

## PRIVACY POLICY NOTICE

### What are some frequently used terms and their meaning?

*We, our and us* means The South Financial Group and affiliate companies as listed in this notice.

*Customer Information* means nonpublic personal information about you that is collected in connection with providing a financial product or service to you. Nonpublic personal information does not include information that is available from public sources, such as telephone directories or government records.

An *affiliate* is a company we own or control, a company that owns or controls us, and a company that is owned or controlled by the same company that owns or controls us. Ownership does not mean complete ownership, but means owning enough to have control.

A *nonaffiliated third party* is a company that is not an affiliate of ours, or an individual that is not employed by us.

### What types of customer information do we collect?

Customer information is categorized in the following six ways:

1. **Identification Information** – information that identifies you such as your name, social security number, address, and telephone number.
2. **Application Information** – information you provide us on applications or through other means when requesting a product or service from us such as your assets, liabilities, income, employment history, or marital status.
3. **Transaction and Experience Information** - information about your transactions experience with us such as your account balances, account transactions, and payment history.
4. **Consumer Report Information** - information we receive from consumer reporting agencies such as your credit history or credit score.
5. **Information from Other Third Parties** - information we receive in response to requests we make to third parties about you to confirm information that you have provided to us such as employment, credit relationships, or insurance coverage.
6. **Other General Information** - information from outside sources, such as data from public records, that is not used to determine eligibility for a product or service.

### Why do we collect, retain and use customer information?

We collect, retain and use information about you only where we believe it will help administer our business or provide products, services and other opportunities to you. If we collect information about you, we will do so only for a specific business purpose.

Some of the reasons we use your information are the following:

- To protect and administer your records, accounts, and funds;
- To comply with certain laws and regulations;
- To help us design and improve our products and services;
- To better understand and meet your financial needs.

### What kind of customer information do we share within The South Financial Group and its family of companies?

The South Financial Group family of companies includes companies that offer a full range of financial products and services including traditional banking, brokerage services, trust services, mortgage lending and insurance as well as nonfinancial companies that provide services such as data processing and account servicing. Please refer to the list of our companies to which this policy applies at the end of this notice.

Unless directed otherwise, we may share any of the categories of customer information within our family of companies. We are permitted by law to share information about our experiences and transactions with you or your account. We may also share other customer information that is not considered to be account and transaction experience including information obtained from your application (such as marital status or income), consumer reporting agencies (such as your credit history) or other outside sources (such as employment history). You may direct us not to share customer information within our family of companies, except as permitted by law, by completing and mailing the attached Opt-Out Form.

We occasionally may receive medical or health information about you through an application for insurance, for example. We recognize that when you provide medical information to us for a specific purpose, you do not wish it to be used for other purposes such as marketing or in making a credit decision. We will use your personal medical information only for the purpose for which it was intended.

### What kind of customer information do we share outside The South Financial Group and its family of companies?

We may share any of the categories of customer information with nonaffiliated third parties to help us process your transactions and to provide you with the full range of products and services for which you apply. We may use financial service providers for services related to payment processing and insurance and nonfinancial companies for data processing and check printing. We may also use third parties to perform marketing and other services and we may have joint marketing agreements with other financial institutions. We carefully select the third parties that perform services for us and the financial institutions with whom we have joint marketing agreements. We will not share your customer information with any nonaffiliated third party that does not agree to keep your information confidential. All of these third parties act on our behalf and are contractually obligated to maintain appropriate information security safeguards and to use the information only to provide the services we have requested.

We may also disclose customer information to other types of nonaffiliated third parties such as retailers, non-profit organizations, travel companies and membership organizations, unless you direct us not to do so. You may direct us not to share customer information with nonaffiliated third parties, except as permitted by law, by completing and mailing the attached Opt-Out Form.

We may disclose any of the six categories of customer information to credit bureaus and similar organizations as we comply with federal, state, or local laws, rules and other applicable legal requirements. For example, we may need to disclose information in connection with a subpoena or to respond to some other judicial process or government regulatory authority having jurisdiction over us for examination as authorized by law. We may occasionally sell a particular line of business, for example, mortgage servicing rights. Typically, a basic piece of that business would include the customer database. In such circumstances, we will transfer ownership of the related customer database to the purchaser.

## For Nevada residents only

Nevada Statute Section 228.600(3) allows marketing calls to our existing customers listed on the National Do Not Call Registry. If you prefer not to receive marketing calls from us, you may be placed on our Internal Do Not Call list by calling us at the toll-free numbers or email addresses provided below, or by writing to us at The South Financial Group, P. O. Box 852, Lexington, S.C. 29072.

