

The **1ST** NATIONAL
BANK
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Community Reinvestment Act

Public File

2024

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CITIZENS FIRST NATIONAL BANK LOCATIONS

MAIN BANK

529 Lake Avenue
PO Box 1227
Storm Lake, IA 50588
M – F, 8 AM – 5 PM
P (712) 732 – 5440
F (712) 732 – 6167

NORTH OFFICE

1821 Lake Avenue
PO Box 1227
Storm Lake, IA 50588
M – F, 8 AM – 6 PM
Saturday 8 AM – NOON
P (712) 732 – 5440

EARLY BRANCH

100 E 2nd Street
Early, IA 50535
M – F, 8 AM – 3 PM
P (712) 213 - 3655

CitizensFNB.com

Social Media - Facebook

CITIZENS FIRST NATIONAL BANK OPENED / CLOSED BRANCHES

2021 - 2023 None

CITIZENS FIRST NATIONAL BANK SERVICES

DEPOSIT SERVICES	LOAN SERVICES*	TRUST SERVICES*
Checking Accounts	Commercial / Ag / Consumer	Estates
Savings Accounts	Real Estate Operating	Retirement Planning
Certificates of Deposit	Start-up Leases	Individual / Business
Safe Deposit Boxes*	Vehicle LOCs	Retirement Plans
	Equipment Livestock	Farm Management
	Floor Plans HELOCs	Discount Brokerage
	Unsecured OD LOCs	Medallion Guaranty
	Credit Cards	Trust / Agency
	FSA Subordinated &	Escrow Agent Accounts
	Guaranteed	Tax Returns

*Offered at the main and Early, IA locations.

CITIZENS FIRST NATIONAL BANK ASSESSMENT AREA

The Citizens First National Bank's assessment area includes Buena Vista County and Sac County, Iowa. Included with this file are the US Census Bureau's 2020 census tract Reference maps for the aforementioned counties.

CITIZENS FIRST NATIONAL BANK LOAN-TO-DEPOSIT RATIO

Loans and deposit information as submitted in quarterly Call Reports as of quarter end listed below.

03/31/2023 Loans = 154,584,000	Deposits = 235,224,000	Ratio = 65.7%
06/30/2023 Loans = 147,369,000	Deposits = 217,961,000	Ratio = 67.6%
09/30/2023 Loans = 152,222,000	Deposits = 210,338,000	Ratio = 72.4%
12/31/2023 Loans = 150,584,000	Deposits = 217,478,000	Ratio = 69.2%



PUBLIC DISCLOSURE

April 11, 2022

COMMUNITY REINVESTMENT ACT PERFORMANCE EVALUATION

The Citizens First National Bank of Storm Lake
Charter Number: 10034

529 Lake Avenue
Storm Lake, IA 50588

Office of the Comptroller of the Currency

Sioux Falls Field Office
4900 South Minnesota Avenue, Suite 300
Sioux Falls, SD 57108

NOTE: This document is an evaluation of this institution's record of meeting the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with safe and sound operation of the institution. This evaluation is not, and should not be construed as, an assessment of the financial condition of this institution. The rating assigned to this institution does not represent an analysis, conclusion, or opinion of the federal financial supervisory agency concerning the safety and soundness of this financial institution.

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Overall CRA Rating

Institution's CRA Rating: This institution is rated **Outstanding**.

The Lending Test is rated: Outstanding.

The major factors that support this rating include:

- The Lending Test rating is based on performance in the State of Iowa. The Citizens First National Bank of Storm Lake (CFNB or bank) has one assessment area (AA) in the State of Iowa comprising all census tracts (CTs) in Buena Vista County and Sac County.
- CFNB exhibits excellent geographic distribution of loans to geographies of different income levels and excellent distribution of loans to borrowers of different income levels and farms of different sizes. Additionally, management originated a majority of loans inside the AA and the bank's loan-to-deposit (LTD) ratio is reasonable.

Loan-to-Deposit Ratio

Considering the bank's size, financial condition, and credit needs of the AA, the bank's LTD ratio is reasonable.

CFNB's average quarterly LTD ratio for the 16 quarters from March 31, 2018, to December 31, 2021, was 63 percent. The ratio ranged from a quarterly low of 53 percent to a quarterly high of 73 percent. The ratio decreased over the 16 quarters which is attributable to decreased agricultural loan demand. Agricultural loan needs slowed due to agricultural borrowers benefitting from pandemic-related government stimulus payments and improved commodity prices.

We conducted a LTD analysis using eight similarly situated banks operating within the bank's AA with total assets between \$37 million and \$348 million. CFNB's average LTD ratio modestly exceeded the comparable bank's average LTD ratio of 62 percent. The comparable bank's LTD ratio ranged from an average quarterly low of 34 percent to an average quarterly high of 100 percent.

Lending in Assessment Area

A majority of the bank's loans are inside its AA.

Management originated and purchased 63 percent of its total loans inside the bank's AA during the evaluation period. This analysis is performed at the bank, rather than the AA, level.

Lending Inside and Outside of the AA										
Loan Category	Number of Loans				Total #	Dollar Amount of Loans \$(000s)				Total \$(000s)
	Inside		Outside			Inside		Outside		
	#	%	#	%		\$	%	\$	%	
Small Farm	12	60	8	40	20	1,211	52	1,132	48	2,343
Consumer	13	65	7	35	20	135	67	67	33	202
Total	25	63	15	37	40	1,346	53	1,199	47	2,545

Description of Institution

CFNB is a single-state community financial institution headquartered in Storm Lake, Iowa. As of December 31, 2021, CFNB had total assets of \$258 million and tier one capital of \$24 million. CFNB is a wholly owned subsidiary of FNC., Inc. FNC., Inc. is located in Storm Lake, Iowa and had total assets of \$79 million as of December 31, 2021. CFNB has one subsidiary, Citizens Credit Corporation, that acts as an insurance agency. The subsidiary does not have an impact on the bank's capacity for community reinvestment and is not considered when evaluating the bank's performance.

CFNB operates three branches in the counties of Buena Vista and Sac. Two branches are located in Storm Lake, Iowa and one branch is located in Early, Iowa. The Storm Lake branches contain deposit-taking ATMs. No branches were opened or closed during the evaluation period, and no merger or acquisition activity occurred during the evaluation period.

CFNB offers traditional deposit and lending products and services. CFNB offers a variety of agricultural, commercial, consumer, and residential real estate lending products, with primary business focus on agricultural and consumer lending. As of December 31, 2021, total loans were \$132 million representing 51 percent of total assets. Agricultural loans totaled \$81 million and represented 316 percent of capital, and consumer loans totaled \$9 million and represented 36 percent of capital. Although consumer loans represent a smaller portion of capital, consumer loans represent 39 percent of originations by number from 2019 to 2021.

For the purposes of Community Reinvestment Act (CRA), CFNB operates with one rating area and one AA. CFNB's rating area is the State of Iowa. The AA includes all CTs in the counties of Buena Vista and Sac. The AA contains one moderate CT and nine middle income CTs.

There are no legal, financial, or other impediments limiting CFNB's ability to meet the credit needs in its AA during the evaluation period. CFNB received a Satisfactory rating in its last performance evaluation dated April 2, 2018.

Scope of the Evaluation

Evaluation Period/Products Evaluated

We evaluated CFNB using Small Bank CRA examination procedures. The bank's overall rating is based on the Lending Test, which evaluates the bank's record of meeting the credit needs of the AA through its lending activities. The evaluation period for the Lending Test was January 1, 2019, to December 31, 2021. We sampled agricultural and consumer loans originated during the evaluation period, as those were determined to be the bank's primary loan products when considering volume by number and dollar.

Selection of Areas for Full-Scope Review

In each state where the bank has an office, one or more of AAs within that state was selected for a full-scope review. For purposes of this evaluation, bank delineated AAs located within the same metropolitan statistical area (MSA), multistate metropolitan statistical area (MMSA), or combined statistical area (CSA) are combined and evaluated as a single AA. Similarly, bank delineated non-MSA AAs within the same state are combined and evaluated as a single area. These combined AAs may be evaluated as full- or limited-scope. Refer to the "Scope" section under each State Rating for details regarding how full-scope AAs were selected. Refer to appendix A, Scope of Examination, for a list of full- and limited-scope AAs.

Ratings

The bank's overall rating is a blend of the state ratings, and where applicable, multistate ratings.

Given CFNB has operations in a single state, all weight was applied to the State of Iowa rating. Farm loans are weighted more heavily as they represent a higher percentage of loans by dollar volume. However, consumer loans are weighted more heavily in geographic distribution analysis given there are fewer agricultural lending opportunities in the moderate-income CT.

