

September 26, 2018

Dear Bill Pay Customer,

The Bank is excited to announce that the Bill Pay feature within Online Banking will be converted to a new product beginning Thursday, October 11, 2018. In addition to the current features, the new product will allow a customer to initiate email or "P2P" payments.

All payees currently set up in the Bill Pay system will automatically transfer to the new product, as will eighteen (18) months of bill pay history. A check issued to a payee will continue to clear your checking account, and an electronic payment will be deducted from your account at the time it is sent.

As a result of this conversion, **the Bill Pay option of Online Banking will be unavailable for a short time.** Beginning the morning of Tuesday, October 9, 2018, the Bill Pay feature will be "view only" or unavailable during the transfer of data. Bill Pay should be fully accessible after the conversion by approximately 8:00 a. m. on Thursday, October 11, 2018. All bills scheduled to be paid on October 9 and 10 will be processed. In addition, all payments already scheduled prior to the conversion for dates beyond October 10 will be processed under the new product.

At the time of your enrollment for Online Banking/Bill Pay, the documentation disclosed that a monthly fee of \$4.95 may be charged due to inactivity and failure to pay at least one bill per month. **With the introduction of the new product on October 11, 2018, this fee will be assessed on Bill Pay accounts at the end of each month if no bill payments are made within that one-month period.** For example, if no payment is made between October 11, 2018, and November 11, 2018, the \$4.95 fee will be assessed at the end of November.

The bank is sending this letter to you due to your current enrollment in the Bill Pay product. If this feature is no longer being used, or if you would like to remove an account from Bill Pay, please contact one of our Customer Service Representatives for assistance, and no fees will be assessed. We apologize for any inconvenience this may cause and thank you for your continued business. As always, if you have any questions about the conversion or the information contained in this letter, please feel free to call!

Sincerely,

Kate Fortner  
Vice President, Customer Service  
Bank of Pontiac

