



## Frequently Asked Questions

***We are excited to be announcing the sale of Bank of Cleveland to Builtwell Bank. Combining our institutions will result in a stronger organization, increasing the potential for strategic community investment and growth opportunities for our businesses and consumers. Please be assured that our goal is to complete a smooth transition with frequent communication along the way. We believe that we are better together than we are individually, and our combined customers, communities, and associates benefit tremendously!***

### **Is there anything I need to do?**

No. It's business as usual now and for several months ahead. You will receive information in advance about the systems and technology conversion and any changes that may affect your account(s). And we'll be with you every step of the way!

You will continue to have the same personal attention, the same strong support for our local communities and the same volunteerism from our employees. In addition, you will gain access to a wider collection of products and services when the transaction is complete.

### **Why is Bank of Cleveland selling to Builtwell Bank?**

- Our two organizations share a very similar mission, vision, and purpose, demonstrated by a long history of genuine commitment to our customers and our local communities.
- The transaction will provide improved product and service offerings, greater capacity, and greater convenience for our customers.
- Builtwell Bank shares our commitment to significant involvement in our local communities.

### **How do we know the conversion will go smoothly?**

As a valued customer of Bank of Cleveland, we know that you are accustomed to service beyond expectations. We promise that this level of service will not only be met but will be exceeded.

Both banks are deeply connected to the needs and goals of the communities we serve. We share common cultures and operate with a very similar philosophy of high-touch service.

We will provide communications to guide you through this transition and ease your mind with detailed information around account numbers, direct payments and direct deposits, debit cards, loan payments, online banking and more.

### **How will my account(s) be impacted?**

There will be no changes to your account(s) until the system transition takes place in early 2025. Until then, Bank of Cleveland's existing account agreements and all other contracts will continue to govern your account(s), and you can continue to bank as usual using your Bank of Cleveland debit card, checks and deposit slips, website, and online banking. You should also

continue to make any loan payments as usual. We will notify you in writing well in advance about any changes to your account(s) and services due to the conversion. We are focused on ensuring a smooth transition.

### **Can I continue to use my existing checks, debit card, and/or ATM card?**

Yes, please continue to use your existing checks, debit, and ATM cards.

### **Will the bank's name change?**

Our objective is to combine the best of both organizations, honor our past and embrace the future. Bank of Cleveland will adopt the Builtwell Bank name over time, but the people providing you with the same local service will continue to be there to assist you.

### **Will my account or loan number change?**

For now, your account numbers will remain the same. In the unlikely event a change is needed, you will be notified well in advance, and we will handle all the details.

### **Will my direct deposits, automated payments, and transfers continue to be connected to my account?**

Yes. All these services will continue without interruption at this time. If you need to make changes, please contact your banker.

### **How about my safe deposit box?**

There will be no change to your safe deposit service.

### **Will my deposits still be FDIC-insured?**

Yes. Your deposit accounts will continue to be insured by the FDIC. The standard FDIC insurance amount is \$250,000 per depositor, per insured bank, for each ownership category.

### **What online banking changes should I expect?**

You will continue to have access to the same online banking pages and information you have today. In early 2025, you will view a different online banking screen, but continue to access complete account information, make transfers between accounts, pay bills electronically, and view check images.

### **Will any branches be closed after the transaction?**

Locations are a critical part of our success, today and in the future integrated company. Management from both banks will take into consideration many factors that allow us to best service our customers, including physical locations and technology. Our goal will be to maintain convenient access for all business and personal customers if branch consolidations are implemented.

### **Who should I contact with additional questions?**

You can call the same people you call today with any questions. The phone numbers will remain the same, so feel free to contact your Bank of Cleveland Relationship Manager. They will be available to answer any questions you may have.