The MMSA rating and state ratings are based on performance in all bank AAs. Refer to the "Scope" section under each state and MMSA Rating section for details regarding how the areas were weighted in arriving at the respective ratings.

Discriminatory or Other Illegal Credit Practices Review

Pursuant to 12 CFR 25.28(c) or 195.28(c), respectively, in determining a national bank's or federal savings association's (collectively, bank) CRA rating, the OCC considers evidence of discriminatory or other illegal credit practices in any geography by the bank, or in any AA by an affiliate whose loans have been considered as part of the bank's lending performance. As part of this evaluation process, the OCC consults with other federal agencies with responsibility for compliance with the relevant laws and regulations, including the U.S. Department of Justice, the U.S. Department of Housing and Urban Development, and the Bureau of Consumer Financial Protection, as applicable.

The OCC has not identified that this institution has engaged in discriminatory or other illegal credit practices that require consideration in this evaluation.

The OCC will consider any information that this institution engaged in discriminatory or other illegal credit practices, identified by or provided to the OCC before the end of the institution's next performance evaluation in that subsequent evaluation, even if the information concerns activities that occurred during the evaluation period addressed in this performance evaluation.

State Rating

State of Iowa

CRA rating for the State of Iowa¹: Outstanding

The Lending Test is rated: Outstanding

The major factors that support this rating include:

- The geographic distribution of farm and consumer loans to geographies of different income levels reflects excellent distribution of AA demographics.
- The borrower distribution of loans to consumer borrowers of different income levels and farms of different sizes reflects excellent distribution of AA demographics.

Description of Institution's Operations in Iowa

CFNB's operations in the State of Iowa are centered in its single AA, the Iowa Non-MSA AA, which includes Buena Vista and Sac counties. The AA includes three branches. CFNB's primary business focus in the AA is consumer and agricultural lending.

Competition in the AA is moderate and includes regional and local community banks. As of June 30, 2021, there were 13 institutions with 26 banking offices in the AA. CFNB had \$219 million in deposits inside the AA as of June 30, 2021, which represents 100 percent of the bank's total deposits. CFNB ranked third in deposit market share with a market share of 15 percent.

The Iowa Non-MSA comprises one moderate income CT and nine middle income CTs. Thirty-one thousand people, or 14 thousand households, live in the AA. The AA includes 3 thousand businesses. 83 percent of the businesses are non-farm businesses and 71 percent of businesses employ fewer than five individuals.

The economy in the AA fluctuated during the period. According to the Bureau of Labor Statistics, the average unemployment rate for the two counties in the AA was 2.9 percent in January 2019 and 2.7 in December 2021. The highest local unemployment rate during the evaluation period was 6.6 percent in Sac County in April 2020, and the lowest unemployment rate was 1.5 percent in Sac County in October and November 2019. Major areas of employment for the AA include the services and agriculture industries.

We completed two community contacts in the AA to assess the adequacy of financial institutions in meeting the credit needs of the local community. The first contact works for an organization involved with the development of local entrepreneurs. The contact stated local banks are providing lending and technology needs for businesses and agricultural customers, including resources to facilitate online banking relationships and business presence during the COVID-19 pandemic. The second contact represents an organization for development in local rural counties through workforce analytics and talent

¹ This rating reflects performance within the state. The statewide evaluations do not reflect performance in the parts of those states contained within a MMSA.

recruitment. The contact discussed recruitment efforts at the local processing plants and the increase in workers from outside the area. The new residents create a need for ancillary businesses such as childcare and restaurants as well as lending for businesses, consumer products, and homes. Both contacts stated local bankers regularly take part in recruitment events with the community to promote awareness for banking products and services. The contacts did not identify any specific unmet credit needs in the AA.

Iowa Non-MSA AA

Table A – Demographic Information of the AA						
AA: Iowa Non-MSA AA						
Demographic Characteristics	#	Low % of #	Moderate % of #	Middle % of #	Upper % of #	NA* % of #
Geographies (CT)	10	0.0	10.0	90.0	0.0	0.0
Population by Geography	30,608	0.0	20.3	79.7	0.0	0.0
Housing Units by Geography	13,672	0.0	17.6	82.4	0.0	0.0
Owner-Occupied Units by Geography	8,792	0.0	14.5	85.5	0.0	0.0
Occupied Rental Units by Geography	3,249	0.0	28.0	72.0	0.0	0.0
Vacant Units by Geography	1,631	0.0	13.7	86.3	0.0	0.0
Businesses by Geography	2,704	0.0	17.0	83.0	0.0	0.0
Farms by Geography	564	0.0	4.8	95.2	0.0	0.0
Family Distribution by Income Level	7,972	16.6	21.2	25.6	36.6	0.0
Household Distribution by Income Level	12,041	21.1	17.4	22.3	39.1	0.0
Median Family Income Non-MSAs - IA		\$61,681	Median Housing Value			\$98,211
			Median Gross Rent			\$573
			Families Below Poverty Level			7.6%
<i>Source: 2015 ACS and 2021 D&B Data. Due to rounding, totals may not equal 100.0%. (*) The NA category consists of geographies that have not been assigned an income classification.</i>						

Scope of Evaluation in Iowa

CFNB operates in one AA within the State of Iowa, the Iowa Non-MSA AA. The rating for the State of Iowa is solely based on a full-scope review of this AA.

LENDING TEST

The bank’s performance under the Lending Test in Iowa is rated Outstanding.

Conclusions for Area Receiving a Full-Scope Review

Based on a full-scope review, the bank’s performance in the Iowa Non-MSA AA is excellent.

Distribution of Loans by Income Level of the Geography

The bank exhibits excellent geographic distribution of loans in the State.

Small Loans to Farms

Refer to Table S in the state of Iowa section of appendix D for the facts and data used to evaluate the geographic distribution of the bank's originations and purchases of small loans to farms.

The geographic distribution of farm loans to geographies of different income levels is reasonable. The AA contains one moderate-income CT and no low-income CTs. Management did not originate any farm loans in the moderate-income CT. 2021 Dun & Bradstreet (D&B) data indicates 5 percent of AA farms are located in the moderate-income CT. Aggregate data indicates 4 percent of loans to farms within the AA were originated to farms in the moderate-income CT. There are few opportunities for agricultural lending in the moderate-income CT because a portion of the CT comprises the eastern portion of the town of Storm Lake.

Consumer Loans

Refer to Table U in the state of Iowa section of appendix D for the facts and data used to evaluate the geographic distribution of the bank's consumer loan originations and purchases.

The geographic distribution of consumer loans to geographies of different income levels is excellent. The AA contains one moderate-income CT and no low-income CTs. Management originated 35 percent of consumer loans to borrowers located in the moderate-income CT. 2015 American Community Survey (ACS) data indicates 18 percent of households in the AA were located in the moderate-income CT.

Distribution of Loans by Income Level of the Borrower

The bank exhibits an excellent distribution of loans to individuals of different income levels and businesses and farms of different sizes, given the product lines offered by the bank.

Small Loans to Farms

Refer to Table T in the state of Iowa section of appendix D for the facts and data used to evaluate the borrower distribution of the bank's originations and purchases of small loans to farms.

The distribution of loans to farms of different sizes within the AA is excellent. Management originated 85 percent of farm loans to farms with gross annual revenues (GAR) of \$1 million or less. Aggregate CRA data indicates 66 percent of farm loans within the AA were originated to farms with GAR of \$1 million or less. 2021 D&B data indicates 98 percent of AA farms reported GAR of \$1 million or less.

Consumer Loans

Refer to Table V in the state of Iowa section of appendix D for the facts and data used to evaluate the borrower distribution of the bank's consumer loan originations and purchases.

The distribution of consumer loans to borrowers of different income levels within the AA is excellent. Management originated 25 percent of consumer loans to low-income borrowers. 2015 ACS data indicates 21 percent of AA households are low-income. Management originated 40 percent of consumer loans to moderate-income borrowers. 2015 ACS data indicates 17 percent of AA households are moderate-income.

Responses to Complaints

There were no complaints related to CFNB's CRA performance within the State of Iowa during the evaluation period.

Appendix A: Scope of Examination

The following table identifies the time period covered in this evaluation, affiliate activities that were reviewed, and loan products considered. The table also reflects the MSAs and Non-MSAs that received comprehensive examination review, designated by the term “full-scope,” and those that received a less comprehensive review, designated by the term “limited-scope”.

