

COMMUNITY FIRST CREDIT UNION OF FLORIDA • PRIVACY NOTICE DISCLOSURE

Community First Credit Union of Florida, your member owned financial institution, is committed to providing you with competitive products and services to meet your financial needs and help you reach your goals. We are equally committed to protecting the privacy of our members. Under federal law, we are required to give you this privacy notice. It describes our credit union's privacy policy and practices concerning the personal information we collect and disclose about our members. It also includes information about the parties who receive personal and sometimes non public information from us as we conduct the business of the credit union.

If after reading this notice you have questions, please contact us at: 904.354.8537 or 800.342.8416

INFORMATION WE COLLECT ABOUT YOU

We collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications and other forms
- Information about your transactions with us or our affiliate(s)
- Information we receive from a consumer reporting agency
- Information obtained when verifying the information you provide on an application or other forms; this may be obtained from your current or past employers, or from other institutions where you conduct financial transactions.

We may disclose all of the information we collect, as described above, as permitted by law.

PARTIES WHO RECEIVE INFORMATION FROM US

We may disclose nonpublic personal information about you to the following types of third parties:

- **Financial service providers**, such as insurance companies, mortgage service companies, and securities broker-dealers.
- **Non-financial companies**, such as consumer reporting agencies, check/share draft printers, financial statement publishers/printers, plastic card processors, government agencies, collection agencies and mailhouses. Community First Credit Union of Florida and its affiliate(s) may also work closely to offer products and services to meet member needs. As a result, we may also share your nonpublic personal information with each other as permitted by law.

DISCLOSURE OF INFORMATION TO PARTIES THAT PROVIDE SERVICES TO US

In order for us to conduct the business of the credit union, we may disclose all of the information we collect, as described above, to other financial institutions with whom we have joint marketing agreements, to other companies that perform

marketing services on our behalf, or to nonaffiliated third parties for the purposes of processing and servicing transactions that you request or authorize, so that we may provide members competitive products and services. We may also disclose nonpublic personal information about you under circumstances as permitted or required by law. These disclosures typically include information to process transactions on your behalf, conduct the operations of our credit union, follow your instructions as you authorize, or protect the security of our financial records.

To protect our members' privacy, we only work with companies that agree to maintain strong confidentiality protections and limit the use of information we provide. We do not permit these companies to sell the information we provide to other third parties.

DISCLOSURE OF INFORMATION ABOUT FORMER MEMBERS

If you terminate your membership with Community First Credit Union of Florida, we will not share information we have collected about you, except as may be permitted or required by law.

HOW WE PROTECT YOUR INFORMATION

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, or procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

WHAT MEMBERS CAN DO TO HELP

Community First Credit Union of Florida is committed to protecting the privacy of its members. Members can help by following these simple guidelines:

- Protect your account numbers, plastic card numbers, PINs (personal identification numbers) or passwords. Never keep your PIN with your card, which can provide free access to your accounts if your card is lost or stolen.
- Use caution when disclosing your account numbers, social security numbers, etc. to other persons. If someone calls you explaining the call is on behalf of the credit union and asks for your account number, you should beware. Official credit union staff will have access to your information and will not need to ask for it.
- Keep your information with us current. If your address or phone number changes, please let us know. It is important that we have current information on how to reach you. If we detect potentially fraudulent or unauthorized activity or use of an account, we will attempt to contact you immediately.

Let us know if you have questions. Please do not hesitate to call us—we are here to serve you!

INVESTMENT SERVICES • PRIVACY NOTICE DISCLOSURE

YOUR PRIVACY IS IMPORTANT TO US

This notice describes the privacy practices of CUSO Financial Services, L.P. ("CFS") and its affiliate, CUSO Financial Services, Inc. (collectively referred to as "we" and "us"). Protecting your privacy is very important to us. We value your trust and we want you to understand what information we collect, how we protect it, and how we use it. Our Privacy Policy treats your nonpublic personal information ("personal information") with care, integrity and respect for your privacy.

