

Alexa Terms & Conditions

This Agreement is between you and 1st Source Bank (“Bank” or “we” or “us”).

Your use of the 1st Source Bank Skill on Amazon’s Alexa service on any Alexa-enabled device (the “Skill”) is conditional on your acceptance of this Agreement.

If you don’t accept these terms, you may not use the Skill. YOU ASSUME ALL RISK FOR YOUR USE OF THE SKILL, THAT IT IS PROVIDED “AS IS”, AND

THAT WE MAKE NO WARRANTY OR REPRESENTATION, EITHER EXPRESS OR IMPLIED.

1 . Privacy and Security: The Skill allows you to use your Alexa-enabled

device to communicate with the Bank, by voice, regarding your Account(s). Your voice is only used to activate Alexa’s features and is

not used to authenticate the account. To use the Skill, you will have to

speak commands and questions out loud to Amazon’s Alexa service

(“Alexa”), and you will receive responses out loud. Any communication

to the Bank via Alexa will be treated as a communication authorized by

you, and any communication from us via Alexa in response to a request

received from your Alexa-enabled device will be treated as a

communication to you. You are responsible for all of the interactions with us via the Skill. It is possible that someone other than you could interact with the Bank via the Skill, or that someone could overhear you interacting with us via the Skill and hear information about your Account(s). It is also possible that Alexa (and the equipment Alexa is installed on) and/or Amazon will record your interactions with the Skill or with Alexa. Consult your agreements with Amazon to learn more about how Amazon and your Alexa-enabled device treat those interactions.

2 . Third-Party Settings: Once you set up your Alexa device with the Skill, you are authorizing the Bank to provide information to the device based on the device's security settings. The settings on your device may allow the device to retrieve information about your Account(s) based on only verbal requests from anyone who uses your device. By enabling the Skill on your Alexa-enabled device, you are responsible for how the Skill is used including any communication to or from the Bank from your device.

3 . Accuracy: Alexa runs on software that the Bank did not design and do not have control over. It's possible that Alexa will not hear you correctly or say something to you different than the information we provided to

Alexa. By accepting this Agreement, you understand and agree that we are not responsible for inaccuracies in your interactions with the Skill. If you have any issues or doubts about the accuracy of your interactions with us via the Skill, you can still get your Account details using our mobile app, by visiting 1stsource.com, by calling the automated phone system at 800-235-2557, by calling Customer Service at 574-235-2000 or by visiting any 1st Source Banking Center.

4 . Electronic Signatures:By accepting these terms, you consent to the general use of electronic records and signatures in our relationship with you.

6 . Hardware:To access the Bank via the Skill, you must (1) have an active Account, (2) be enrolled in our Online/Mobile Banking with your Account, (3) be 18 years of age or older, and (4) have an Alexa-enabled device, an internet connection, and an Amazon account.

7 . Release of Information to Amazon:Your interactions with the Bank via the Skill are subject to our Privacy Policy. By installing the Skill, you are authorizing us to perform the actions and/or share with Amazon the information communicated to the Bank, or requested from the Bank.

We're going to send that information through Amazon, which will go

through the internet.

8 . Contact:

We may seek your constructive feedback on the Skill. You agree that we may email you from time to time about your experience with the Skill.

9 . Changes: We may change, suspend, or discontinue the Skill, or any part of it, at any time without notice. We may amend any of this Agreement's terms at our sole discretion by posting the revised terms on our website at 1stsource.com. Your continued use of the Skill after the effective date of the revised Agreement constitutes acceptance of the terms.

10 . Support: The Bank may or may not provide technical and other support for the Skill. If such support is provided, it will be provided in addition to any normal support.