Time Period Reviewed:	01/01/2019 to 12/31/2021	
Bank Products Reviewed:	Small farm and consumer loans.	
Affiliate(s)	Affiliate Relationship	Products Reviewed
Not applicable	Not applicable	Not applicable
List of AAs and Type of Examination		
Rating and AAs	Type of Exam	Other Information
State of Iowa		
Iowa Non-MSA AA	Full-scope	Counties of Buena Vista and Sac.

Appendix B: Summary of MMSA and State Ratings

RATINGS: THE CITIZENS FIRST NATIONAL BANK OF STORM LAKE	
Overall Bank:	Lending Test Rating:
The Citizens First National Bank of Storm Lake	Outstanding
State:	
Iowa	Outstanding

Appendix C: Definitions and Common Abbreviations

The following terms and abbreviations are used in this performance evaluation, including the CRA tables. The definitions are intended to provide the reader with a general understanding of the terms, not a strict legal definition.

Affiliate: Any company that controls, is controlled by, or is under common control with another company. A company is under common control with another company if the same company directly or indirectly controls both companies. For example, a bank subsidiary is controlled by the bank and is, therefore, an affiliate.

Aggregate Lending (Aggt.): The number of loans originated and purchased by all reporting lenders (HMDA or CRA) in specified income categories as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the state/AA.

Census Tract (CT): A small, relatively permanent statistical subdivision of a county delineated by a local committee of census data users for the purpose of presenting data. CTs nest within counties, and their boundaries normally follow visible features, but may follow legal geography boundaries and other non-visible features in some instances. CTs ideally contain about 4,000 people and 1,600 housing units.

Combined Statistical Area (CSA): A geographic entity consisting of two or more adjacent Core Based Statistical Areas with employment interchange measures of at least 15. An employment interchange measure is a measure of ties between two adjacent entities. The employment interchange measure is the sum of the percentage of workers living in the smaller entity who work in the larger entity and the percentage of employment in the smaller entity that is accounted for by workers who reside in the larger entity.

Community Development (CD): Affordable housing (including multifamily rental housing) for low- and moderate-income (LMI) individuals; community services targeted to LMI individuals; activities that promote economic development by financing businesses or farms that meet Small Business Administration Development Company or Small Business Investment Company programs size eligibility standards or have GARs of \$1 million or less; or activities that revitalize or stabilize LMI geographies, distressed or underserved nonmetropolitan middle-income geographies, or designated disaster areas.

Community Reinvestment Act (CRA): The statute that requires the OCC to evaluate a bank's record of meeting the credit needs of its entire community, including LMI areas, consistent with the safe and sound operation of the bank, and to take this record into account when evaluating certain corporate applications filed by the bank.

Consumer Loan(s): A loan(s) to one or more individuals for household, family, or other personal expenditures. A consumer loan does not include a home mortgage, small business, or small farm loan. This definition includes the following categories: motor vehicle loans, credit card loans, other secured consumer loans, and other unsecured consumer loans.

Family: Includes a householder and one or more other persons living in the same household who are related to the householder by birth, marriage, or adoption. The number of family households always

equals the number of families; however, a family household may also include non-relatives living with the family. Families are classified by type as either a married-couple family or other family, which is further classified into 'male householder' (a family with a male householder and no wife present) or 'female householder' (a family with a female householder and no husband present).

Full-Scope Review: Performance under the Lending, Investment, and Service Tests is analyzed considering performance context, quantitative factors (e.g., geographic distribution, borrower distribution, and total number and dollar amount of investments), and qualitative factors (e.g., innovativeness, complexity, and responsiveness).

Geography: A CT delineated by the United States Bureau of the Census in the most recent decennial census.

Home Mortgage Disclosure Act (HMDA): The statute that requires certain mortgage lenders that conduct business or have banking offices in an MSA to file annual summary reports of their mortgage lending activity. The reports include such data as the race, gender, and the income of applicants, the amount of loan requested, the disposition of the application (e.g., approved, denied, and withdrawn), the lien status of the collateral, any requests for preapproval, and loans for manufactured housing.

Home Mortgage Loans: A closed-end mortgage loan or an open-end line of credit as these terms are defined under 12 CFR 1003.2, and that is not an excluded transaction under 12 CFR 1003.3(c)(1) through (c)(10) and (c)(13).

Household: Includes all persons occupying a housing unit. Persons not living in households are classified as living in group quarters. In 100 percent tabulations, the count of households always equals the count of occupied housing units.

Limited-Scope Review: Performance under the Lending, Investment, and Service Tests is analyzed using only quantitative factors (e.g., geographic distribution, borrower distribution, total number and dollar amount of investments, and branch distribution).

Low-Income Individual: Individual income that is less than 50 percent of the area median income.

Low Income Geography: A CT with a median family income that is less than 50 percent.

Market Share: The number of loans originated and purchased by the institution as a percentage of the aggregate number of loans originated and purchased by all reporting lenders in the state/AA.

Median Family Income (MFI): The median income determined by the U.S. Census Bureau every five years and used to determine the income level category of geographies. The median is the point at which half of the families have income above, and half below, a range of incomes. Also, the median income determined by the Federal Financial Institutions Examination Council (FFIEC) annually that is used to determine the income level category of individuals. For any given area, the median is the point at which half of the families have income above, and half below, a range of incomes.

Metropolitan Division: As defined by Office of Management and Budget, a county or group of counties within a Core Based Statistical Area that contains an urbanized population of at least 2.5 million. A Metropolitan Division consists of one or more main/secondary counties that represent an

employment center or centers, plus adjacent counties associated with the main/secondary county or counties through commuting ties.

Metropolitan Statistical Area (MSA): An area, defined by the Office of Management and Budget, as a core based statistical area associated with at least one urbanized area that has a population of at least 50,000. The MSA comprises the central county or counties containing the core, plus adjacent outlying counties having a high degree of social and economic integration with the central county or counties as measured through commuting.

Middle-Income: Individual income that is at least 80 percent and less than 120 percent of the area median income, or a median family income that is at least 80 percent and less than 120 percent, in the case of a geography

Moderate-Income: Individual income that is at least 50 percent and less than 80 percent of the area median income, or a median family income that is at least 50 percent and less than 80 percent, in the case of a geography.

Multifamily: Refers to a residential structure that contains five or more units.

Owner-Occupied Units: Includes units occupied by the owner or co-owner, even if the unit has not been fully paid for or is mortgaged.

Qualified Investment: A qualified investment is defined as any lawful investment, deposit, membership share, or grant that has as its primary purpose community development.

Rating Area: A rated area is a state or MMSA. For an institution with domestic branches in only one state, the institution's CRA rating would be the state rating. If an institution maintains domestic branches in more than one state, the institution will receive a rating for each state in which those branches are located. If an institution maintains domestic branches in two or more states within a MMSA, the institution will receive a rating for the multi-state metropolitan statistical area.

Small Loan(s) to Business(es): A loan included in 'loans to small businesses' as defined in the Consolidated Report of Condition and Income (Call Report) instructions. These loans have original amounts of \$1 million or less and typically are either secured by nonfarm or nonresidential real estate or are classified as commercial and industrial loans.

Small Loan(s) to Farm(s): A loan included in 'loans to small farms' as defined in the instructions for preparation of the Consolidated Report of Condition and Income (Call Report). These loans have original amounts of \$500,000 or less and are either secured by farmland, or are classified as loans to finance agricultural production and other loans to farmers.

Tier 1 Capital: The total of common shareholders' equity, perpetual preferred shareholders' equity with non-cumulative dividends, retained earnings and minority interests in the equity accounts of consolidated subsidiaries.

Upper-Income: Individual income that is at least 120 percent of the area median income, or a median family income that is at least 120 percent, in the case of a geography.

Appendix D: Tables of Performance Data

Content of Standardized Tables

A separate set of tables is provided for each state. All MMSAs, if applicable, are presented in one set of tables. References to the “bank” include activities of any affiliates that the bank provided for consideration (refer to appendix A: Scope of the Examination). For purposes of reviewing the Lending Test tables, the following are applicable: (1) purchased are treated as originations; and (2) “aggregate” is the percentage of the aggregate number of reportable loans originated and purchased by all HMDA or CRA-reporting lenders in the MMSA/AA. Deposit data are compiled by the Federal Deposit Insurance Corporation (FDIC) and are available as of June 30th of each year. Tables without data are not included in this PE.

