



December 1, 2023

Dear Valued Customer,

Subject: **Core Banking System Upgrade**

Greetings from Metro City Bank. We would like to take this opportunity to thank you for banking with Metro City Bank. This letter contains important information regarding our forthcoming banking system upgrade and details on certain changes impacting the services we offer to you. Therefore, we recommend you read through this letter carefully.

### **SYSTEM UPGRADE**

We continue to take progressive efforts to enhance your experience with us. Therefore, Metro City Bank is pleased to inform you that we are in the process of upgrading our banking system with an aim to provide top of the line service to our esteemed customers. The system upgrade is planned for February 5, 2024, subject to successful completion of internal quality checks.

### **TRANSITIONAL SUSPENSION TIMINGS**

Our preference is to achieve the core banking system transition without causing any disruption to your usual banking arrangements. However, we are writing to inform you that, during the conversion period, tentatively planned from 6:00 pm EST Friday, February 2, 2024 to 8:00 am EST Monday, February 5, 2024, all of our banking services including over-the-counter and internet banking services will be suspended during the system downtime for the purpose of implementing the system upgrade.

After the conversion period, we will provide our normal banking services as usual. However, you might experience some delays in processing as we grow accustomed to our new banking system. Please be assured that we have taken and will continue to take steps to make sure the transition will be fully completed with minimum disruption to your banking arrangements.

### **IMPORTANT CHANGES**

It is very important for you to read the following information carefully and have a good understanding of the things that would have an impact during/post core banking upgrade.

## TRANSACTION RESTRICTIONS DURING SYSTEM TRANSITION

- **Branch Service:** As we prepare for our conversion, all branches will be closed on Saturday, February 3, 2024. Branch service will resume normal business hours on Monday, February 5, 2024.
- **Remote Deposit, Online Banking, Mobile Banking and Bill Payment:** Online banking, mobile banking, and bill payment services will not be operational throughout the system transition. Downtime is tentatively planned between 6:00 pm EST Friday, February 2, 2024 to 8:00 am EST Monday, February 5, 2024. Customers are requested to plan their payments accordingly. Any ACH, bill payment, loan payment, or online transfer transactions scheduled during this period, should be rescheduled for a date before Friday, February 2, 2024 or after Monday, February 5, 2024.
- **ATM/Debit Card Transactions:** Your access to ATM/debit card transactions will be limited during the conversion. You will only be able to withdraw cash or make purchases up to \$300 per day over the conversion weekend. The conversion is scheduled to begin Friday, February 2, 2024 at 6:00 pm EST, and last until 8:00 am EST Monday, February 5, 2024. Friday, February 2, 2024, before 6:00 pm EST, you can perform transactions using your existing limits and current balance. We recommend you withdraw cash you need for the weekend and make all purchases you need before Friday, February 2, 2024 at 6:00 pm EST if the amounts you need are greater than \$300. We expect normal services to resume on Monday, February 5, 2024 before Noon.

## CHANGES POST SYSTEM UPGRADE

- **Periodic Account Statements:** After our system conversion, all deposit accounts will convert to a month end statement. All account holders with monthly statements will receive their account statements at the beginning of each month. E-statements (online banking), will now be in PDF format.

We apologize for any inconvenience that might be caused during this transition and thank you for your patience and understanding which will assist in making our system upgrade as smooth as possible. In case of any clarification, please refer to the attached Questions & Answers, feel free to contact us at (770) 455-4989 or your nearest branch.

Yours sincerely,



Farid Tan  
Chief Executive Officer

## Q&A—Questions & Answers

**Q: Will I have access to my account over the weekend of February 2, 2024?**

A: You will be able to use your debit card and write checks using your February 2, 2024 account balance. You will not have access to your on-line banking, mobile banking or telephone banking until 9:00 am EST Monday (8:00 am CST), February 5, 2024.

**Q: Will I keep my existing account number?**

A: Yes. Account numbers will stay the same as they are today and your checks & deposit slips will also remain unchanged.

**Q: May I continue to use my current Metro City Bank checks?**

A: Yes. You may continue to use your current checks. Please contact us when you are ready to reorder checks and we will be glad to assist you

**Q: May I continue to use my current Metro City Bank debit card?**

A: Yes. You may continue to use your current debit card throughout conversion and at all times thereafter.

**Q: Will there be a change to my periodic account statements?**

A: After our system conversion, all deposit accounts will convert to a month end statement. All account holders with monthly statements will receive their account statements at the beginning of each month. E-statements (online banking), will now be in PDF format.

**Q: Will I need to notify any direct deposit, automatic transfer, or automatic payment vendors?**

A: No. You do not need to do anything. Automatic payments and direct deposits to and from your checking account will be automatically updated. If any merchants or vendors use your debit card to debit or credit your account, you do not need to do anything as your account number is not changing. Any ACH, bill payment, loan payment, or online transfer transactions scheduled during this period, should be rescheduled for a date before Friday, February 2, 2024 or after Monday, February 5, 2024.

**Q: Will account balances be "real time"?**

A: ATM/Debit Card Transactions: Your access to ATM/debit card transactions will be limited during the conversion. You will only be able to withdraw cash or make purchases up to \$300 per day over the conversion weekend. The conversion is scheduled to begin Friday, February 2, 2024 at 6:00 pm EST, and last until 8:00 am EST Monday, February 5, 2024. Friday, February 2, 2024, before 6:00 pm EST, you can perform transactions using your existing limits and current balance. We recommend you withdraw cash you need for the weekend and make all purchases you need before Friday, February 2, 2024 at 6:00 pm EST if the amounts you need are greater than \$300. We expect normal services to resume on Monday, February 5, 2024 before Noon.

**Q: Will this change effect my Mortgage Loan, Commercial Loan or SBA Loan with Metro City Bank?**

A: This upgrade will not affect your mortgage, commercial or SBA account with us.