to continue receiving them moving forward. In order to re-enroll in eStatements, personal online banking users should follow these steps:

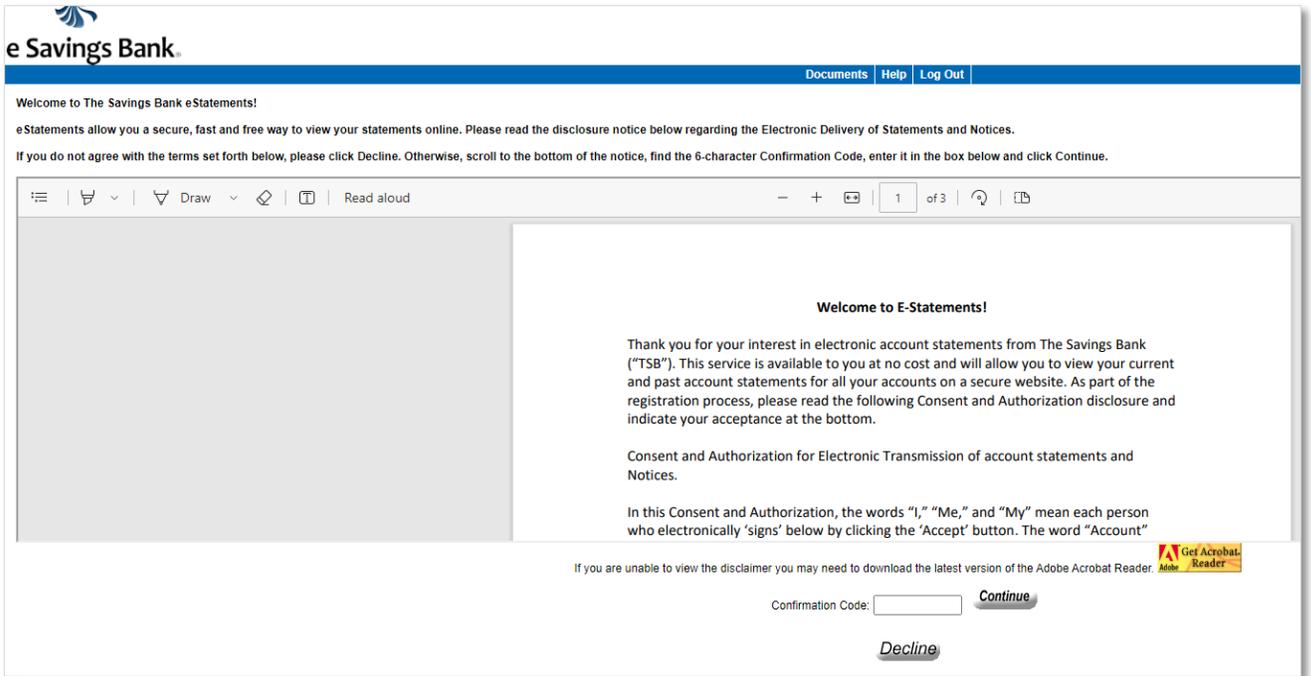
- 1) After logging in to your online banking, please click the **Accounts** menu at the top left of the screen and select **Documents**.



- 2) From here, you will see three links, Statements, Delivery Settings, and View Statement, as shown below. Delivery Settings will show a customer whether they have chosen eStatements or paper statements. **However, all customers who wish to receive eStatements will need to re-enroll, even if that page indicates they have already chosen eStatements. This re-enrollment process will prompt the system to send statement emails to the customer.**