The following is a listing and brief description of the tables included in each set:

- Table O. AA Distribution of Home Mortgage Loans by Income Category of the Geography -** Compares the percentage distribution of the number of loans originated and purchased by the bank in low-, moderate-, middle-, and upper-income geographies to the percentage distribution of owner-occupied housing units throughout those geographies. The table also presents aggregate peer data for the years the data is available.
- Table P. AA Distribution of Home Mortgage Loans by Income Category of the Borrower -** Compares the percentage distribution of the number of loans originated and purchased by the bank to low-, moderate-, middle-, and upper-income borrowers to the percentage distribution of families by income level in each MMSA/AA. The table also presents aggregate peer data for the years the data is available.
- Table Q. AA Distribution of Loans to Small Businesses by Income Category of the Geography -** The percentage distribution of the number of small loans (less than or equal to \$1 million) to businesses that were originated and purchased by the bank in low-, moderate-, middle-, and upper-income geographies compared to the percentage distribution of businesses (regardless of revenue size) in those geographies. Because aggregate small business data are not available for geographic areas smaller than counties, it may be necessary to compare bank loan data to aggregate data from geographic areas larger than the bank’s AA.
- Table R. AA Distribution of Loans to Small Businesses by GAR -** Compares the percentage distribution of the number of small loans (loans less than or equal to \$1 million) originated and purchased by the bank to businesses with revenues of \$1 million or less to: 1) the percentage distribution of businesses with revenues of greater than \$1 million; and, 2) the percentage distribution of businesses for which revenues are not available. The table also presents aggregate peer small business data for the years the data is available.
- Table S. AA Distribution of Loans to Farms by Income Category of the Geography -** The percentage distribution of the number of small loans (less than or equal to \$500,000) to farms originated and purchased by the bank in low-, moderate-, middle-, and upper-income geographies compared to the percentage distribution of farms (regardless of revenue size) throughout those geographies. The table also presents aggregate peer data for the years the

data is available. Because aggregate small farm data are not available for geographic areas smaller than counties, it may be necessary to use geographic areas larger than the bank's AA.

Table T. AA Distribution of Loans to Farms by GAR - Compares the percentage distribution of the number of small loans (loans less than or equal to \$500 thousand) originated and purchased by the bank to farms with revenues of \$1 million or less to: 1) the percentage distribution of farms with revenues of greater than \$1 million; and, 2) the percentage distribution of farms for which revenues are not available. The table also presents aggregate peer small farm data for the years the data is available.

Table U. AA Distribution of Consumer Loans by Income Category of the Geography - Compares the percentage distribution of the number of loans originated and purchased by the bank in low-, moderate-, middle-, and upper-income geographies to the percentage distribution of households in those geographies.

Table V. AA Distribution of Consumer Loans by Income Category of the Borrower - Compares the percentage distribution of the number of loans originated and purchased by the bank to low-, moderate-, middle-, and upper-income borrowers to the percentage distribution of households by income level in each MMSA/AA.

Table S - AA Distribution of Loans to Farms by Income Category of the Geography																			2019-2021		
AA:	Total Loans to Farms				Low-Income Tracts			Moderate-Income Tracts			Middle-Income Tracts			Upper-Income Tracts			Not Available-Income Tracts				
	#	\$	% of Total	Overall Market	% Farms	% Bank Loans	Aggregate	% Farms	% Bank Loans	Aggregate	% Farms	% Bank Loans	Aggregate	% Farms	% Bank Loans	Aggregate	% Farms	% Bank Loans	Aggregate		
Iowa Non-MSA AA	20	2,538	100.0	614	0.0	0.0	0.0	4.8	0.0	4.1	95.2	100.0	95.9	0.0	0.0	0.0	0.0	0.0	0.0		
Total	20	2,538	100.0	614	0.0	0.0	0.0	4.8	0.0	4.1	95.2	100.0	95.9	0.0	0.0	0.0	0.0	0.0	0.0		

Source: 2021 D&B Data; 01/01/2019 - 12/31/2021 Bank Data; 2020 CRA Aggregate Data. Due to rounding, totals may not equal 100.0%.

Table T - AA Distribution of Loans to Farms by GAR													2019-2021	
AA:	Total Loans to Farms				Farms with Revenues <= 1MM			Farms with Revenues > 1MM		Farms with Revenues Not Available				
	#	\$	% of Total	Overall Market	% Farms	% Bank Loans	Aggregate	% Farms	% Bank Loans	% Farms	% Bank Loans			
Iowa Non-MSA AA	20	2,538	100.0	614	98.1	85.0	65.5	0.9	15.0	1.1	0.0			
Total	20	2,538	100.0	614	98.1	85.0	65.5	0.9	15.0	1.1	0.0			

Source: 2021 D&B Data; 01/01/2019 - 12/31/2021 Bank Data; 2020 CRA Aggregate Data. Due to rounding, totals may not equal 100.0%.

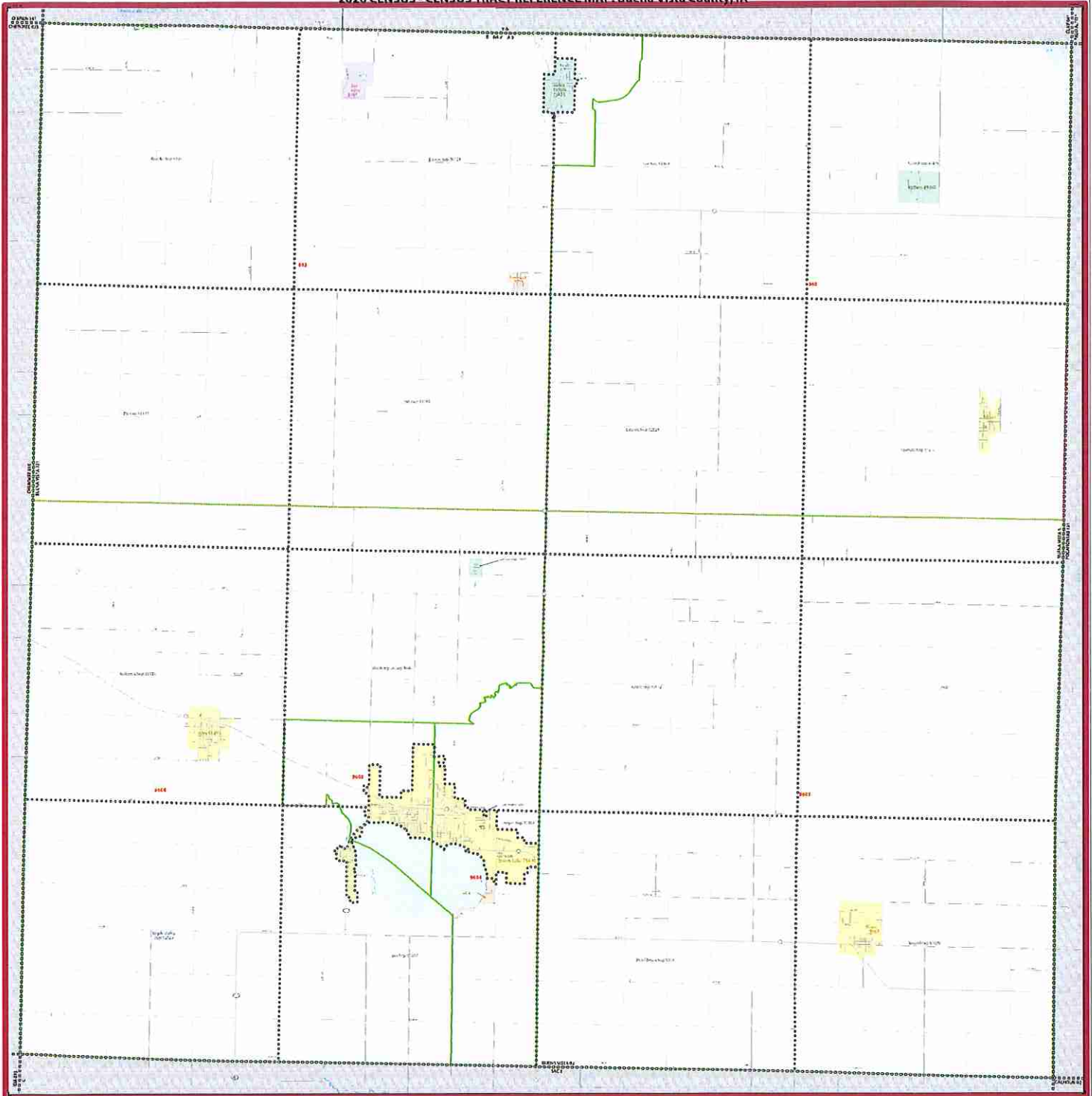
Table U - AA Distribution of Consumer Loans by Income Category of the Geography													2019-2021	
AA:	Total Consumer Loans			Low-Income Tracts		Moderate-Income Tracts		Middle-Income Tracts		Upper-Income Tracts		Not Available-Income Tracts		
	#	\$	% of Total	% of Households	% Bank Loans	% of Households	% Bank Loans	% of Households	% Bank Loans	% of Households	% Bank Loans	% of Households	% Bank Loans	
Iowa Non-MSA AA	20	187	100.0	0.0	0.0	18.2	35.0	81.8	65.0	0.0	0.0	0.0	0.0	

Source: 2015 ACS Census; 01/01/2019 - 12/31/2021 Bank Data. Due to rounding, totals may not equal 100.0%.

