

MAXIMUM GREEN CHECKING May 2009

Rewards and Qualifications

- 1. What are the rewards of Maximum Green Checking?**
 - 3.25% APY (Annual Percentage Yield) on balances up to \$25,000
 - 1.01% APY on balances over \$25,000
 - 0.10% APY on non-qualifying balances (if you do not to meet all the qualifications)
 - ATM fees nationwide are automatically refunded at the end of your statement cycle
- 2. What are the monthly statement cycle qualifications to receive the rewards on this account?**
 - Make 10 MasterCard check card purchases per monthly statement cycle (purchases must be posted, not pending -- excludes ATM transactions)
 - Set up one Direct Deposit or ACH Debit
 - Enroll and receive your statements electronically. Save them to your computer. See them whenever you like.
 - Open your account with a minimum of \$100
- 3. How often must the qualifications be met to qualify for Maximum Green Checking rewards?**
 - Each monthly statement cycle
- 4. What happens if I do not meet the qualifications for Maximum Green Checking rewards?**
 - Your checking is still free and you can start over next monthly statement cycle to earn the rewards. Interest will be paid at the base rate of 0.10% APY on your balance.
- 5. Are there any monthly service fees?**
 - No. There are no monthly service fees on Cattaraugus County Bank's Maximum Green Checking accounts.
- 6. How does the tiered interest rate for Maximum Green Checking work?**
 - If you meet the qualifications, you will receive 3.25% APY on balances up to \$25,000 and 1.01% APY on balances over \$25,000.
 - If you do not qualify, you will earn the base rate of 0.10% APY on your entire balance.
- 7. Can the APY change on my Maximum Green Checking account?**
 - Yes, all rates on Maximum Green Checking may change at Cattaraugus County Bank's discretion.
- 8. Is this just a "teaser" rate?**
 - No, this is a high Annual Percentage Yield account. However, Maximum Green Checking rates may fluctuate from time to time at Cattaraugus County Bank's discretion.
- 9. How is the interest calculated?**

- Daily Balance Method. This method applies a daily periodic rate to the principal in the account each day.
- 10. If I meet the qualifications, when will I receive my rewards?**
- interest is paid monthly and posted on the last day of the statement cycle.
- 11. If I use another financial institution's ATM and pay a fee, when will I get my refunds?**
- If the qualifications are met, all ATM fees nationwide will be refunded on the last day of the monthly statement cycle.
- 12. Do I have to do anything in order to get my ATM fee refunds?**
- No, other than meeting the qualifications. ATM refunds are automatically paid on the last day of your monthly statement cycle.
- 13. How will I know that I have qualified for my rewards at the end of the monthly statement cycle?**
- You can log into online banking to review your account activity and confirm that you have met the minimum account qualifications at anytime.
 - You will receive an email stating whether or not you met the qualifications each monthly statement cycle.
- 14. Will Maximum Green Checking customers receive a 1099 at the end of the year reflecting interest earned?**
- Yes.
- 15. Are fees refunded on ATMs used internationally?**
- No, **nationwide** only.
- 16. If my account balance goes negative, will I still be able to qualify for my rewards during that monthly statement cycle?**
- Yes, as long as the qualifications are met.
- 17. If I fail to meet the qualifications during this monthly statement cycle, can I still have a chance to qualify during the next monthly statement cycle?**
- Yes, of course!
- 18. What if my new MasterCard check card doesn't arrive until late in the monthly statement cycle and I don't have time to earn my first month's rewards?**
- Cattaraugus County Bank waives the first monthly statement cycle qualifications. You will receive your rewards for the first cycle that you have the account even if you don't meet the qualifications.
- 19. If I miss my qualifications by only one check transaction, can I call in and get my interest and ATM refunds anyway?**
- No. However there are no service charges and you will still earn 0.10% APY.

Statement Cycle

20. What is the monthly statement cycle for Maximum Green Checking?

- The monthly statement cycle begins on the **last business day** of each month.

21. What is the qualification cycle?

- A period beginning **one** business day prior to the current statement cycle through one business day prior to the close of the current statement cycle.