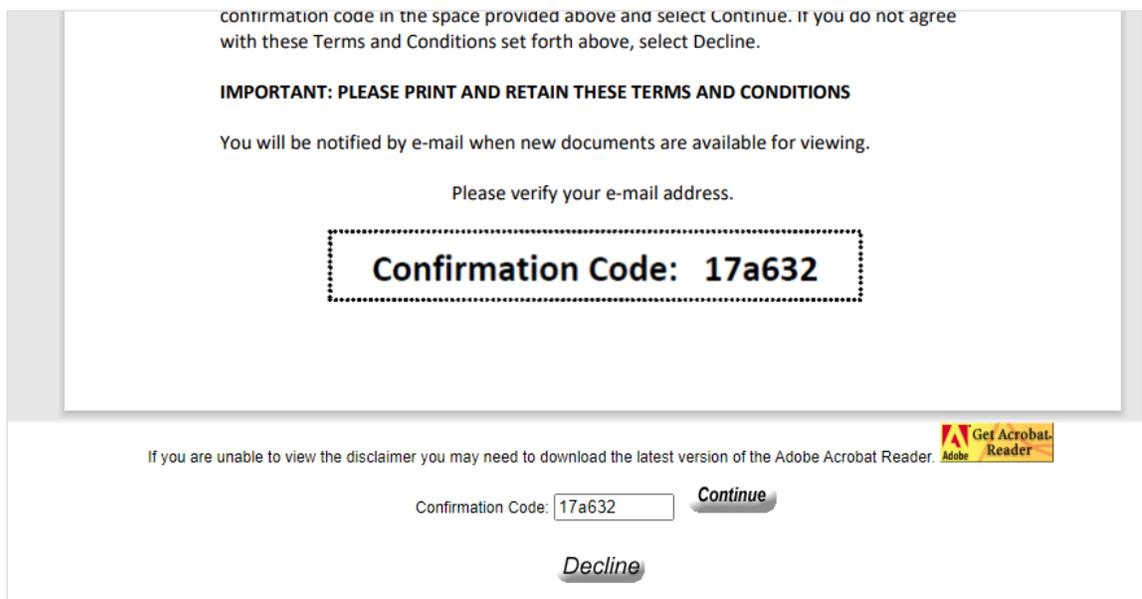


- 3) Click the **View Statement** button in order to initiate the re-enrollment process. After clicking View Statement, you will see the following page. This is where you will accept the new eStatement agreement.



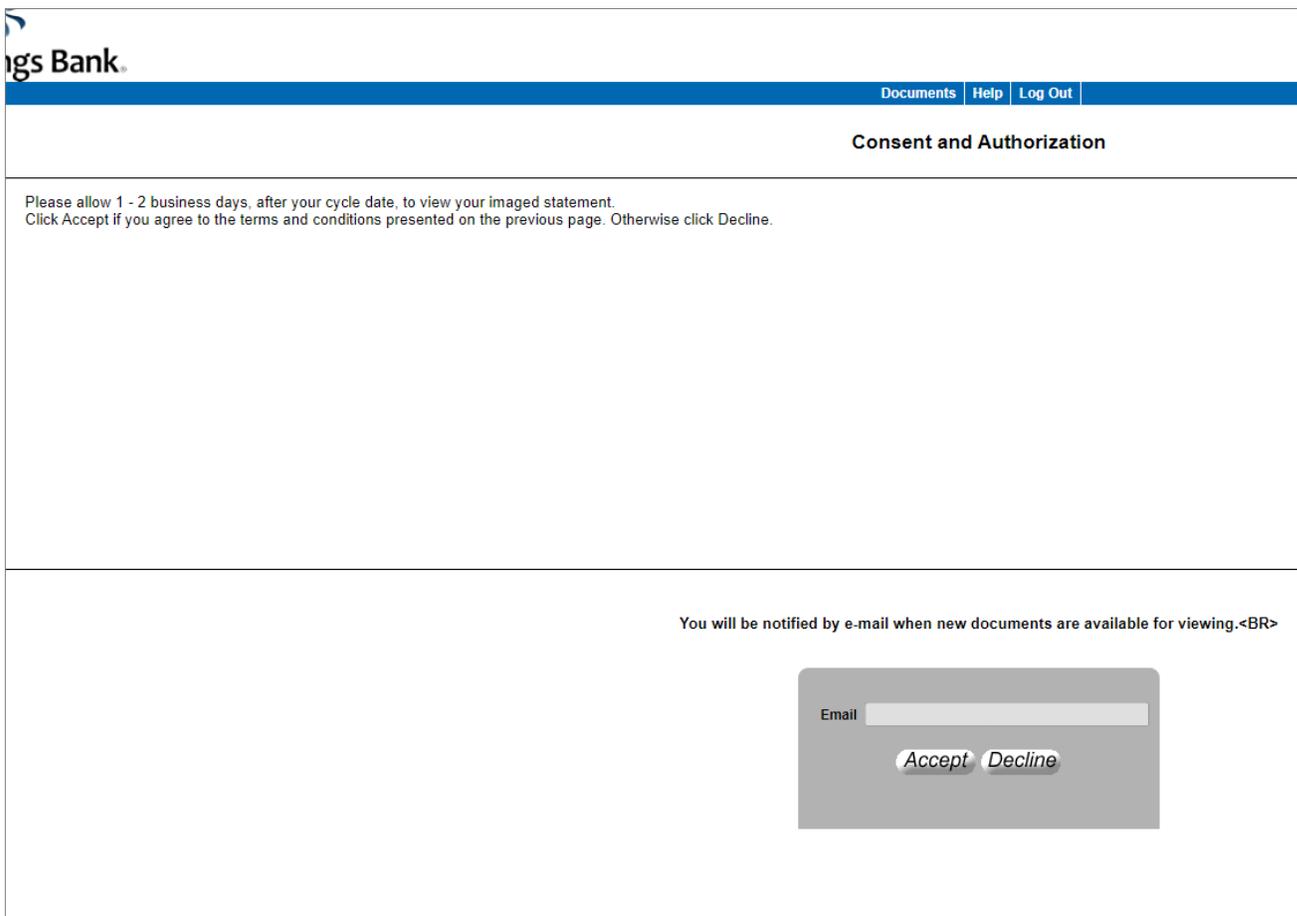
The screenshot shows the 'e Savings Bank' website interface. At the top, there is a navigation bar with 'Documents', 'Help', and 'Log Out' links. Below the navigation bar, a welcome message reads: 'Welcome to The Savings Bank eStatements! eStatements allow you a secure, fast and free way to view your statements online. Please read the disclosure notice below regarding the Electronic Delivery of Statements and Notices. If you do not agree with the terms set forth below, please click Decline. Otherwise, scroll to the bottom of the notice, find the 6-character Confirmation Code, enter it in the box below and click Continue.' The main content area displays a PDF document titled 'Welcome to E-Statements!'. The document text includes: 'Thank you for your interest in electronic account statements from The Savings Bank ("TSB"). This service is available to you at no cost and will allow you to view your current and past account statements for all your accounts on a secure website. As part of the registration process, please read the following Consent and Authorization disclosure and indicate your acceptance at the bottom.' It also contains a section for 'Consent and Authorization for Electronic Transmission of account statements and Notices' and a disclaimer: 'In this Consent and Authorization, the words "I," "Me," and "My" mean each person who electronically "signs" below by clicking the "Accept" button. The word "Account"'. At the bottom of the document, there is a 'Confirmation Code:' field with an empty input box, a 'Continue' button, and a 'Decline' button. A small Adobe Acrobat Reader icon is visible in the bottom right corner of the document area.