Table V - AA Distribution of Consumer Loans by Income Category of the Borrower													2019-2021	
AA:	Total Consumer Loans			Low-Income Borrowers		Moderate-Income Borrowers		Middle-Income Borrowers		Upper-Income Borrowers		Not Available-Income Borrowers		
	#	\$	% of Total	% of Households	% Bank Loans	% of Households	% Bank Loans	% of Households	% Bank Loans	% of Households	% Bank Loans	% of Households	% Bank Loans	
Iowa Non-MSA AA	20	187	100.0	21.1	25.0	17.4	40.0	22.3	15.0	39.1	20.0	0.0	0.0	
Total	20	187	100.0	21.1	25.0	17.4	40.0	22.3	15.0	39.1	20.0	0.0	0.0	

Source: 2015 ACS Census; 01/01/2019 - 12/31/2021 Bank Data. Due to rounding, totals may not equal 100.0%.

2020 CENSUS - CENSUS TRACT REFERENCE MAP: Buena Vista County, IA



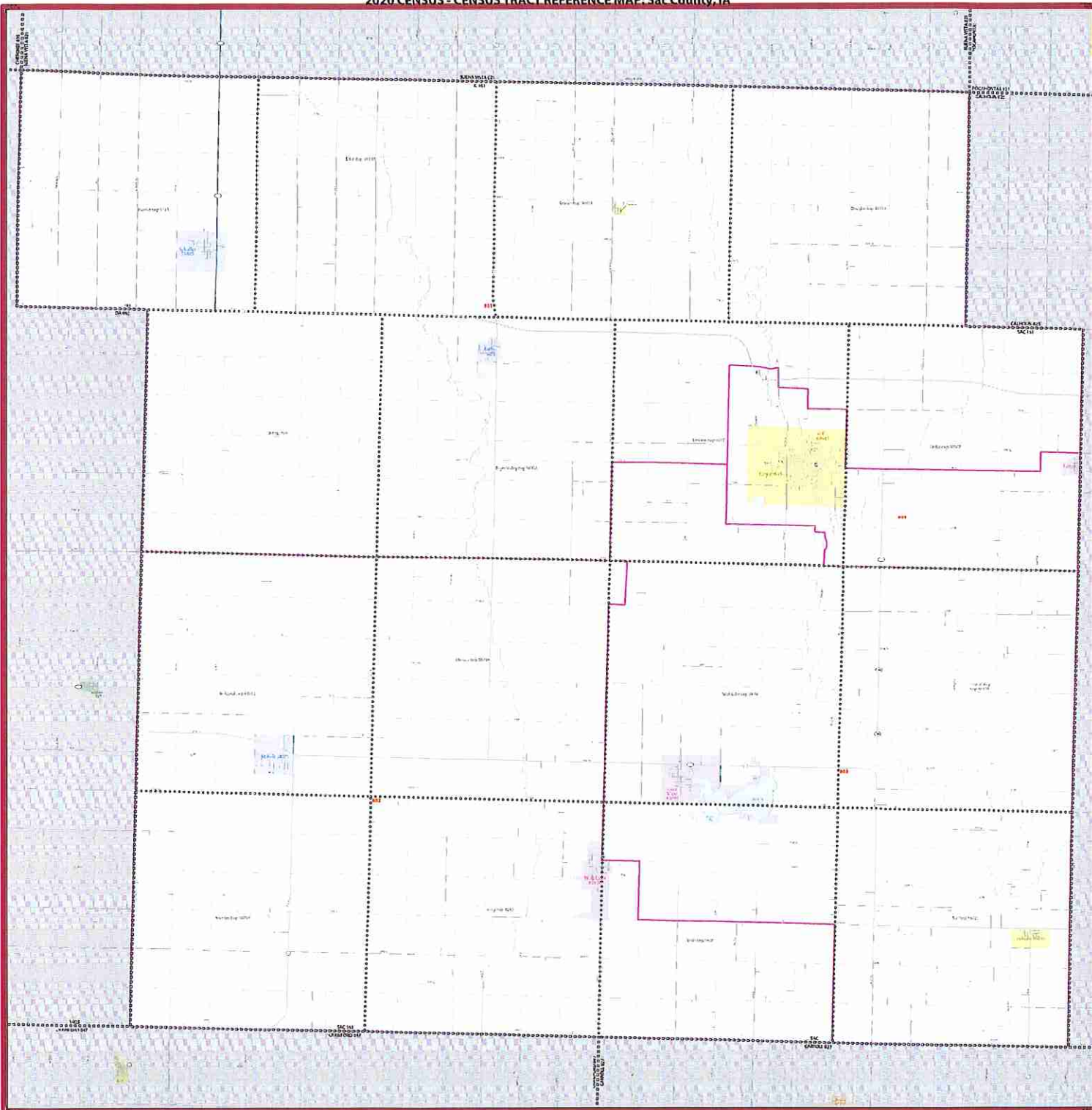
STATE	STATE	POPULATION	UNIT	TRACT	TRACT
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Sheet 1 of 1 Parent sheet:
 2010 State: 1 (State G Parent 1 sheet 0)
 NAME: Buena Vista County (221)
 2020 State: 1 (State G Parent 1 sheet 0)
 2020 State: 1 (State G Parent 1 sheet 0)



2020 CENSUS - CENSUS TRACT REFERENCE MAP: Sac County, IA



SOURCE	DATA	ABBREVIATION	DESCRIPTION	COLOR	LEGEND
State	000000	STATE	State Boundary	Black	State Boundary
County	000000	COUNTY	County Boundary	Black	County Boundary
City	000000	CITY	City Boundary	Black	City Boundary
Water	000000	WATER	Water	Blue	Water
Land Use	000000	LAND USE	Land Use	Various Colors	Land Use

LEGEND

Water: Blue

Land Use: Various Colors

City Boundary: Black

County Boundary: Black

State Boundary: Black

Scale: 1 inch = 1 mile

North Arrow

Source: U.S. Census Bureau, 2020 Census of Population and Housing, Census Tracts and Small Statistical Areas, Iowa, 2020. Sourced from the U.S. Census Bureau, 2020 Census of Population and Housing, Census Tracts and Small Statistical Areas, Iowa, 2020. Sourced from the U.S. Census Bureau, 2020 Census of Population and Housing, Census Tracts and Small Statistical Areas, Iowa, 2020.



TRUTH IN SAVINGS DISCLOSURE

Citizens First National Bank
 529 Lake Avenue A
 PO Box 1227
 Storm Lake, IA 50588-1227
 March 5, 2024

ACCURACY YOU CAN BANK ON. The fact is, The Citizens First National Bank has competitive checking and savings accounts: and the most accurate service around. When opening any checking or savings account, you'll receive the Citizens First National Bank's Performance Guarantee. What is our guarantee? If we make an error on your checking or savings account statement, bring it to our attention within 30 days from receipt of your statement, and we'll give you \$5.00!

FREE CHECKING

No monthly maintenance fee and unlimited check writing at no charge.
 Debit Card available to purchase \$10.00 + Tax and credit check.
 Check images are not provided with Free Checking.
 All other service fees will apply.
 Limitations: You must deposit \$200.00 to open this account.

VENTURE CHECKING

The Venture Checking account is for individuals ages 16 to 24 who are a student or have a monthly direct deposit (debit required as joint owner for 16 & 17 yrs old). This non-interest-bearing account does not have a monthly maintenance fee and offers unlimited check writing and debit card usage at no charge.
 A free debit card is available with approved credit.
 E-statement only with no images.
 All other service fees will apply.
 Limitations: You must deposit \$50.00 to open this account.

VALUE CHECKING

Limitations: You must deposit \$200.00 to open this account.
 Account Fees: A monthly maintenance fee of \$6.00 + Tax AND a per debit item fee of \$.15 + Tax will be charged every statement cycle if the average daily collected balance for the

cycle falls below \$2,500.00. This fee will not apply to customers age 65 or over or 1st-Club members. Customers must notify bank of qualifying status. The average daily balance is calculated by adding the principal in the account for each day of the period and dividing that figure by the number of days in the period.

