

HOW TO: USE TENDTO'S TEXT BANKING

Text Banking is the easiest way to access your Tendto accounts. Whether you have a smartphone or not, you will have access to your accounts in an instant.

To get access to Tendto's Text Banking, you must have your phone set up for Mobile Alerts - even if you do not receive Mobile Alerts. You can set up your phone for Mobile Alerts through Online Banking in the Self Service tab, Mobile Banking or by speaking to a Tendto team member.

To begin using Text Banking, simply text MENU to our 5 digit code - 61802. Make sure to save the code as a contact for future reference.

< TEXT BANKING COMMANDS >

MENU – See all Text Banking commands

BAL – Get balances

ACCT – List of eligible accounts

HIST – Get transaction history

TRAN – Transfer money between accounts

CARDS – List of eligible credit cards

PAYCC – Pay Mastercard® credit card

LOAN – Link to Tendto's loan application page

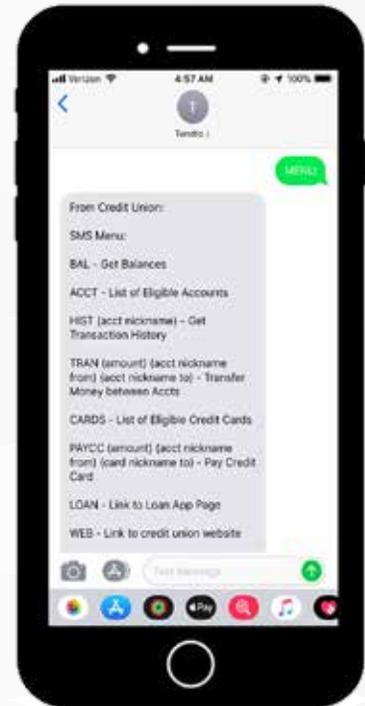
WEB – Link to Tendto's website

PHONE – Downtown credit union phone number

HOURS – Hours of operation for all branches

OPTOUT – Unsubscribe from Text Banking

START – Resubscribe to Text Banking



ACCESSING TEXT BANKING

- 1** SET UP Mobile Alerts
- 2** TEXT MENU to 61802
- 3** FOLLOW the prompts above and make your selection

IMPORTANT INFORMATION

- Available 24/7
- FREE service from Tendto
- Standard text and data rates may still apply
- To view the full Terms of Service and Privacy Statement, visit tendto.com

1. When you opt-in to the service, we will send you an SMS message to confirm your signup.
2. You can cancel the SMS service at any time. Just text "**OPTOUT**" to **61802**. After you send the SMS message "**OPTOUT**" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
3. If at any time you forget what keywords are supported, just text "**MENU**" to 6.
4. After you send the SMS message "**MENU**" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.
5. **We are able to deliver messages to the following mobile phone carriers:**

Major carriers: AT&T, Verizon Wireless, Sprint, T-Mobile, U.S. Cellular, Alltel, Boost Mobile, Nextel, and Virgin Mobile.

Minor carriers: Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central IL (ECIT), Cellular One of Northeast Pennsylvania, Cincinnati Bell Wireless, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Simmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless).
6. As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive no more than one marketing/promotional message per week or 4 marketing/promotional messages per month. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

For all questions about the services provided by this short code, you can send an email to cumail@tendtocu.com.
7. If you have any questions regarding privacy, please read our Privacy Statement:
<https://www.tendtocu.com/Documents/Disclosures/Privacy-Policy>.



TEXT BANKING & TEXT MESSAGING SHORT CODE PRIVACY STATEMENT

SHORT CODE: 61802

The Tendto Credit Union ("Tendto") Text Banking and Text Messaging application ("Tendto Text Banking") and the associated Tendto Credit Union Online Banking site available at tendtocu.com are owned and operated Tendto Credit Union ("us" "we" or "our"). This Tendto Text Banking & Text Messaging Privacy Statement (the "Privacy Statement") is intended to inform you of our policies and practices regarding the collection, use and disclosure of any information you submit to us through Tendto Text Banking. This includes "Personal Information," which is information about you that is personally identifiable such as your name, e-mail address, user ID number, and other non-public information that is associated with the foregoing, as well as "Anonymous Information," which is information that is not associated with or linked to your Personal Information and does not permit the identification of individual persons.

