

## **FREQUENTLY ASKED CUSTOMER QUESTIONS**

**Q: Why are Farmers National Bank and Cortland Bank merging?**

A: In addition to outstanding financial strength, the merger of Farmers National Bank and Cortland Bank will provide additional banking services and added conveniences. Customers will have access to many more branches and ATMs, enhanced commercial banking and a robust Wealth Management division. In addition, all customers will continue to have access to surcharge free withdrawals through the MoneyPass network of ATMs.

**Q: When will the two banks be integrated?**

A: The banks will be integrated operationally on February 21, 2022.

**Q: How will this transaction benefit me?**

A: Long-term, the combined Farmers National Bank-Cortland Bank network will offer customers convenient access to their money and easier access to financial professionals through a network of offices that extends throughout Northeast and Mid-West Ohio. Consumer and business customers will be able to bank at 46 offices in 8 counties.

**Q: What will the combined organization be named? Where will it be headquartered? Who will run it?**

A: Cortland Bank will be merged into Farmers National Bank. Farmers National Bank will remain headquartered in Canfield, Ohio. Farmers National Bank's President and Chief Executive Officer, Kevin J. Helmick remains in that role.

**Q: How are Farmers National Bank and Cortland Bank alike?**

A: Established over 130 years ago, Farmers National Bank is an independent, community bank with offices in Northeast Ohio and Western Pennsylvania. Like Cortland Bank, Farmers National Bank is dedicated to outstanding customer service to the community. Farmers National Bank is financially strong, and like Cortland Bank, offers deposit insurance coverage through FDIC.

**Q: What will happen to the Cortland Bank branches?**

A: The Cortland Bank branches will remain the same. Farmers National Bank signage will begin appearing in mid-February 2022.

**Q: Will the merger affect the office hours of the Cortland Bank branch that I currently use?**

A: The branch hours Monday thru Saturday will remain the same at this time.

**Q: Where should a Cortland Bank customer bank for now?**

A: Until the February 21, 2022 conversion, Cortland Bank customers should continue to bank as usual at their regular branch location.

**Q: Will my Cortland Bank account number change?**

A: At this time, we do not anticipate a significant number of changes to existing Cortland account numbers. Should you be affected by an account number change, you will be contacted by a representative from Cortland Bank well before the merger date.

**Q: If I am a Cortland Bank customer, will my account fees or minimum balance requirements change as a result of this transaction?**

A: There are slight differences between Farmers National Bank accounts and Cortland Bank accounts. In all cases, we will place Cortland Bank customers into the Farmers National Bank account that most closely matches the services and features of their current account. However, you will be notified of any changes to your accounts well in advance.

**Q: I have a Cortland Bank CD that does not mature for 2 years. What will happen to it?**

A: Your CD will be honored with the same rate and terms until it matures, regardless of whether it matures before or after the merger.

**Q: What if I have deposits at both banks? Should I move some for FDIC purposes? How will that work?**

A: Like Cortland Bank, Farmers National Bank offers deposit insurance coverage as provided by the Federal Deposit Insurance Corporation (FDIC).

The FDIC also specifies deposit insurance coverage during a bank merger. The deposits from Cortland Bank continue to be insured separately for at least six months after the merger. This grace period gives a depositor the opportunity to restructure his or her accounts, if necessary.

CDs from Cortland Bank are separately insured until the earliest maturity date after the end of the six-month grace period. CDs that mature during the six-month period and are renewed for the same term and in the same dollar amount (either with or without accrued interest) continue to be separately insured until the first maturity date after the six-month period. If a CD matures during the six-month grace period and is renewed on any other basis, it would be separately insured only until the end of the six-month grace period.

**Q: What will happen to my Cortland Bank Internet (Online) and Mobile banking?**

A: You should continue to use your Cortland Bank Personal Internet & Mobile banking. You will be notified well in advance of any changes that are required by the account conversion. Starting on February 21, 2022 you will need to re-enroll in the Farmers National Bank Online Banking platform and Mobile platform. If you need assistance, please call the Customer Support Center at 1-888-988-3276 or visit our website for additional information at [www.farmersbankgroup.com](http://www.farmersbankgroup.com).

