

FSB & PGSB Merger/Rebrand

CUSTOMER Q&A

COMPANY BACKGROUND MERGER

Q: Why have Forreston State Bank and Poplar Grove State Bank merged?

A: Combining the banks into one allows the bank to provide customers with expanded products, services and staff.

We are excited to announce that Forreston State Bank and Poplar Grove State Bank will become Solutions Bank!

As a community bank, we want to inspire and implement solutions that allow our customers to focus less on banking transactions and more on what matters most to them. This partnership will allow us to offer more big bank solutions but keep the small bank relationships that we value so much.

We have always been focused on providing the best banking experience possible. Combining these banks into one allows us to offer customers expanded products, services, and staff.

Why a name change? With this merge, we are combining two great brands. We want our name to reflect the importance of both brands and the communities we serve.

Q: What should I know about Forreston State Bank?

A: Forreston State Bank is a premier locally-owned financial institution that has proudly served communities in Northern Illinois since 1887. FSB is owned by High Point Financial Services, Inc. In 1998, High Point Financial Services, Inc. purchased Kent Bank with locations in Kent and Freeport, Illinois. In November 2014, Forreston State Bank and Kent Bank merged.

Q: What should I know about Poplar Grove State Bank?

A: Poplar Grove State Bank was founded in 1946 by a local group of citizens. PGSB has two locations in Poplar Grove, Illinois. In 2019, High Point Financial Services, Inc. purchased Poplar Grove State Bank.

Q: What date will Poplar Grove State Bank become Solutions Bank?

A: The process will begin on Friday September 18th after close of business and be complete on Monday September 21st, 2020.

Q: Who will manage Solutions Bank?

A: Same management that exists today.

Q: What will happen to Poplar Grove State Bank and Forreston State Bank employees?

A: You will see the same staff that serves you today AND the opportunity to expand relationships with Forreston State Bank by using all the banking centers; Forreston, Freeport, Kent and Poplar Grove

Q: Will my branch hours remain the same?

A: Yes. All branch hours will remain the same.

Q: Will our cutoff times in branch remain the same?

A: Yes. All offices will remain the same.

Q: Will we continue to participate and contribute to community activities, events and charities?

A: Of course. Community outreach is a great way for our staff and company to support the communities we serve. It is a big part of community banks and an even bigger part of our culture.

WEBSITE, ONLINE BANKING, MOBILE BANKING, ONLINE PRODUCTS

Q: When the names change to Solutions Bank, will the current website and web address change as well?

A: We are working on a new website. However, it will not be ready to launch by merger in September. We will be making changes to the FSB website to use until the new site is ready to be launched. Our current websites www.fsbil.com and www.poplargrovestatebank.com will have a redirect to our new website to assist all customers to get to our new website. You can expect a new website Winter of 20-21.

Q: What will the new web address be?

A: solutions.bank

Our current websites www.fsbil.com and www.poplargrovestatebank.com will have a redirect to our new website to assist all customers to get to our new website. You can expect a new website Winter of 20-21.

Q: How do I access Online Banking?

A: Go to www.poplargrovestatebank.com to access online banking as normal. Our new website can also be used to access if you prefer to go directly to the new website, www.solutions.bank, effective September 21st. Your credentials for logging in will be the same. Your authentication questions, however, have been reset and will need to be validated when you login.

Q: What are the online banking cutoff times for processing each business day?

A: Effective September 21st, the processing time for online transfers will now be 9:00 pm; Monday-Friday.

Q: Will customers be able to see their previous statements with Online Banking?

A: PGSB customers will have a delay in viewing past statements. They will be able to view them later in 2020 or early January of 2021. If you need a previous statement in the meantime, we will print one for you at no charge.

Q: When is the last day I can log in to Poplar Grove State Bank's Online Banking, Mobile Banking app and Bill Pay?

A: Online Banking- access will go into Inquiry only mode from Friday, September 18th at 6:00 p.m. until Monday, September 21st at 9:00 a.m.

Mobile Banking app – limited usage over the weekend of September 18th it will allow you inquiry only. You will not be able to transfer or complete any bill payments beginning Friday, September 18th at 6:00 p.m. until Monday, September 21st at 9:00 a.m.

