

Resolution Request Policy

First National Bank of Santa Fe is dedicated to consistently providing all of its customers with exemplary products and services. In the event we have not accomplished this goal, we want to hear from you.

The easiest and quickest way to resolve any issues regarding a product or service you have received from us is to take one of the following steps:

- Contact the Bank's Compliance officer at 505-992-2348; or
- Go to our website at www.fnb-sf.com to complete and submit the online Resolution Request form (link to form is located under the homepage footer 'How Can We Help You?')

The form will be automatically forwarded to the Bank's Compliance Officer for further review;

• Notify First National Bank in writing at:

First National Bank of Santa Fe Attn: Compliance Department P.O. Box 609 Santa Fe, NM 87504

If you are submitting your concern in writing, please include the following information:

- 1. A description of the act or practice that you are writing to us about. Please include all relevant facts.
- 2. Your name, address and/or phone number so that we may contact you.

You will typically be provided a response to your concern within 10 business days. If you have any questions or comments, please contact First National Bank of Santa Fe.