



Frequently Asked Questions (FAQs) About Our Rebranding to Patrons Bank

- 1. When will the rebranding of Patrons Bank take place?** The transition to Patrons Bank will begin on June 1, 2024. You'll notice immediate changes such as newspaper ads, social media pages, bank email address, website, and new signage, with some elements taking a few additional weeks to complete.

- 2. Why is the bank changing its name?** We are adopting the name Patrons Bank to avoid confusion with numerous other banks that share a similar name. This change reflects our commitment to our customers and our vision for the future. Rest assured, our headquarters, staff and operations remain unchanged.

- 3. Is the bank being sold?** No, there is no change in ownership. Our board of directors, management, and staff remain the same. You'll continue to see familiar faces at your local branches, and all decisions will still be made locally.

- 4. Do I need to order new checks and deposit slips?** No, you can use your current checks and deposit slips. Your next check order will automatically be updated to Patrons Bank checks.

- 5. Do I need a new debit or ATM card?** No, you can use your existing card as usual. We will issue new Patrons Bank cards going forward, but until then, your existing card and PIN are valid.

- 6. Do I need to sign new banking documents?** No, your existing signature cards and loan documents remain valid. Our change in legal name does not necessitate new documents.

- 7. Will my account number change?** No, your account numbers will stay the same.

- 8. Will the bank's website address change?** Yes, our new website will be www.patrons.bank and will be rolled out on **June 24th**. Please note, **.bank** works like **.com**. Our new **.bank** URL will provide added security.

- 9. Will my online banking logins change?** No, your digital banking logins will stay the same. Just remember that the logos and colors will switch to our new brand on June 24th.

- 10. Do I need a new mobile banking app?** No, you will not need to download a new app. In late June, your existing mobile banking app will automatically prompt you to accept an update. This update will change the app's name to Patrons Bank and display our new icon. Your login credentials will remain the same.

- 11. Do I need to update Internet Bill Pay information?** No changes are needed. Your bill pay setup will remain intact despite the website address change.

- 12. Should I modify direct deposit or automatic loan payments?** No, all routing information remains the same, ensuring uninterrupted electronic deposits and payments.

- 13. Will there be changes to the bank operating hours?** There are no changes to banking hours.

- 14. Does this name change affect my FDIC coverage?** No, Your FDIC insurance coverage remains unaffected. Your accounts continue to be insured under the same limits.

For any additional questions or concerns, please feel free to contact us or visit our website: MyBankFNB.com. We're here to assist and ensure a smooth transition during this exciting time of change.

