

**Important Integration Information for Geauga Savings Bank Customers**  
*Online and Mobile Banking Integration to Farmers National Bank*

Over the **January 17, 2020 weekend**, Farmers National Bank will be integrating your Online and Mobile Banking experience. Managing your money will be faster and easier than ever, plus we'll be able to provide you with an array of new features. In preparation for the integration, **transaction capabilities will be unavailable during certain times** specified below. However, you will still be able to view all account detail.

**Online Banking will be unavailable from:**  
**Friday, January 17, 2020 at 1:00 p.m. EST. until Monday, January 20, 2020 at 7:00 a.m. EST.**  
**for the integration to Farmers National Bank.**  
**SEE ADDITIONAL DETAILS BELOW.**

**\*Please note important changes to Bill Pay highlighted in red.**

MASTERCARD DEBIT CARDHOLDERS	DETAILS
ATM and Debit Cardholders Notice of Reduced Transaction Limits	<p>Please note the following <u>Daily</u> Transaction Limits will apply the weekend of the Farmers conversion as we transition your debit cards onto Farmers National Banks' processing system. These daily limits <u>will apply</u> beginning Friday, January 17, 2020.</p> <p><i>Online Purchases/Point of Sale Purchases - \$250</i> <i>Cash Withdrawals - \$250</i></p> <p><b>Geauga Savings Bank customers who have used their Geauga Savings Bank MasterCard during the previous 90 days will be mailed a new Farmers National Bank Visa debit card approximately one week after the conversion date. You will need to activate this card immediately and start using it upon activation. Your Geauga Savings MasterCard debit card will be deactivated on or about January 31, 2020.</b></p>
ONLINE BANKING	DETAILS
Online Banking Username & Password	<p><b>Online Banking users will need to re-enroll in the Farmers National Bank Online Banking Platform after the systems conversion on January 20, 2020. If you need assistance, please call the Customer Support Center at 1-888-988-3276 or visit our website for additional information. Please DO NOT attempt to enroll prior to January 20, 2020 at 7:00 a.m. EST.</b></p>

Bill Pay Users	<p><b>Please note as of Friday, January 10, 2020 at 8:00 a.m. EST, your access to Online Banking Bill Pay will cease. All bills must be paid and cleared from the Geauga Savings Bank Online Banking system as of this date. Scheduled bill payments with a payment date of January 18, 2020 or later will not be processed. After the Farmers National Bank systems conversion on January 20, 2020, you will need to re-enroll in the Farmers Online Banking platform, sign up for Bill Pay and reestablish these payments.</b></p>
Bill Payees	<p><b>As of Friday, January 10, 2020 at 1:00 p.m. EST, you will no longer have access to your Bill Pay, and your payees will <u>NOT</u> transfer to the Farmers National Bank system. Prior to Friday, January 10, 2020 at 1:00 p.m. EST., please print out each payee, or copy the payee information for your records. After the systems conversion, you will need to re-enter your payees into the Farmers National Bank Bill Pay platform.</b></p>
Check Images & Statement History	<p><b>After the systems conversion, you will begin to accumulate check images and transaction history moving forward. If you require assistance in the interim period, please call Customer Support at 1-888-988-3276.</b></p>
Internal Transfers	<p><b>If you currently have scheduled transfers in the Geauga Savings Bank Online Banking system, no transfers will be completed after January 17, 2020 at 1:00 p.m. EST. After the Farmers National Bank Systems conversion, you will need to re-enroll in the Farmers Online Banking platform and re-establish your transfer transactions starting January 20, 2020.</b></p>
Finance Center with Categorized Expenses	<p><b>After re-enrolling in the Farmers National Bank online banking platform, a new Finance Manager will be available. This Finance Center is an enhanced personal finance management tool which offers categorized expenses.</b></p>
<b>MOBILE BANKING</b>	<b>DETAILS</b>
<p style="text-align: center;">Mobile Banking App New APP Download Required</p>	<p><b>If you would like to access Mobile Banking, you will need to download our Farmers National Bank app from your online store starting on January 20, 2020 after 7:00 a.m. EST. Please DO NOT attempt to enroll prior to January 20, 2020 at 7:00 a.m. EST. For app download instructions please visit <a href="https://www.farmersbankgroup.com/services-programs/personal/mobile-banking/">https://www.farmersbankgroup.com/services-programs/personal/mobile-banking/</a>.</b></p>

TELEPHONE BANKING	DETAILS
Telephone Banking Credentials	<b>After the systems conversion, Telephone Banking customers should call the Farmers National Bank Telephone Banking number at 1-888-471-3886 for easy enrollment instructions starting January 20, 2020.</b>
CUSTOMER SUPPORT	DETAILS
Online Video Tutorials	<b>You can learn more by watching our online video tutorials located on our Customer Support section of our website at <a href="http://www.farmersbankgroup.com">www.farmersbankgroup.com</a>.</b>
Contact Customer Support	<b>Our Customer Support Center is open from Monday – Friday from 7:30 a.m. – 6:00 p.m. EST and Saturday from 8:00 a.m. – 12:00 p.m. EST to assist you if you should have questions or concerns. Feel free to contact us for assistance at 1-888-988-3276.</b>

*During this time of our conversion please note that neither this Institution nor its Service Providers will contact you via telephone or email requesting personal information, your Access ID, or your passcode. If you are contacted by anyone requesting this information, please contact us immediately.*