

**LIVE OAK BANKING COMPANY
CUSTOMER PRIVACY POLICY DISCLOSURE**

Rev 06/2020

FACTS	WHAT DOES LIVE OAK BANKING COMPANY DO WITH YOUR PERSONAL INFORMATION?	
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.	
What?	The types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> • Social Security number and assets • account balances and transaction history • payment history and credit history 	
How?	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Live Oak Banking Company chooses to share; and whether you can limit this sharing.	
Reasons we can share your personal information	Does Live Oak Banking Company Share?	Can you limit this sharing?
For our everyday business purposes- such as to process your transactions, maintain your accounts, respond to court orders, legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes- with service providers we use to offer our products and services to you	Yes	No
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes- Information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes- Information about your creditworthiness	Yes	Yes
For our affiliates to market to you	Yes	Yes
For non-affiliates to market to you	No	We don't share
To limit our sharing	<ul style="list-style-type: none"> ▪ Call 866-518-0286 or ▪ Mail the form below. <p>Please note:</p> <p>If you are a <i>new</i> customer, we can begin sharing your information 30 days from the date we sent this notice. When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.</p> <p>However, you can contact us at any time to limit our sharing.</p>	
Questions?	Call 866-518-0286	

----- ✂ CUT ALONG HERE ✂ -----

Mail-in Form				
	<p>Mark any/all you want to limit:</p> <p>_____ Do not share information about my creditworthiness with your affiliates for their everyday business purposes.</p> <p>_____ Do not allow your affiliates to use my personal information to market to me.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Name</td> </tr> <tr> <td style="padding: 2px;">Address</td> </tr> <tr> <td style="padding: 2px;">City, State, Zip</td> </tr> </table>	Name	Address	City, State, Zip
Name				
Address				
City, State, Zip				
Mail To:	<p>Live Oak Banking Company 1741 Tiburon Drive Wilmington, NC 28403</p>			

Who we are

Who is providing this notice?	Live Oak Banking Company
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What we do

How does Live Oak Banking Company protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. Our employees are bound by our Code of Ethics and policies to access consumer information only for legitimate business purposes.
How does Live Oak Banking Company collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> • open an account or provide account information • apply for a loan or give us your income information • give us your contact information <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> • sharing for affiliates' everyday business purposes-information about your creditworthiness • affiliates from using your information to market to you • sharing for nonaffiliates to market to you <p>State laws and individual companies may give you additional rights to limit sharing.</p>
What happens when I limit sharing for an account I hold jointly with someone else.	Your choice will apply to everyone on your account.

Definitions

Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. Our affiliates include financial companies such as <i>Live Oak Bancshares, Inc.</i> ; <i>Live Oak Number One, Inc.</i> ; <i>Government Loan Solutions, Inc.</i> ; <i>504 FA.</i> ; <i>Live Oak Ventures, Inc.</i> ; <i>Live Oak Clean Energy Financing LLC</i>
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> • <i>Live Oak Banking Company does not share with non-affiliates so they can market to you.</i>
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> • <i>Live Oak Banking Company does not jointly market.</i>

Other important information

For California residents, we will limit any sharing of your non-public personal information as required by California law.