



CHANGE IS COMING! Core Banking System Upgrade

October 5, 2022

Dear Golden Bank Customer:

In a previous letter dated August 24, 2022, we informed you that Golden Bank will be upgrading to a new core banking system over the weekend of November 4, 2022. Below you will find important dates and information to help navigate through this conversion weekend.

IMPORTANT DATES & INFORMATION REGARDING AVAILABILITY OF VARIOUS BANKING SERVICES DURING THE CONVERSION WEEKEND

Type of Services	Friday 11/4/2022	Saturday & Sunday 11/5/2022 & 11/6/2022	Monday 11/7/2022
All Branch Offices	Open during normal business hours	Closed	Open during normal business hours
Debit Cards at ATMs and for Point-of-Sale Purchases	Available	Available	Available
Debit Cards for Account Balance Check at ATMs	Unavailable after 9:00 p.m. CST	Unavailable	Available at 9:00 AM CST
Online Banking, Mobile Banking, Telephone Banking and Bill Pay	Unavailable after 9:00 p.m. CST	Unavailable	Available at 9:00 AM CST

Golden Bank is excited to continuously provide enhanced products and services for all your banking needs. As always, Golden Bank values your business and thank you for patiently working with us during this transition. For any questions, please contact us at 1-888-320-3838.

Respectfully,

A handwritten signature in blue ink, appearing to read 'D. Lin'.

David Lin
CEO
Golden Bank, N.A.

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