



# Product Management

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Banner Bank recognizes the importance of providing competitive, sophisticated, and innovative products and services to maintain or enhance efficiency and satisfy client demands. In addition, the Bank recognizes there are risks when implementing new, modified, or enhanced products and services that require effective product risk management. It is the policy of Banner Bank to provide safe and compliant products and services to clients in a fair and transparent manner.

The policy applies to products and services, including the full life cycle from business case, development, implementation, and maintenance through retirement of services. The scope of the policy includes, but is not limited to, features and fee pricing of new, modified, or enhanced Bank products and services related to deposit accounts, consumer loan accounts, credit and debit cards, online and mobile banking, and treasury management services. It further includes channels and mechanisms, such as digital, used to present and deliver products or product information to clients.

The Bank's executive leadership is responsible for reviewing and prioritizing substantial projects and approving/declining business cases based on alignment with the Bank's strategic goals. In regards specifically to product development, including enhancements or modifications to existing products, the executive leadership team provides approval for sizable or highly impactful product development efforts, as well as project prioritization. Representatives from the Bank's Risk Management Department provide risk management consultation and oversight to help ensure the risks associated with products and services are adequately identified, assessed, and responded to in line with the risk appetite of the Bank. This includes early engagement with the appropriate risk areas regarding proposed changes or enhancements to digital products along with reviewing new vendor solutions and agreements, where applicable.