VANTAGE CHECKING

This account is available to individuals and joint personal accounts only.
 Rate Information: This Account is an interest bearing account. The interest rate and annual percentage yield will depend upon the balance in the account as shown on the Rate Chart. The interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on the account at any time. Interest begins to accrue no later than the business day we receive credit for the deposit of non-cash items (for example, checks). Interest will be compounded monthly and will be credited to the account monthly.
 Balance Information: Average Daily Collected Balance.
 Limitations: You must deposit \$200.00 to open this account.

Account Fees: There will be no monthly service fee or per debit item fee if the average daily balance is above \$500.00 during the monthly statement cycle.
 If your average daily balance is at least \$200.00 but less than \$500.00 for the statement cycle, there will be a monthly maintenance fee of \$6.99 + Tax AND a per debit item fee of \$.20 + Tax for each debit transaction in excess of ten during the statement cycle.
 If your average daily balance falls below \$200.00 for the statement cycle, there will be a monthly maintenance fee of \$8.99 + Tax AND a per debit item fee of \$.25 + Tax for each debit transaction during the statement cycle.

INSURED MONEY MARKET FUND CHECKING (IMMF)

Rate Information: This Account is an interest bearing account. The interest rate and annual percentage yield will depend upon the daily balance in the account as shown on the Rate Chart. The interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on the account at any time. Interest begins to accrue no later than the business day we receive credit for the deposit of non-cash items (for example, checks). Interest will be compounded monthly and will be credited to the account monthly.
 Balance Information: We use the daily balance method to calculate the interest on the account. This method applies a daily periodic rate to the principal in the account each day.
 Limitations: You must deposit \$2,500.00 to open this account. You may make six (6) transfers from your account or each four (4) week or similar period, if by preauthorized or automatic transfer, or telephone (including data transmission) agreement, order or instruction or by check, draft, debit card

or similar order (including POS transactions), made by the depositor and payable to third parties. Transfers and withdrawals made in person, by messenger, by mail or at an ATM are unlimited.
 Account Fees: There will be a monthly maintenance fee of \$8.00 + Tax AND a per debit item fee of \$.20 + Tax each statement cycle the balance in the account falls below \$500.00 any day of the cycle.
 An excess check fee of \$3.00 + Tax will be charged for each check in excess of three during a statement cycle.

OTHER ACCOUNT FEES

The following fees apply to all of your accounts with us:
 Balancing/Research: Per hour: \$60.00 + Tax
 Endorsement Stamp: \$39.00
 Garnishment/Levies: \$50.00
 The following fees apply to all of your accounts with us except Certificates of Deposit and Time Deposit Accounts:
 Stop Payment: \$30.00 + Tax
 Counter Checks - 5: \$2.00 + Tax
 Deposit Item Return: \$4.00 + Tax
 Dormant Account: 1 year: Monthly Fee: \$5.00 + Tax
 Paper Statement: Per account: \$1.50 + Tax
 Duplicate Statement: \$10.00 + Tax
 Account History per page: \$5.00 + Tax
 Automatic Transfer: \$3.00 + Tax
 Telephone Transfer: \$3.00 + Tax
 Telephone Inquiries: > 4 a month: \$2.00 + Tax
 ATM/Debit Card: Replacement: \$3.00 + Tax
 Foreign ATM Usage: Each bill: \$15.00 + Tax
 Manual Bill Paying: < 3 months: \$30.00 + Tax
 Account Closing: \$10.00 + Tax
 Certified Checks: \$30.00
 Overdraft Item: \$30.00
 Non-Sufficient Item: \$7.50
 Non-US Check Processing: *

1st Club/Sr Citizen 65+ : Non-interest bearing accounts
 1 Free box of checks (Singles)
 Must notify bank of qualifying status

Account Product Name	Interest Rate	Annual Percentage Yield
RATE CHART		

Vantage Checking

Balance:	0.09%	0.09%
up to \$499.99	0.12%	0.12%
\$500.00-4,999.99	0.18%	0.18%
\$2,500.00 and up		
Insured Money Market Fund Checking (IMMF)		
Daily Balances		
of:		
up to \$9,999.99	0.70%	0.70%
\$10,000.00-24,999.99	0.95%	0.95%
\$25,000.00-49,999.99	0.95%	0.95%
\$50,000.00-99,999.99	0.95%	0.95%
\$100,000.00-249,999.99	1.20%	1.21%
\$250,000.00-499,999.99	1.45%	1.46%
\$500,000.00-749,999.99	1.45%	1.46%
\$750,000.00-1,499,999.99	2.45%	2.48%
\$1,500,000.00 and up	2.45%	2.48%

Interest Rates and Annual Percentage Yields are current as of 03-05-2024.

For current rate information call (712) 732-5440.

FUNDS AVAILABILITY POLICY DISCLOSURE

YOUR ABILITY TO WITHDRAW FUNDS AT CITIZENS FIRST NATIONAL BANK. Our policy is to make funds from your cash and check deposits available to you on the same business day as the day we receive your deposit. Once the funds are available, you can withdraw them in cash and/or we will use them to pay checks that you have written. For determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and Federal holidays. We have different deposit cut-off hours for different locations. Our cut-off hours are as follows:

- 3:00 p.m. Staffed Teller Station
- 3:00 p.m. Mobile Remote Deposit Capture
- 3:00 p.m. ATM Machines
- 4:00 p.m. Business Remote Deposit Capture

If you make a deposit before our cut-off hour on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after our cut-off hour on a day we are not open, we will consider that the deposit was made on the next business day we are open.

Reservation of Right to Hold. In some cases, we will not make all of the funds that you deposit by check available to you on the same business day as the day of your deposit. Depending on the type of check that you deposit, funds may not be available until the second business day after the day of your deposit. The first \$225.00 of your deposit, however, may be available on the first business day after the day of your deposit. If we are not going to make all of the funds from your deposit available on the same business day, we will notify you at the time you make your deposit. We will also tell you when the funds will be available. If your deposit is not made directly to one of our employees, or if we decide to take this action after you have left the premises, we will mail you the notice by the business day after we receive your

deposit. If you need the funds from a deposit right away, you should ask us when the funds will be available.
Longer Delays May Apply. We may delay your ability to withdraw funds deposited by check into your account an additional number of days for these reasons:

- You deposit checks totaling more than \$5,525.00 on any one day.
- You redeposit a check that has been returned unpaid.
- You have overdrawn your account repeatedly in the last six months.
- We believe a check you deposit will not be paid.
- There is an emergency, such as failure of computer or communications equipment.

We will notify you if we delay your ability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit.

Holds On Other Funds. If we accept for deposit a check that is drawn on another financial institution, we may make funds from the deposit available for withdrawal immediately but delay your availability to withdraw a corresponding amount of funds that you have on deposit in another account with us. The funds in the other account would then not be available for withdrawal until the time periods that are described elsewhere in this disclosure for the type of check that you deposited.

ELECTRONIC FUNDS TRANSFER AGREEMENT AND DISCLOSURES

This Agreement and Disclosure is made in compliance with federal law regulating electronic funds transfer (EFT) services. Electronic funds transfers are electronically initiated transfers of money involving an account at the financial institution. The following disclosures set forth your and our rights and responsibilities concerning the electronic funds transfers. In this Agreement, the words "you" and "your" mean those who sign as applicants or any authorized user(s). The words "we", "us", and "our" mean the Financial Institution. The abbreviation "PIN" or word "code" means a personal identification number.

Business Banking

Types of Transactions: You may access certain account(s) you maintain with us by computer, using your assigned user ID and password, through the online banking service. You may use the online banking service to perform the following functions:

- Transfer funds between eligible accounts.
- Obtain balance information on eligible accounts.
- Review transactions on eligible accounts.
- Make loan payments.
- Stop payment requests.

- Advance funds from credit line.
- Online bill payment.
- ACH origination.
- Wire transfers.
- EFT tax payments.
- Allow export of transaction history to personal finance manager.

Fees and Charges for Online Service:

- There is no fee to sign up for this service.

Online Banking

Types of Transactions: You may access certain account(s) you maintain with us by computer, using your assigned user ID and password, through the online banking service. You may use the online banking service to perform the following functions:

- Transfer funds between eligible accounts.
- Obtain balance information on eligible accounts.
- Review transactions on eligible accounts.
- Make loan payments.
- Advance funds from credit line.
- Online bill payment.
- Obtain copy of statement.
- Allow export of transaction history to personal finance manager.

