Name Change FAQ: Our Name Is Changing. Your Banking Isn't.

What is the bank's new name?

Our new name is **Bank of Greene**.

Why is the bank changing its name?

We're updating our name and brand as we believe Bank of Greene is a more welcoming name that recognizes the wide range of communities we serve today, while still honoring our roots in Greene County. While our name is changing, our commitment to serving our customers and communities remains strong, as does our goal of being the last independent community bank still standing.

Is the bank under new ownership?

No. The name change does not involve a change in ownership. We remain the same independent, community-focused bank.

Is anything changing with my account?

No. Your accounts will remain exactly the same. Your account numbers, balances, rates, terms and transaction history will not change as a result of the name change.

Do I need to open a new account?

No. There is nothing you need to do to keep your existing accounts.

Will I need new checks?

No. You can continue using your existing checks. You do not need to order new checks because of the name change.

Will I need a new debit card?

No. Your current debit card will continue to work as usual. You do not need to request a new card because of the name change.

Will online banking change?

The functionality of online banking will remain the same. You can continue using online banking with the same login information, accounts and features you use today.

As part of the brand transition, you will see our **new name and updated logo** within online banking.

Will the mobile banking app change?

The functionality of the mobile banking app will remain the same. You can continue using the app to manage your accounts, deposit checks, transfer funds and more.

The app will have an **updated name and new logo** as part of the brand transition. No action is required beyond continuing to use the app as you normally do.

Will my direct deposits and automatic payments be affected?

No. Your existing direct deposits, automatic payments, transfers and other recurring transactions will continue as usual. You do not need to make changes because of the name change.

Will my account statements look different?

You may notice our new name and branding on statements and other communications as they are updated. Your account information and transaction history will remain the same.

Will my loan change?

No. Your existing loan, including its terms, interest rate and payment schedule, will not change because of the name change.

Will my interest rate or fees change?

No. The name change itself will not change your interest rates, account terms or fees.

Will the branch signs be changing?

Our branch signs will eventually be updated to reflect our new name and brand. However, **most signs will not change immediately**. You will continue to see our current and new branding during the transition, as updates are made over an extended period of time.

When will everything be updated?

The transition to our new name and brand will happen gradually. You will see updates to different items and locations **throughout the remainder of this year and into early next year**. Because the transition will take place overtime, you may see our current and new branding in different places during this period.

Will I still have the same branches?

Yes. Our branches will continue to serve you as they always have, with the same locations and familiar faces.

Will I still have the same customer service?

Absolutely. You'll continue to receive the same personal, community-focused service from the people you know and trust.

Do I need to update my information with other businesses?

No. Because your account and banking information are not changing, you generally do not need to update your information with employers, billers or other businesses that use your existing banking information.

Bank of Greene

What will actually change?

Our **name, logo and overall visual brand** will change. You will see these updates gradually appear across our branches, website, online banking, mobile app, statements and other communications.

What isn't changing?

The things that matter most to you are staying the same:

- Your accounts
- Your account numbers
- Your balances and transaction history
- Your loans and loan terms
- Your online and mobile banking functionality
- Your direct deposits and automatic payments
- Your existing checks
- Your current debit card
- Our branches and employees
- Our commitment to serving our customers and communities

Is there anything I need to do?

No. **There is no action required from you.** Continue banking with us as you normally do. We'll take care of the transition to our new name and brand.

Will I still be banking with the same bank?

Yes. **Same bank. Same people. Same commitment to you. Just a new name and look.**