

FACTS WHAT DOES CHOICEONE 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 income
- Account balances and payment history
- Credit history and credit scores

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 ChoiceOne chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does ChoiceOne 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	Yes	No
For joint marketing with other financial companies	No	We do not 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 do not share
For our affiliates to market you	No	We do not share
For non-affiliates to market you	No	We do not share

Questions? Call 1-888-775-6687 or go to www.choiceone.com

Who we are

Who is providing this notice?	<ul style="list-style-type: none"> • ChoiceOne Bank • ChoiceOne Financial Services, Inc. • ChoiceOne Insurance Agencies, Inc.
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What we do

How does ChoiceOne protect my personal information?	<p>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.</p> <p>We restrict access to non public personal information about you to those who need to know that information in order to provide products and services to you</p>
How does ChoiceOne collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> • Open an account or deposit money • Pay your bills or apply for a loan • Use your credit or debit card <p>We also collect your personal information from others such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> • sharing for affiliates' everyday business purposes – information about your creditworthiness • affiliates from using your information to market you • sharing for nonaffiliates to market you <p>State laws and individual companies may give you additional rights to limit sharing.</p>

Definitions

Affiliates	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> • ChoiceOne Bank • ChoiceOne Financial Services, Inc. • ChoiceOne Insurance Agencies, Inc.
Nonaffiliates	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> • ChoiceOne does not share information with nonaffiliates
Joint marketing	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> • ChoiceOne does not jointly market