INFORMATION WE COLLECT

We collect and retain information about you to identify and communicate with you, to provide you with products and services that you have requested and to help us respond to your questions. We collect nonpublic personal information from the following sources:

- Information we receive from you on applications and other forms (for example, name, address, social security number, assets, and income);
- Information about your transactions with us, our affiliates (including your credit union or its affiliates) or non-affiliated third parties such as our clearing firm, mutual fund companies, insurance companies, money managers, and/or your prior brokerage firm (in the case of an account transfer),
- Information obtained when verifying the information you provide on an application or other forms (this may be obtained from other institutions where you conduct financial transactions); and
- In some cases, we may collect information from consumer reporting agencies.

We have procedures to ensure that your information is maintained in a commercially reasonable manner so that it is accurate, current, and complete. Keeping your information secure is one of our most important responsibilities. We restrict access to non-public personal information about you to those employees and agents who need to know the information in order to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal standards to guard your non-public personal information. We also have procedures to ensure that requests to correct inaccurate or incomplete information are acted upon in a timely manner.

DISCLOSURE OF PERSONAL INFORMATION TO NON-AFFILIATED THIRD PARTIES

We do not disclose personal information about you or our former customers to non-affiliated third parties, except as permitted or required by law or regulation. We may disclose all of the information we collect to companies with whom we have a financial services agreement to offer financial products and services to you, including your credit union and its affiliates.

DISCLOSURE OF PERSONAL INFORMATION IN OTHER CIRCUMSTANCES

We are dedicated to offering competitive high quality services to you through our relationship with your credit union. Our relationship with credit unions is structured to protect your personal information. For example, we do not release or sell customer information to telemarketing companies. We maintain physical, electronic and procedural safeguards that comply with federal standards to guard your personal information. We protect your account information by placing it on the secure portion of our website. Our servers have been enabled with Secure Sockets Layer (SSL) technology to prevent unauthorized parties from viewing

your personal information. In addition, we employ Thawte's digital certificate services to authenticate that you are connecting to our server(s). Access to your personal information is limited to those employees, registered representatives and agents who may need to know that information to provide products or services to you. They are required to maintain the confidentiality of all customer information.

We may disclose personal information about you with the following:

- Non-affiliated third parties, but only as necessary to effect, administer or enforce transactions that you have requested or authorized, or in connection with servicing or processing a financial product or service you have requested or authorized, or to maintain or service your accounts with us.
- Affiliates of CFS in order to provide financial products and services that you have requested or authorized.
- Your credit union, your credit union's credit union service organizations or other financial service providers that perform services on our behalf.

The above disclosures are permitted under the Regulations of the Securities and Exchange Commission. There may be some states in which we do business that would prevent us from disclosing personal information in one or more of the situations described above, without a right to opt-out or a requirement to opt-in. We will respect the state requirements as they may apply to our affected customers.

When we share confidential customer information with a third party, these companies are contractually obligated to keep the information that we provide to them confidential and use the information only for the services required and as allowed by applicable law or regulation, and are not permitted to share or use the information for any other purpose. That is, we require such third parties to agree to safeguard personal information regarding our customers in accordance with our own privacy policies.

AVAILABILITY OF DISCLOSURE OF PRIVACY POLICY

Our Privacy Policy is available at our branch office and our privacy website at: www.cfsprivacy.com. We will reaffirm this policy annually, in writing, unless you agree to receive it electronically through our website. We reserve the right to make changes to this policy at any time. We will notify you in writing before we make changes that affect the way we collect or share your information.

If you have any questions, you may contact our legal and compliance department at 858.530.4400, or privacy@cusonet.com.

Investment products and services offered through CUSO Financial Services, L.P. (CFS) are not NCUA/NCUSIF insured, are not obligations of or guaranteed by the Credit Union, and may lose value. Representatives are employed by Community First Credit Union and registered through CFS. Community First is in partnership with CFS. (Member FINRA/SIPC)



Member FINRA / SIPC