Fees and Charges for Online Service:

- There is no monthly maintenance fee for all types of checking accounts.
- FREE Checking account users will be charged \$0.50 to view images online.
- The Bill Payment feature cost is \$4.00 per month which includes 10 bill payment transactions. Each transaction in excess of 10 will cost the current price of a first class postage stamp.

Mobile Banking

Types of Transactions: You may access certain account(s) you maintain with us by computer, using your assigned user ID and password, through the online banking service. You may use the online banking service to perform the following functions:

- Transfer funds between eligible accounts.
- Obtain balance information on eligible accounts.
- Review transactions on eligible accounts.
- Make loan payments.
- Advance funds from credit line.
- Picture Pay (Mobile Banking bill payment)

Fees and Charges for Online Service:

- No transaction fee for Mobile Banking
- Preauthorized Debit

Pay certain recurring bills from your checking account.

Types of Preauthorized Transfers: You may arrange for us to complete the following preauthorized transfers to or from your deposit accounts:

- Pay certain recurring bills from your checking or savings account.

Limitations on Frequency and Amount:

- WE DO NOT ALLOW PREAUTHORIZED ACH DEBITS FROM A SAVINGS ACCOUNT.

Fees and Charges:

- We do not charge for any preauthorized EFTs.
- We will charge \$30.00 + Tax for each stop-payment order for preauthorized transfers.

Government Direct Deposit

Types of Preauthorized Transfers: You may arrange for us to complete the following preauthorized transfers to your deposit accounts:

- Accept direct deposits from the U.S. Treasury Department to your checking or savings account.

Fees and Charges:

- We do not charge for any preauthorized EFTs.

Other Direct Deposit

Types of Preauthorized Transfers: You may arrange for us to complete the following preauthorized transfers to your deposit accounts:

- Accept direct deposits from your employer or other financial institutions to your checking or savings account.

Fees and Charges:

- We do not charge for any preauthorized EFTs.

ATM Card

Types of Transactions/Transfers: You may use the card and PIN issued you to pay for purchases from merchants who have agreed to accept the card at Point of Sale (POS) terminals within the networks identified on your card and such other terminals as the Bank may designate from time to time. Point of Sale (POS) transactions will be deducted from your Primary Account. Point of Sale (POS) transactions involving a refund will be credited to your Primary Account. You may use the automated teller machine (ATM) card and personal identification number (PIN) issued to you to initiate transactions at ATMs of ours, ATMs within the networks identified on your card and such other facilities as we may designate from time to time. Unless you specify a different account during Automated Teller Machine (ATM)

transactions, your Primary Account will be used for your transactions. Your Primary Account number and information may be obtained from the Combined ATM/POS Request Form. At present you may use your card to some of these services may not be available at all ATMs):

- Deposit funds to your checking account.
- Withdraw cash from your checking account.
- Deposit funds to your savings account.
- Withdraw cash from your savings account.
- Transfer funds between your checking and savings accounts.
- Obtain balance information on your deposit accounts.

Limitations on Frequency and Amount:

- You may withdraw up to a maximum of \$500.00 (if there are sufficient funds in your account) per day.
- You may purchase up to a maximum of \$1500.00 worth of goods and services per day, inclusive of ATM withdrawals.

Fees and Charges:

- There is no charge for ATM withdrawals at machines owned by us.
- There is a \$1.07 charge for each ATM withdrawal at machines we do not own.
- There is no charge for ATM deposits at machines owned by us.
- There is a Replacement Card Fee of \$3.21 per card.
- There is a \$1.07 charge for each POS transaction.

ATM Fees. When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

Debit Card

Types of Transactions/Transfers: You may use the card and PIN issued you to pay for purchases from merchants who have agreed to accept the card at Point of Sale (POS) terminals within the networks identified on your card and such other terminals as the Bank may designate from time to time. Point of Sale (POS) transactions will be deducted from your Primary Account. Point of Sale (POS) transactions involving a refund will be credited to your Primary Account. You may also use the card to pay for purchases from merchants that accept the POS debit card with a VISA symbol. You may use the automated teller machine (ATM) card and personal identification number (PIN) issued to you to initiate transactions at ATMs of ours, ATMs within the networks identified on your card and such other facilities as

we may designate from time to time. Unless you specify a different account during Automated Teller Machine (ATM) transactions, your Primary Account will be used for your transactions. Your Primary Account number and information may be obtained from the Combined ATM/POS/Debit Card Request Form. At present you may use your card to some of these services may not be available at all ATMs:

- Deposit funds to your checking account.
- Withdraw cash from your checking account.
- Deposit funds to your savings account.
- Withdraw cash from your savings account.
- Transfer funds between your checking and savings accounts.
- Obtain balance information on your deposit accounts.

Limitations on Frequency and Amount:

- You may withdraw up to a maximum of \$500.00 (if there are sufficient funds in your account) per day.
- For security purposes, there are limits on the frequency and amount of transfers you may make using this Point of Sale service.
- You may purchase up to a maximum of \$1500.00 worth of goods and services per day, inclusive of ATM withdrawals.

Fees and Charges:

- There is no charge for ATM withdrawals at machines owned by us.
- There is no charge for ATM deposits at machines owned by us.
- Non-interest bearing checking accounts will be charged \$1.07 per withdrawal at ATMs not owned by us.
- There is a Replacement Card Fee of \$3.21 per card.
- We do not charge for any POS transactions.

ATM Fees. When you use an ATM not owned by us, you may be charged a fee by the ATM operator or any network used (and you may be charged a fee for a balance inquiry even if you do not complete a fund transfer).

Other EFT Transactions. You may access certain account(s) you maintain with us by other EFT transaction types as described below.

Electronic Check Conversion. You may authorize a merchant or other payee to make a one-time electronic payment from your account using information from your check to pay for purchases or pay bills. Electronic check conversion is a payment process in which a merchant or other payee (after obtaining your authorization) uses your

and other countries.

In addition to the limitations set forth above, the following limitations may be applicable to your consumer accounts:

Liability for Unauthorized Transfers. Tell us AT ONCE if you believe your card, ATM PIN, POS card or PIN, or online and/or mobile banking PIN has been lost or stolen or if you believe that an electronic fund transfer has been made without your permission using information from your check. Telephoning is the best way of keeping your possible losses down. You could lose all the money in your account (plus your maximum overdraft line or credit). If you tell us within two (2) business days after you learn of the loss or theft of your card or code, you can lose no more than \$50.00 if someone used your card or code without your permission. If you do NOT tell us within two (2) business days after you learn of the loss or theft of your card or code, and we can prove that we could have stopped someone from using your card or code without your permission if you had told us, you could lose as much as \$500.00. Also, if your statement shows transfers that you did not make, including those made by card code on other such means, tell us at once. If you do not tell us within sixty (60) days after the statement was mailed to you, you may not get back any money lost after the sixty (60) days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or a hospital stay) kept you from telling us, we will extend the time periods. If you believe that your card or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call (712) 732-5440, or write us at Citizens 1st National Bank, PO Box 1227, Storm Lake, IA 50588-1227. You should also call the number or write this address if you believe a transfer has been made using the information from your check without your permission.

The above limitations do not apply to business accounts, unless otherwise required by law. You accept responsibility for implementing commercially reasonable security measures to safeguard your business account card, ATM PIN, or POS card or PIN, Audio Response PIN, or online and/or mobile banking PIN from unauthorized use. If you authorize employees, agents, or others to use your card or code, you shall be liable for transactions conducted by such additional users. You are responsible for promptly examining your statement each statement period and reporting any unauthorized transaction within a reasonable time not to exceed sixty (60) calendar days after the statement is made available. If you believe that your card or code has been lost or stolen or that someone has transferred or may transfer money from your account without your permission, call (712) 732-5440.

Illegal Transactions. You may not use your ATM, POS, or Debit Card, or other access device for any illegal or unlawful transaction, and we may decline to authorize any transaction or that we believe poses an undue risk of illegality or unlawfulness. Notwithstanding the foregoing, we may collect on any debt arising out of any illegal or unlawful

transaction.

Business Days. For purposes of these electronic funds transfer disclosures, our business days are Monday through Friday. Holidays are not included.

Documentation.

Periodic Statement. You will get a monthly account statement from us, unless there are no transactions in a particular month. In any case you will get a statement quarterly. You will get a quarterly statement from us on your savings account if this is the only account you maintain and the only possible electronic transfer to or from the account is a preauthorized deposit.

Terminal Receipt. You can get a receipt at the time you make a transfer to or from your account using an ATM or a POS terminal. However, receipts for transactions of \$15.00 or less may not always be available.