**Q: If I am a Cortland Bank customer, will I need to alert my payroll department if I have direct deposit?**

A: No. Since checking account numbers are not changing, you will not have to make any immediate changes to direct deposit instructions. However, Farmers National Bank suggests updating your payroll records with your employer of the new Farmers National Bank routing number: 041209080.

**Q: My mortgage is with Cortland Bank now. Will it get sold?**

A: Your mortgage servicing will be transferred to Farmers National Bank after the transition on February 21, 2022. You will be notified in advance of this change. Should any mortgages be sold in the future, you will be notified well in advance.

**Q: Will the merger affect my existing Cortland Bank loan?**

A: This merger has no impact on existing loan rates, terms and conditions.

**Q: Will I continue to make Cortland Bank loan payments at the same address?**

A: Cortland Bank customers should continue to make loan payments as usual. If there is a change at a later date, you will be informed well in advance.

**Q: Can I still use my current payment book?**

A: Yes. Continue to use your same payment book. Any changes in the future will be communicated in a timely manner.

**Q: Will my Cortland Bank monthly statements change?**

A: After the system conversion occurs on February 21, 2022, Cortland Bank customers will begin receiving a statement from Farmers National Bank. Cortland Bank customers who currently receive an Electronic Statement (“E-Statement”) will need to re-enroll in the Farmers National Bank Online Banking platform and sign up for E-statements to continue to receive their E-Statement. There will be a few differences in the way your statement appears.

**Q: When will I receive statements for my checking, savings or money market account(s)?**

A: You will receive a final statement from Cortland Bank within two (2) weeks of the account transition date on February 21, 2022. This statement will be generated at the close of business that day and will cover your account activity during the period from your previous statement date through Friday, February 18, 2022. If you receive E-statement, you will need to re-enroll in the Farmers National Bank Online Banking platform after the systems conversion on February 21, 2022. If you need assistance, please call the Customer Support Center at 1-888-988-3276 or visit our website for additional information.

If you receive a paper statement, your next statement will be issued by Farmers National Bank and will list your account activity from the date of the account conversion of February 21, 2022, through your next statement date. From then on, your account statements will be mailed to you on approximately the same date as before the system conversion.

**Q: Can I still use my Cortland Bank checks?**

A: Please continue to use your existing checks. Cortland Bank checks will still be accepted for a period of time after the conversion. Any new checks should be ordered through Farmers National Bank.

**Q: Will my direct deposits, automated payments, and transfers remain the same?**

**A:** Until the account conversion on February 21, 2022, these services will all continue for you without interruption. When your accounts convert to Farmers National Bank, so will your direct deposits and almost all automated payments and transfers. If there are any payments or transfers that we become aware of that we cannot convert, we will notify you in advance. Additional information will follow specific to Online Banking bill pay transactions.

**Q: I heard that I may use my Cortland Bank Debit Card at Farmers National Bank ATMs without charge. Is this true?**

**A:** Yes. You can use your existing card at any Farmers National Bank ATM without paying any ATM surcharge fees soon after the legal closure, which is expected to occur in the first week of November, 2021.

**Q: I am a corporate banking customer. Will I continue to work with the same Cortland Bank sales and client service team members?**

**A:** Yes. Please continue working with the banker who currently services your account.

**Q: What does Farmers National Bank do to protect my personal and account information?**

**A:** At Farmers National Bank the information provided to us by our customers is paramount to the trust relationship we have with each account holder. To ensure the integrity, confidentiality, and availability of this information Farmers National Bank has developed policies and procedures to guard against unauthorized access and disclosure of this information. These practices provide guidance for the digital safeguards in place such as antivirus, encryption, access control, user management, change control, and storage. These digital controls are complimented by physical security controls.

Additionally, Farmers National Bank uses industry-accepted software that is tested for compatibility and regularly updated with the most recent patches and updates. Records are retained as outlined within the Farmers National Bank Records Retention Manual in accordance with applicable state laws and federal regulations. Please visit <https://farmersbankgroup.com/security-center.html> for additional information.

**Q: Where do I go for more Farmers National Bank information?**

**A:** We'll be providing regular updates on the status of the Cortland Bank merger with Farmers National Bank at this webpage: <https://farmersbankgroup.com/welcome-cortland-bank.html>. If you have any questions, you may speak with an experienced customer service representative at 1-888-988-3276.