

ONLINE SECURITY GUIDELINES

Protecting Information Online

Whether you are a current customer or just visiting us online, we safeguard the information you provide to us.

Online Application Security

When you apply online for accounts or services, or enroll in online banking, you provide personal information that is necessary for us to process your application and open your account. Your information is protected through a "secure session" established with Secure Socket Layer (SSL). SSL establishes a secure connection and encodes the data submitted to ensure that the information is only accessible to an authorized TriState Capital Bank representative and you. When using our Internet banking products, you should use an Internet browser that supports a minimum 256-bit encryption technology.

Subject to our general privacy policy outlined above, we will sometimes use the information you provide to us via application or e-mail to provide you better products, services or additional account information. This information will not be shared with anyone outside of TriState Capital Bank.

How We Handle E-mail

E-mail transmitted across the Internet is normally not encrypted and could be intercepted by third parties. You should use caution before electing to send any confidential or private information via e-mail. In turn, we will endeavor to avoid entrusting confidential information in our response to your e-mail. We will, however, collect the content of your e-mail to us so that we may have as much information as possible to assist us in correcting a problem, sending you requested product information, or notifying you of changes to our online services. We also do this to meet legal and regulatory requirements.

Protecting Your Online Banking

When you bank online with us, your information is retained on our system or the system of companies that perform services on our behalf, depending on what is required in order to serve you. We use encryption technology, supported by the outside companies with which we work, to make online banking secure and to protect your personal information.

We also require an I.D. and password to access your accounts. If you do not provide this information, we cannot establish an online banking service for you. You can also help maintain the security of your banking information by not sharing your I.D. or password with anyone, by changing your password regularly, and by remembering to sign off. Representatives of TriState Capital Bank are not authorized to have and will never request you to disclose your password.

Use of "Cookies"

To provide better service and a more effective Web site, we may use "cookies" as part of our interaction with your browser. A "cookie" is a small piece of information that a Web site stores on your Internet browser. The cookie cannot be read by a Web site other than the one that set up the cookie. We use cookies for many administrative reasons. For example, we may store your preferences for certain kinds of information so you don't have to type it in every time you visit the site. Cookies are commonly used on most Web sites and do not harm your system. By configuring your preferences or options in your browser, you determine if and how a cookie will be accepted.

We will continue to evaluate and update these online guidelines so that they may be as clear as possible to you. As a client of TriState Capital Bank, your privacy is a key part of our client service commitment. It is not something we take lightly. If you have additional questions regarding this policy, please send us an e-mail at customerservice@tscbank.com