Direct Deposits. If you have arranged to have direct deposits made to your account at least once every sixty (60) days from the same person or company, you can call us at (712) 732-5440 to find out whether or not the deposit has been made.

Our Liability for Failure to Make Transfers. For consumer accounts, if we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. We will NOT be liable for instance:

- If, through no fault of ours, you do not have enough money in your account to make the transfer.
- If the money in your account is subject to legal process or other claim restricting such transfer.
- If the transfer would go over the credit limit on your overdraft line.
- If the ATM where you are making the transfer does not have enough cash.
- If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- If circumstances beyond our control (such as fire or flood) prevent the transaction, despite reasonable precautions that we have taken.
- There may be other exceptions stated in our agreement with you.

For business accounts, refer to your account agreement(s) with us.

In Case of Errors or Questions About Your Electronic Transfers. For consumer accounts, telephone us at (712) 732-5440, or write us at The Citizens First National Bank, PO Box 1227, Storm Lake, IA 50588-1227 as soon as you can, if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than sixty (60) days

after we sent the FIRST statement on which the problem or error appeared.

- Tell us your name and account number (if any).
 - Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
 - Tell us the dollar amount of the suspected error.
- If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days.

We will determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to forty five (45) days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten (10) business days, we may not credit your account.

If a notice of error involves an electronic fund transfer that occurred within thirty (30) days after the first deposit to the account was made, the error involves a new account. For errors involving new accounts, point of sale debit card transactions, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint or question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error.

We will tell you the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.

If a notice of error involves unauthorized use of your point of sale debit card with the VISA logo when it is used as a VISA point of sale debit card, we will provide provisional credit within five (5) business days after you notify us instead of within ten (10) or twenty (20) business days. We may withhold providing this accelerated provisional credit, to the extent allowed under applicable law, if the circumstances or account history warrants the delay.

For business accounts, we will generally follow the procedures for error resolution described above, but we are not required to process a claim if you do not notify us within Sixty (60) calendar days after the statement is made available, to give provisional credit, or to investigate your claim within the time periods described above.

Confidentiality. We will disclose information to third parties about your account or the transfers you make:

- To complete transfers as necessary;

- To verify the existence and condition of your account upon the request of a third party, such as a credit bureau or merchant; or
- To comply with government agency or court orders; or
- If you give us your written permission.

Personal Identification Number (PIN). The ATM PIN or POS PIN issued to you is for your security purposes. The numbers are confidential and should not be disclosed to third parties or recorded on the card. You are responsible for safekeeping your PIN(s). You agree not to disclose or otherwise make your ATM PIN or POS PIN available to anyone not authorized to sign on your accounts.

Notices. All notices from us will be effective when we have mailed them or delivered them to your last known address on our records. Notices from you will be effective when received by us at the telephone number or the address specified in this Agreement. We reserve the right to change the terms and conditions upon which this service is offered. We will mail notice to you at least twenty one (21) days before the effective date of any change, as required by law. Use of this service is subject to existing regulations governing your account and any future changes to those regulations.

Enforcement. In the event either party brings a legal action to enforce this Agreement or collect amounts owing as a result of any Account transaction, the prevailing party shall be entitled to reasonable attorneys' fees and costs, including fees on any appeal, subject to any limits under applicable law.

Termination of ATM and POS Services. You agree that we may terminate this Agreement and your use of the ATM Card or POS services, if:

- You or any authorized user of your ATM PIN or POS card or PIN breach this or any other agreement with us;
- We have reason to believe that there has been an unauthorized use of your ATM PIN or POS card or PIN;
- We notify you or any other party to your account that we have cancelled or will cancel this Agreement. You or any other party to your account can terminate this Agreement by notifying us in writing.

Termination of service will be effective the first business day following receipt of your written notice. Termination of this Agreement will not affect the rights and responsibilities of the parties under this Agreement for transactions initiated before termination.

Preauthorized Electronic Fund Transfers. For preauthorized electronic fund transfers on consumer accounts, the following provisions apply:

Stop Payment Rights. If you have told us in advance to make regular electronic fund transfers out of your account(s), you can stop any of these payments. Here's how: Call us or write to us at the telephone number or address set forth above, in time for us to receive your

request three (3) business days or more before the payment is scheduled to be made. If you call, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. We will charge you \$ 32.10 for each stop payment order you give.

Notice of Varying Amounts. If these regular payments may vary in amount, the person you are going to pay will tell you, ten (10) days before each payment, when it will be made and how much it will be. You may choose instead to get this notice only when the payment would differ by more than a certain amount from the previous payment, or when the amount would fall outside certain limits that you set.

Liability for Failure to Stop Payment of Preauthorized Transfers. If you order us to stop one of these payments three (3) business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

For preauthorized electronic fund transfers on business accounts, you may stop payment by notifying us in such time and manner as to allow us a reasonable opportunity to act upon the stop payment order prior to acting on the transfer. If your stop payment order is made verbally, we may also require you to put your request in writing and get it to us within fourteen (14) days after you call. We will charge you \$ _____ for each stop payment order you give.

Other Provisions. There may be a delay between the time a deposit is made and when it will be available for withdrawal. You should review our Funds Availability Policy to determine the availability of the funds deposited at ATMs. We reserve the right to refuse any transaction which would draw upon insufficient funds, exceed a credit limit, lower an account below a required balance, or otherwise require us to increase our required reserve on the account.

Member
FDIC

FDIC Member No. 23,232,000. Corp. Name: FDIC, Member No. 135, 2024. All Rights Reserved. 10/1/14

FACTS

WHAT DOES THE CITIZENS FIRST NATIONAL BANK 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 account balances
- payment history and transaction history
- overdraft history and account transactions

When you are *no longer* our customer, we continue to share your information as described in this notice.

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 The Citizens First National Bank chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does The Citizens First National Bank 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	No	We don't share
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes—information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes—information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share

Questions? Call 712-732-5440

What we do	
How does The Citizens First National Bank 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 and buildings. WE ALSO MAINTAIN OTHER PHYSICAL, ELECTRONIC AND PROCEDURAL SAFEGUARDS TO PROTECT THIS INFORMATION TO THOSE EMPLOYEES FOR WHOM ACCESS IS APPROPRIATE.
How does The Citizens First National Bank 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 ● use your credit or debit card or deposit money ● apply for financing
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.

Definitions	
Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> ● <i>Our affiliates include nonfinancial companies, such as FIRST NATIONAL INSURANCE.</i>
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> ● <i>Nonaffiliates we share with can include THE CITIZENS FIRST NATIONAL BANK OF STORM LAKE, IOWA DOES NOT SHARE WITH NONAFFILIATES SO THEY CAN MARKET TO YOU.</i>
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> ● <i>The Citizens First National Bank doesn't jointly market.</i>

Other important information
<p>FOR ALASKA, ILLINOIS, MARYLAND AND NORTH DAKOTA CUSTOMERS. WE WILL NOT SHARE PERSONAL INFORMATION WITH NONAFFILIATES EITHER FOR THEM TO MARKET TO YOU FOR JOINT MARKETING - WITHOUT YOUR AUTHORIZATION.</p> <p>FOR CALIFORNIA CUSTOMERS. WE WILL NOT SHARE PERSONAL INFORMATION WITH NONAFFILIATES EITHER FOR THEM TO MARKET TO YOU FOR JOINT MARKETING - WITHOUT YOUR AUTHORIZATION. WE WILL ALSO LIMIT OUR SHARING OF PERSONAL INFORMATION ABOUT YOU WITH OUR AFFILIATES TO COMPLY WITH ALL CALIFORNIA PRIVACY LAWS THAT APPLY TO US.</p> <p>FOR MASSACHUSETTS, MISSISSIPPI, AND NEW JERSEY CUSTOMERS. WE WILL NOT SHARE PERSONAL INFORMATION FROM DEPOSIT OR SHARE RELATIONSHIPS WITH NONAFFILIATES EITHER FOR THEM TO MARKET TO YOU FOR JOINT MARKETING - WITHOUT YOUR AUTHORIZATION.</p> <p>FOR VERMONT CUSTOMERS. WE WILL NOT SHARE PERSONAL INFORMATION WITH NONAFFILIATES EITHER FOR THEM TO MARKET TO YOU FOR JOINT MARKETING - WITHOUT YOUR AUTHORIZATION, AND WE WILL NOT SHARE PERSONAL INFORMATION WITH AFFILIATES ABOUT YOU CREDITWORTHINESS WITHOUT YOUR AUTHORIZATION.</p>