

Product Knowledge

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| 1. What account can help customers re-establish their checking history? | A. MobiMoney |
| 2. Free account for customers 60 years of age or better that can also earn interest | B. \$1,000 |
| 3. Account for teens ages 13-17 (with a family member over 18) and comes with a free personalized school spirit debit card | C. \$5,000 |
| 4. Interest-Bearing account that allows you to get discounts on loans as well as 2 free boxes of checks a year | D. 90 days |
| 5. Account that can be made free with E-Statements (\$1) and .10 for every debit card POS purchase | E. 2 Years |
| 6. Traditional account for customers who are seeking a basic checking account | F. 15 |
| 7. Account for active and retired US Military service members | G. Classic Checking |
| 8. Minimum daily balance for Platinum Advantage Investment Money Market Checking | H. Relationship Checking |
| 9. Minimum balance for Relationship Checking account to be made free | I. E-Statements |
| 10. What is the minimum balance to waive fee for HSA? | J. \$500 |
| 11. What account is for customers wanting a daily checking that also earns them interest? | K. 11:30 |
| 12. Veterans checking account comes with what type of free checks and custom debit card | L. Spirit Checking |
| 13. How many bills can you pay with Bill Pay for free? | M. American Flag |
| 14. What app can you use to turn your debit card on and off | N. Checking Plus |
| 15. How long do you have to have your account open before you can use mobile deposit? | O. Senior Checking |
| 16. What product do you need to have to waive fee for Bill Pay? | P. Next Checking |
| 17. How long are your statements available online? | Q. \$7,500 |
| 18. Minimum opening deposit for a CD? | R. Prime Checking |
| 19. Whats the maximum term on a CD? | S. 5 Years |

20. What is the cut off time for ATM Plus deposits?

T. Veterans Checking