



REFUND / EXCHANGE / CANCELLATION / WARRANTY POLICY

POLICY

Fortress Bank (Bank) will accept the funding for account transactions through credit card activity from customers approved in its risk assessment account opening procedures. As a community bank, the Bank desires to offer its customers the ability to transfer of funds into their accounts with the Bank under secure, convenient credit cards access.

POLICY OBJECTIVES

The bank has established this policy to provide proper controls over the acceptance of credit card funding for customer account activity and thus manage several types of risk inherent within this area:

Safety and soundness risk arising from the possibility of fraud, error, or other misuse of credit cards.

Settlement risk arising from the transfer of funds that become uncollected in the settlement.

POLICY SCOPE

This policy applies to all credit card transfers of funds by approved customers.

RESPONSIBILITY

Fortress Bank maintains written operational procedures for adequate internal controls mitigating risk and securing data related to the acceptance of credit card transaction funding by approved customers.

OPERATING PROCEDURES

Written operating procedures include the following types of controls and safeguards:

Procedures to determine the authenticity of the credit card funds being transferred.

Steps to mitigate fraud and privacy violations of data transfers.

REFUNDS

Refund will be issued timely when requested by customer under a secure path.

EXCHANGE

As a financial institution, credit card transaction are limited to account transaction funding and not applicable for exchanges.

CANCELLATION

Credit card activity can be cancelled by the customer at any time in the account transfer process.

WARRANTY

Fortress Bank warrants a secure site and path for transacting credit card activity by its customers.