USER CONSENT

By accessing or otherwise using Tendto Text Banking, you agree to the terms and conditions of this Privacy Statement and the associated Text Banking and Text Messaging Short Code Terms of Service found at tendtocu.com. You expressly consent to the processing of your Personal Information and Anonymous Information according to this Privacy Statement. Your Personal Information may be processed by us in the country where it was collected as well as other countries (including the United States) where laws regarding processing of personal Information may be less stringent than the laws in your country.

REGARDING CHILDREN

Children under the age of 13 are not permitted to use Tendto Text Banking and we do not intentionally collect or maintain Personal Information from those who are under 13 years old. Protecting the privacy of children is very important to us. Thus, if we obtain actual knowledge that a user is under 13, we will take steps to remove that user's Personal Information from our databases. We recommend that children between the ages of 13 and 18 obtain their parent's permission before submitting information over the internet. By using Tendto Text Banking, you are representing that you are at least 18 years old or that you are at least 13 years old and have your parents' permission to use Tendto Text Banking.

COLLECTION AND USE OF PERSONAL INFORMATION

In general, we collect Personal Information that you submit to us voluntarily through Tendto Text Banking. We also collect information that you submit in the process of creating or editing your account and user profile on Tendto Text Banking. For example, our registration and login process requires you to provide us with your name, valid email address and password of your choice. When you personalize your profile and use the features of Tendto Text Banking, we will collect any information you voluntarily provide, and we may also request optional information to support your use of Tendto Text Banking, such as your year of birth, gender and other demographic information. We collect information in the form of the content that you submit during your use of Tendto Text Banking, such as photos, comments, ratings and other information you choose to submit.

PERSONAL INFORMATION FROM OTHER SOURCES

We may receive Personal Information about you from other sources with which you have registered, companies who we have partnered with (collectively, "Partners") or other third parties. We may associate this information with the other Personal Information we have collected about you.

INFORMATION COLLECTED VIA TECHNOLOGY

As you use Tendto Text Banking, certain information may also be passively collected and stored on our or our service providers' server logs, including your Internet protocol address, browser type, and operating system. We also use Cookies and navigational data like Uniform Resource Locators (URL) to gather information regarding the date and time of your visit and the solutions and information for which you searched and viewed, or on which of the advertisements displayed on Tendto Text Banking you clicked. This type of information is collected to make Tendto Text Banking and solutions more useful to you and to tailor the experience with Tendto Text Banking to meet your special interests and needs.

An "Internet protocol address" or "IP Address" is a number that is automatically assigned to your computer when you use the Internet. In some cases your IP Address stays the same from browser session to browser session; but if you use a



TEXT BANKING & TEXT MESSAGING SHORT CODE PRIVACY STATEMENT

consumer internet access provider, your IP Address probably varies from session to session. For example, we, or our service providers, may track your IP Address when you access Tendto Text Banking to assist with ad targeting.

"Cookies" are small pieces of information that a website sends to your computer's hard drive while you are viewing a website. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience with Tendto Text Banking. Persistent Cookies can be removed by following your Internet browser help file directions. In order to use our services offered through Tendto Text Banking, your web browser must accept Cookies. If you choose to disable Cookies, some aspects of Tendto Text Banking may not work properly, and you will not be able to receive our services.

USE AND DISCLOSURE OF INFORMATION

Except as otherwise stated in this Privacy Statement, we do not generally sell, trade, rent, or share the Personal Information that we collect with third parties, unless you ask or authorize us to do so.

