

FIRST BANK
Do Not Call Policy

If you don't want to receive sales calls from First Bank, you can ask us to place your telephone number on our "Do Not Call" list. In compliance with federal and state laws, we'll document your request immediately. Please allow up to 30 days for your telephone number to be removed from any sales programs that are currently underway.

- Your request can be in writing or by phone, and must include, at a minimum, your telephone number.
- If you have multiple telephone numbers, tell us all numbers that you want to be included.
- You'll remain on our "Do Not Call" list for five years, unless you ask to be removed.
- If your telephone number ever changes, you must give us your new information for your "do not call" status to remain in effect.

When we solicit prospective customers, we also honor "do not call" requests on behalf of consumers listed on the National Do Not Call Registry maintained by the Federal Trade Commission and various state-agency lists. Many state "Do Not Call" regulations permit companies to contact their own customers even though they are on these "Do Not Call" lists. Therefore, if you are a customer, you may be contacted by us even though you are on a state or the national "do not call" list. If you do not want to be contacted by First Bank even though you are a customer, simply follow the steps above to be placed on the First Bank "Do Not Call" list and your request will be honored.

Being on the First Bank "Do Not Call" list means that you won't receive sales calls by anyone representing First Bank. We may still contact you, however, for non-solicitation purposes. This would include things like surveys, billing and other service-related matters.

All employees that engage in outbound telephone solicitation are trained in this policy and are made aware of these procedures before they are allowed to place calls to consumers. Management reviews the policy with these employees on a regular basis. The methods and procedures in this "Do Not Call" policy are reviewed by First Bank on a regular basis. If a consumer requests a copy of our "Do Not Call" policy, we will send a copy via U.S. mail or electronic mail. The "Do Not Call" policy is also posted on the First Bank website.

<p>To be placed on the Do-Not-Call list: PH (907) 228-4269 or FAX (907) 228-4428 Or write to: First Bank Compliance Dept PO Box 7920 Ketchikan, AK 99901</p>
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