

FACTS

WHAT DOES ARROW FINANCIAL CORPORATION, GLENS FALLS NATIONAL BANK & TRUST COMPANY & SARATOGA NATIONAL BANK & TRUST 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:

- Social Security number and account transactions
- account balances and payment history
- transaction history and overdraft history

When you are *no longer* our customer, we continue to share your information as described in this notice.

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 Arrow Financial Corp., Glens Falls National Bank & Saratoga National Bank ("The Bank") chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does The Bank share?	Can you limit this sharing?
For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes— to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes— information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes— information about your creditworthiness	No	We don't share
For our affiliates to market to you	No	We don't share
For nonaffiliates to market to you	No	We don't share

Questions?

For Arrow Financial Corporation: Call 1-866-248-6366 or visit our website at arrowfinancial.com
 For Glens Falls National Bank & Trust Company: Call 1-866-248-6366 or visit our website at gfnational.com
 For Saratoga National Bank & Trust Company: Call 1-800-762-6155 or visit our website at saratoganational.com

Who we are

Who is providing this notice?

Arrow Financial Corporation
Glens Falls National Bank & Trust Company
Saratoga National Bank & Trust Company

What we do

How does The Bank 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. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you.

How does The Bank collect my personal information?

We collect your personal information, for example, when you

- open an account or deposit money
- show your driver's license or apply for a loan
- give us your income information

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

Why can't I limit all sharing?

Federal law gives you the right to limit only

- sharing for affiliates' everyday business purposes—information about your creditworthiness
- affiliates from using your information to market to you
- sharing for non-affiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- Our affiliates include financial companies such as: Arrow Financial Corporation, Glens Falls National Bank, Saratoga National Bank, North Country Investment Advisers, Inc., U.S. Benefits, Capital Financial Group, Inc., Loomis & LaPann, Inc., Upstate Agency, LLC., McPhillips Insurance Agency and nonfinancial companies, such as Glens Falls National Community Development Corporation; and others, such as New York Bankers Title Agency East, LLC.

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- The Bank does not share with nonaffiliates so they can market to you.

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- The Bank does not jointly market.