We may provide your Personal Information to third-party service providers who work on behalf of or with us to provide some of the services and features of Tendto's Text Banking and to help us communicate with you. Examples of such services include sending email, analyzing data, providing marketing assistance, processing payments (including credit card payments), and providing customer service. We require our third-party service providers to promise not to use such information except as necessary to provide the relevant services to us. We may share some or all of your Personal Information with our third-party partners, those with whom we have a co-branding or promotional relationship, or other third-parties about whom you are otherwise notified and do not request to opt out of such sharing. This Privacy Statement does not cover the use of your personally identifiable information by such third-parties. We do not maintain responsibility for the manner in which third parties, including, without limitation, social networks, other partners and advertisers, use or further disclose Personal Information collected from you in accordance with this Privacy Statement, after we have disclosed such information to those third parties. If you do not want us to use or disclose Personal Information collected about you in the manners identified in this Privacy Statement, you may not use Tendto Text Banking.

Although we currently do not have a parent company, any subsidiaries, joint ventures, or other companies under a common control, we may in the future, and we may share some or all of your Personal Information with these companies, in which case we will require them to honor this Privacy Statement.

In the event we go through a business transition such as a merger, acquisition by another company, or sale of all or a portion of its assets, your Personal Information may be among the assets transferred. You acknowledge that such transfers may occur and are permitted by this Privacy Statement, and that any acquirer of ours or that acquirer's assets may continue to process your Personal Information as set forth in this Privacy Statement. We may disclose your Personal Information if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on us; or (b) to protect and defend our rights or property, you, or third parties. You hereby consent to us sharing your Personal Information under the circumstances described herein.

THE ABILITY OF OTHERS TO VIEW YOUR INFORMATION

Helping you to protect your information is a vital part of our mission. It is up to you to make sure you are comfortable with the information you choose to provide us and the information you choose to publish. We will not have any obligations with respect to any information that you post to parts of Tendto Text Banking available to others, and recommend that you use caution when giving out personal information to others in public forums online or otherwise. We also share the information you publish with other third parties.

THIRD PARTY SITES AND ADVERTISING

Tendto Text Banking may contain links to other websites. Please be aware that we are not responsible for the privacy practices or the content of such other websites. We encourage our users to read the privacy statements of each and every website they visit. This Tendto Text Banking Privacy Statement applies solely to information collected by us through Tendto Text Banking and does not apply to these third-party websites. The ability to access information of third parties from Tendto Text Banking, or links to other websites or locations, is for your convenience and does not signify our endorsement of such third-parties, their products, their services, other websites, locations or their content.



TEXT BANKING & TEXT MESSAGING SHORT CODE PRIVACY STATEMENT

YOUR CHOICES REGARDING YOUR PERSONAL INFORMATION

We offer you choices regarding the collection, use, and sharing of your Personal Information. When you receive promotional communications from us, you may indicate a preference to stop receiving further promotional communications from us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the promotional e-mail you receive or by contacting us directly (please see contact information below).

Despite your indicated email preferences, we may send you administrative emails regarding Tendto Text Banking, including, for example, administrative confirmations, and notices of updates to our Privacy Statement if we choose to provide such notices to you in this manner.

You may change any of your profile information by editing it in the profile settings page. You may request deletion of your Personal Information by contacting us at cumail@tendto.com, but please note that we may be required (by law or otherwise) to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request, only after we have fulfilled such requirements). When we delete Personal Information, it will be deleted from the active database, but may remain in our archives.

FEEDBACK

If you provide feedback to us, we may use and disclose such feedback for any purpose, provided we do not associate such feedback with your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this Privacy Statement. You agree that any such comments and any email we receive becomes our property. We may use feedback for marketing purposes or to add to or modify our services without paying any royalties or other compensation to you.

SECURITY

We are committed to protecting the security of your Personal Information. We use a variety of industry-standard security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure. Even though we have taken significant steps to protect your Personal Information, no company, including us, can fully eliminate security risks associated with Personal Information.

CONTACT AND REVISIONS

If you have questions or concerns about our Privacy Statement, please contact us at cumail@tendto.com. This Privacy Statement is subject to occasional revision at our discretion, and if we make any substantial changes in the way we use your Personal Information, we will post an alert on this page. If you object to any such changes, you must cease using Tendto Text Banking. Continued use of Tendto Text Banking following notice of any such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.