Carolina First Bank	800.476.6400	customerassistance@carolinafirst.com
Mercantile Bank, a division of Carolina First Bank	800.238.8681	customerassistance@bankmercantile.com
Bank CaroLine, a division of Carolina First Bank	877.692.2765	caroline@bankcaroline.com
Other TSFG Affiliates	800.476.6400	customerassistance@thesouthgroup.com

You may also contact the Nevada Attorney General's office at:

Bureau of Consumer Protection  
Office of the Nevada Attorney General  
555 E. Washington Street, Suite 3900  
Las Vegas, NV 89101  
Phone: 702.486.3132  
Email: BCPINFO@ag.state.nv.us

## For California and Vermont residents only

To comply with California and Vermont state law, we do not share California or Vermont customer information with affiliates or nonaffiliated third parties, including joint marketers, except as permitted by law.

### What is our policy relating to former customers?

If you decide to close your account(s) or become an inactive customer, we will adhere to the privacy policies and practices as described in this notice.

### How do we protect the confidentiality and security of your customer information?

We are committed to protecting the confidentiality of customer information. Your privacy is considered in all aspects of our business. As such, we maintain physical, electronic, and procedural safeguards to protect customer information. We restrict access to customer information to only those employees with a business reason to know such information. All employees are bound by a code of ethics to protect the confidentiality of customer information and are trained to maintain a high level of confidentiality.

### What should you do if you see any inaccurate information in your statements?

We work hard to assure that your information is current, accurate, and as complete as possible. It is our policy to investigate and correct inaccuracies in a timely manner. If you see any inaccuracy in your statements or in any other communication from us, please contact the appropriate call center at the following numbers:

Carolina First Bank	800.476.6400
Mercantile Bank, a division of Carolina First Bank	800.238.8681
Bank CaroLine, a division of Carolina First Bank	877.692.2765
Other TSFG Affiliates	800.476.6400

### The South Financial Group Family of Companies to which this notice applies:

Bowditch Insurance Corporation  
Carolina First Bank  
Carolina First Insurance Services, Inc.

The South Financial Group will provide notice of our privacy policy annually to customers who maintain a continuing relationship with us. The Notice applies to consumers who obtain financial products or services for personal, family, or household purposes. If any changes occur that are not adequately described in this notice, a revised notice will be delivered to you and posted on our Web site. For a current list of affiliates to which this notice applies or to view the current privacy policy, contact us or visit our Web site at [www.thesouthgroup.com](http://www.thesouthgroup.com).

## IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

## Opt-Out Form

**If you have previously provided us with this opt-out notice you do NOT need to send us a new notice. We will continue to honor your request.**

Our goal at The South Financial Group is to make your financial dealings with us more efficient and easier for you to manage. For example, if you have a checking account with us and you want to open a brokerage account, we may share information with our brokerage company so you will not have to provide the information twice. Information sharing allows us to keep you informed about new products and services, often provided at special rates because you have other account relationships with us. It also helps us prevent fraud.

### Sharing with Affiliates

We are permitted under law to share information about our experiences or transactions with you or your account with our affiliates. We may also share other information, as previously described, with our affiliates unless you direct us not to. If you prefer that we not disclose such nonpublic personal information about you to our affiliated companies, you may opt out of those disclosures, that is, you may direct us not to make those disclosures (other than disclosures permitted by law). Federal law also gives you the right to limit some but not all marketing from us. Federal law requires us to give you this notice to tell you about your choice to limit marketing from us. You may limit The South Financial Group family of companies, such as our insurance and brokerage affiliates, from marketing their products or services to you based on personal information that they receive from other affiliates. This information includes, for example, your income, your account history, and your credit score.

### Sharing with nonaffiliated third parties

If you do not want us to share your customer information with nonaffiliated third parties, you may opt out of those disclosures, that is, you may direct us not to make those disclosures (other than disclosures permitted by law).

### Opt-Out Election

If you do not want us to share such information with our affiliates or nonaffiliated third parties, fill out the form below and mail only this form to us at The South Financial Group, P. O. Box 852, Lexington, S.C. 29072.

You have the right to opt out at any time. Please allow up to eight weeks for this request to be fully effective. Your election will remain in force until revoked in writing. For joint accounts, an opt out instruction from one of the joint customers will apply only to that customer unless the customer notifies us that he or she is acting on behalf of other joint customers for that account.

Due to our selection process, you may have received more than one notice. If you are choosing to opt-out, you need only complete and return one form.

_____ Last Name	_____ First Name	_____ Middle Initial	_____ Social Security Number
_____ Mailing Address			_____ Daytime Phone Number
_____ City	_____ State	_____ Zip Code	_____ Account Number(s)
_____ Signature			

*Please type or print this information legibly. If the information is not legible or is incomplete, we may be unable to implement your election to opt out. If there are joint accountholders to which this request will apply, please provide the above information regarding those persons. To request additional copies of this Privacy Notice and Opt-Out Form, please contact us at the above address.*