- 4) Please review the agreement. At the bottom of the agreement, you will find a confirmation code. Please enter the code in the Confirmation Code field before clicking Continue. (Note that if you cannot see the agreement, you may need to download the latest version of Adobe Acrobat Reader.)



This screenshot shows a close-up of the confirmation code field. The text above the field reads: 'confirmation code in the space provided above and select Continue. If you do not agree with these Terms and Conditions set forth above, select Decline.' Below this, it says 'IMPORTANT: PLEASE PRINT AND RETAIN THESE TERMS AND CONDITIONS' and 'You will be notified by e-mail when new documents are available for viewing. Please verify your e-mail address.' The confirmation code '17a632' is displayed in a dashed box. At the bottom, there is a 'Confirmation Code:' label followed by an input field containing '17a632', a 'Continue' button, and a 'Decline' button. An Adobe Acrobat Reader icon is also present in the bottom right corner.

- 5) After clicking Continue, you will be able to confirm the email address to which you would like the eStatement notifications sent. Confirm the email address and click accept.



The screenshot shows a web page for The Savings Bank. At the top left is the bank's logo. A blue navigation bar contains links for "Documents", "Help", and "Log Out". The main heading is "Consent and Authorization". Below this, a message states: "Please allow 1 - 2 business days, after your cycle date, to view your imaged statement. Click Accept if you agree to the terms and conditions presented on the previous page. Otherwise click Decline." Further down, a text prompt reads: "You will be notified by e-mail when new documents are available for viewing.
". Below this prompt is a form with an "Email" label, a text input field, and two buttons labeled "Accept" and "Decline".

- 6) Success! You are now re-enrolled in eStatements and will receive notifications via email. You should be able to see past eStatements via this page, as well. eStatements from March 2022 through March 2023 are available at this time. More recent 2023 statements, prior to the upgrade, will be available soon.