22. Will all Maximum Green Checking customers be on the same monthly statement cycle?

- **Yes**

23. If an existing customer is moved to a Maximum Green Checking account, will his/her statement cycle change?

- **Yes**

Check Card Transactions

24. If I use my MasterCard check card at an ATM, will that transaction count towards my qualifications?

- No. Only POS (point-of-sale) transactions count and they must be posted to the account.

25. What is a “settled transaction”?

- A settled transaction is one that has posted to your account. When you use your MasterCard check card, the merchant places a memo hold on your account in the amount of your purchase. It can take up to three business days before the transaction posts or clears.

26. May I “carry forward” MasterCard check purchases in excess of the required number to the next monthly statement cycle?

- No, each monthly statement cycle you must meet all three qualifications.

27. Will the purchases from this monthly statement cycle on my old account count towards the required purchases for this monthly statement cycle on my Maximum Green Checking account?

- Since Cattaraugus County Bank waives the first monthly statement cycle qualifications, this will not apply.

Electronic Statements

28. Must I access my electronic statement online in order to qualify for the rewards?

- No, you must accept electronic delivery with a valid e-mail address. You don't have to look at it, but we strongly recommend that you review your statement to properly reconcile to your check register.

29. Do I receive images or checks back with my Maximum Green Checking account?

- Yes, you will receive check images with your electronic statement.

30. Can I have a Maximum Green Checking account if I don't own a computer?

- Yes, of course! You don't have to own a computer, but you must provide a valid e-mail address for notification of availability of each electronic statement.

31. What if I need a printed copy of my statement and/or check image?

- You can print a check or statement from your computer. Additionally, Cattaraugus County Bank keeps records of all statements and checks as required by state and federal laws.

32. What if I change my e-mail address?

- You must notify the bank when your e-mail address changes so that we can deliver your notification of your statement availability. Most likely, failure to notify the bank will result in not meeting the monthly qualifications.

33. What if I don't want my statement delivered electronically?

- Electronic statement delivery is a qualification for all Maximum Green Checking accounts. Delivery of paper statements is not an option.

Account Limits

34. Is there a limit on the amount of money I can keep in my Maximum Green Checking account?

- There is no limit to the amount you put into your account. Feel free to consolidate savings, CDs, and accounts at other institutions into this account.

35. Is there a minimum balance requirement in order to receive my rewards?

- No.

36. What is the minimum opening balance for a Maximum Green Checking account?

- \$100.

37. Is there a limit on the number of ATM refunds that I can receive during a statement cycle?

- No, there is not a limit on the Number. However, ATM Fee Refunds will be refunded up to only \$5.00 per item when qualifications are met.

Opening/Converting Accounts

38. Is overdraft protection available for Maximum Green Checking accounts?

- Yes.

39. Will I be able to use my existing MasterCard check card with my Maximum Green Checking account?

- If you have a regular CCB check card (not Gold Club card), Yes.
- If you are a Gold Club member and choose to convert your Gold Club accounts (which includes a Gold Club card), your Gold Club card will be closed and a CCB representative can issue you a new, regular CCB check card.

40. How do I convert my current checking account to a Maximum Green Checking account?

- Apply online or drop by one of our branches and talk with a CCB associate about converting your account to Maximum Green Checking.

41. Can I open a Maximum Green Checking account over the phone?

We prefer for you to come in to a branch or apply online.

42. Can I open multiple Maximum Green Checking accounts?

There is no reason to limit the number of accounts anyone opens, but the qualifications must be met on each respective account.

43. Can a DBA use this account?

No

44. Can this be used as a business account?

No

45. If I am converting an account that accrues interest to a Maximum Green Checking account, do I need to wait until the interest posts on the first account before closing?

If you convert an existing interest-bearing account to Maximum Green Checking, you will be paid the interest earned up until the date you convert your account to Maximum Green Checking. Once you convert your account, you will be eligible for the new interest rates.

46. What happens if I apply online?

You will receive an online confirmation of your successful submittal, and a representative will contact you to assist in the final steps of activating your account.