

What You Need to Know... Personal Loan

Thank you for opening your new account at American Savings Bank. Please refer to your Personal Loan Promissory Note and Disclosure documents for your loan amount and the terms of your account. We're pleased to have you as a customer and look forward to serving all your financial needs.

DISBURSEMENT

- ✦ You will receive your loan amount in a single disbursement.

ACCOUNT STATEMENT

- ✦ Monthly payments will begin one (1) month from the date of your Note and continue on the same day of each following month. However, if there are lesser number of days in the month than the date of the Note, then your payment will be due on the last day of that month.

For example, the payment due date for the month of February will be on the 28th (29th for Leap Year) when your monthly payments are due on the 29th, 30th or 31st of the month.

- ✦ Access up to 24 months of statement history through Online Banking.

PAYMENT OPTIONS

- ✦ Establish automatic payment from your checking or savings account. Bring your completed Automatic Payments and Transfers form to a branch or mail to:

American Savings Bank
Attn: ACH Services
P.O. Box 2300
Honolulu, HI 96804-2300

- ✦ Via Online Banking (requires enrollment).
- ✦ Visit a branch with your account statement.

COMMON QUESTIONS

Will I be able to immediately view my account on my Online Banking profile?

Your account will appear in your profile within two to five business days. If you don't see the account after that time period, contact Customer Banking via secure message in Online Banking or call (808) 627-6900 or toll-free (800) 272-2566.

Is there a late fee for payment not made by the due date?

Yes. For fee details, refer to your Promissory Note or the Consumer Loan Fee Schedule.

Is there an Annual Fee or Prepayment Penalty?

No.

What is a Returned Payment fee?

This fee is assessed if the payment submitted is returned to ASB (e.g., due to "insufficient funds").

If you have questions, call our Customer Banking Center at (808) 627-6900 or toll-free (800) 272-2566. The information presented is subject to change at any time without notice.



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