If a customer needs to make a transfer, they may call the bank and we will process the transfer at no charge, during this downtime.

Q: I have payments scheduled in advance on Bill Pay will I have any delays in processing these payments?

A: **Action you need to take:**

9/21 (9:00 am) - 9/25 (5:00 pm)

You will need to login into your Bill Pay and validate your enrollment to confirm you wish to continue with our Bill Pay services.

What you need to know:

9/18 (6:00 pm) – 9/21 (9:00 am)

Bill Pay access will be unavailable during this time.

9/18

Retrieve your reoccurring payment information as you will need to re-enter that information for reoccurring payments on Sept 28th.

9/18

Payment that need to be paid from 9/19 – 9/28 need to be scheduled to be paid with effective date of September 18th.

9/21

You will have access to schedule future payments again.

9/21 – 9/25

Do not be concerned when you do not see all of your previous billers. Payee migration will be completed on Monday, September 28th, and will bring over all your billers.

9/21 – 9/28

If you add a biller during this time, you could have a duplicate payee once the payee migration is completed on Monday, September 28th.

Q: I currently use Poplar Grove State Bank's mobile app. Will I need to download a new app after the conversion?

A: Yes, the current app limited usage over the weekend of September 18th it will allow you inquiry only. You will not be able to transfer or complete any bill payments beginning Friday, September 18th at 6:00 p.m. until Monday, September 21st at 9:00 a.m. On Monday September 21st please download the new Solutions Bank app from the Google Play store or Apple App store. Your credentials for logging in will be the same. Your authentication questions however have been reset and will need to be reset when you login.

CERTIFICATES OF DEPOSIT/IRA

Q: If I have a Certificate of Deposit (CD), will there be any changes to my current rate and maturity date, etc.?

A: No. The terms and conditions of your CD will not change.

Q: Is interest for CDs and IRAs calculated differently at Forreston State Bank?

A: No. Interest on your CD and IRA will continue to be compounded and paid according to the terms and conditions of your account agreement.

DEPOSIT ACCOUNTS

Q: Will my account number(s) change?

A: No. Unless you were notified previously, your account number(s) will not change.

Q: Will Poplar Grove State Bank routing number change?

A: Yes. The routing number for Solutions Bank is 071913058. However, please wait until after September 21st, we will notify you if your deposits or payments require notification of changes to the originator.

Q: Will my statement cycle change?

A: You will receive a statement that will be processed on through September 18th. You will then receive an additional statement the end of September for dates September 19-30. Your October and ongoing statements will be processed as normal at the end of the month.

Q: Are my accounts still FDIC insured?

A: Yes. Your deposits are insured by the FDIC up to \$250,000. For additional information on the FDIC insurance limits and coverage, please visit the FDIC's website at www.fdic.gov.

Q: I currently have accounts at both banks. Should I move some for FDIC purposes? How will that work?

A: An employee will contact you to discuss your options if you are over your FDIC coverage.

Q: Will I need to notify anyone about my automatic payments or direct deposits?

A: Any direct deposits currently being credited to your account, or automatic payments deducted from your account, will continue at this time without interruption. We will notify you if your deposits or payments require notification of changes to the originator.

Q: What types of deposit accounts will we offer?

A: We have several value added checking accounts options please watch for the new offerings on our new website at merger www.solutions.bank and or contact a banker to discuss.

Q: Do I need to order new checks?

A: No. You may continue to use your current checks. When you are ready to order new checks, we will assist you to reorder with the new bank name, logo and new routing number.

Q: Will there be any changes to my current deposit account(s)?

A: No, not at this time.

Q: Will my account statements look different?

A: Yes, we have a fresh new brand that you will begin seeing when we merge on September 21st.

Q: Will my statement cycle change?

A: No not at this time. If we make a change, we will notify you in advance.

Q: Will my account fees change?

A: We will adopt a new fee schedule effective September 21, 2020 and this new fee schedule will be included in your monthly statement during the month of July.

DEBIT/ATM CARDS/ATM LOCATIONS

Q: Can I still use my debit card as usual?

A: You can expect to receive a new Mastercard Debit Card in your mail around September 11th with instructions for use on September 21st. This new card will replace your Visa debit card as of Sept 21st. Please watch for your new card to arrive early September.

Q: Will my PIN change?

A: Yes, you will need to establish your pin on your new card once you activate it.

Q: Will my recurring electronic payments through my current debit card be affected?

A: Yes, if you have a transaction set up to process this way you will need to contact the company to change your card number.

Q: Will all branches have instant issue debit card printers?

A: We will be adding instant issue printers at both Poplar Grove Branches. Freeport and Forreston will also continue to have printers to produce instant issue.

Q: What will the daily purchase and withdrawal limits on debit cards be?

A: The daily purchase limits will remain at \$2500. ATM will change to \$510.

Q: Will we continue to use Card Valet after merger?

A: Card valet will be inside our mobile banking app at merger. It will now be called Card Control, please follow the prompts inside mobile banking to enroll your debit card at merger.

Q: What should I do if my debit card is lost or stolen?

A: Continue to call any office during business hours or 1- **800-472-3272** after business hours once we merge on September 21st.

Q: Where can I access an ATM free of charge?

A: You can access an ATM free of charge at

- **Poplar Grove office** 109 N. State St; Poplar Grove IL 61065
- **Poplar Grove office** 13565 Route 76; Poplar Grove IL 61065
- **Inside ATM:** J&D Countryside Marathon 13615 Route 76; Poplar Grove, IL 61065
- **Candlewick Lake 13400** Route 76; Poplar Grove, IL 61065
- **Inside ATM:** Recreational Center
- **Inside ATM:** Savanna Oaks Golf Course Clubhouse
- **Inside ATM:** Community Building Complex 111 West First Street; Belvidere, IL 61008
- **Forreston office** 200 Main St; Forreston IL 61030
- **Freeport office 996** W. Fairview Rd. Freeport IL 61032
- **Kent office** 717 N Kent Rd.; Kent IL 61044
- **Grand River Hall** 101 S. Liberty St; Freeport IL 61032
- **Aquin High School** 1419 S Galena Ave; Freeport IL 61032

LOANS

Q: I have a consumer loan. Will anything change?

A: No, this will remain the same as it is today.

Q: I have a commercial loan. Will anything change?

A: No, this will remain the same as it is today.

Q: My mortgage is with Poplar Grove State Bank. Will it change?

A: No, this will remain the same as it is today.

Q: Will I be able to continue to use my loan coupon book to make payments?

A: Yes, you may continue to use your current loan coupons to make your loan payments.

Q: Where do I mail my loan payments?

A: Same location you have been mailing them today.

Q: Will my loan officer change?

A: No, your lender will not change.

Q: My loan payment is automatically deducted from my checking account. Will this change?

A: This process will not change. If you are currently set up to automatically deduct your monthly payment this will continue as usual. ACH payments from other banks will reflect name change to Solutions Bank as of September 21st.

WIRE TRANSFERS

Q: I currently receive/send wires, what will change with this process?

A: If you currently receive a wire into Poplar Grove here are the new instructions.

Receiver ABA

ABA # 075912479

Bankers' Bank Madison

Beneficiary FI

ABA # 071913058

Solutions Bank

200 Main Street

Po Box 278

Forreston, IL 61030

PRODUCTS AND SERVICES

Q: What retail products and services will Solutions Bank offer?

A: We have several new product and service offerings that we are excited to share with you after September 21st. Zelle, Instant Issue debit card production in house, Apple Pay, Google Pay, new checking account

offerings and Health Savings accounts. Please watch for the new offerings on our new website at merger www.solutions.bank and or contact a banker to discuss.

Q: What business products and services will Solutions Bank offer?

A: We will offer Business online banking with several new cash management features. ACH services, Remote deposit, Mobile Deposit, Wires, Positive Pay, ACH Alerts, Web/Direct Connect through Intuit. Please watch for the new offerings on our new website at merger www.solutions.bank and or contact a banker to discuss.