

Frequently Asked Questions (FAQs)

WHEN WILL THE WILLIAMSBURG MID PENN BANK OFFICE BECOME A PENNCREST BANK BRANCH?

The Williamsburg office of Mid Penn Bank (Mid Penn) is scheduled to become a branch of PennCrest BANK (PennCrest) at the close of business on Friday, October 14, 2022. Over the weekend of October 15th and 16th, a secure data conversion process is scheduled to be conducted to transfer customer account information and balances. The signs on the building will also be changed. On Monday morning October 17th, the office is scheduled to officially open under the PennCrest name.

DEPOSIT ACCOUNTS

WILL MY ACCOUNT NUMBER CHANGE?

Yes. Your PennCrest account number will be ten (10) digits long and begin with 08. The remaining eight (8) digits will be carried over from your Mid Penn account number (inserting leading zeros for any account numbers currently shorter than 8 digits). The routing transit number will also change to 231371605.

PennCrest BANK will directly contact the few customers whose account number change does not follow this rule.

CAN I CONTINUE TO USE MY MID PENN/RIVERVIEW BANK CHECKS?

You should stop using your Mid Penn/Riverview checks at the close of business on Friday, October 14, 2022. Any outstanding checks or items that have not cleared by October 14th will be posted to your PennCrest account through a special conversion process. This process will remain in place until January 31, 2023 (subject to change). Any checks or items presented to Mid Penn after then will be returned as "closed account." For this reason, we strongly encourage you to destroy any unused Mid Penn/Riverview checks and begin using PennCrest checks on and after October 15, 2022.

WILL I RECEIVE PENNCREST CHECKS?

Yes. Shortly before the conversion date you will receive a free supply of checks. Please begin using your PennCrest checks on and after October 15, 2022. PennCrest checks written prior to this date will be returned to the payee.

WHAT'S HAPPENING WITH MY DEBIT CARD?

If you have a Mid Penn debit card, you should receive a PennCrest debit card in the mail during the week of September 26, 2022. You will also receive a separate mailing containing the Personal Identification Number (PIN) for your new card. If you do not receive your debit card by October 3, 2022, please contact us at 888-716-7587. Continue using your Mid Penn card until it is deactivated at 4:30 PM on October 14, 2022. Your Mid Penn Bank debit card will no longer be authorized for purchases or withdrawals after 4:30 on October 14, 2022. You can begin using your PennCrest card after 4:30 PM on October 14, 2022, for ATM withdrawals and point of sale transactions (after you activate it according to the instructions). Over the weekend of October 15th and 16th you will need to use the new PIN provided to you. On Monday, the 17th, you may change your PIN by visiting one of our locations or ATMs. Balance inquiries and transfers between accounts may be conducted after 8:00 AM Monday, October 17, 2022. We recommend you destroy your Mid Penn debit card to avoid potential fraud.

MID PENN BANK CREDIT CARD

Your Mid Penn credit card will continue to function and will continue to be authorized for purchases. If you wish to cancel your credit card, you may call Elan at 866-234-4691. If you take no action, a new non-branded credit card will be mailed to you approximately one month before your card expires.

WILL I HAVE ACCESS TO MY FUNDS OVER THE WEEKEND OF OCTOBER 15 & 16, 2022?

Yes. You can use your PennCrest debit card to make ATM withdrawals and point of sale purchases after 4:30 PM October 14, 2022. However, we encourage you to have an additional source of funds, such as cash, available to cover a few days of expenses as a precaution. You may also write checks from the supply provided by PennCrest.

DO I NEED TO CHANGE DIRECT DEPOSITS AND AUTOMATIC OR RECURRING PAYMENTS GOING INTO AND OUT OF MY ACCOUNT?

Yes. Routing transit and account numbers for all accounts will change as part of the conversion process. PennCrest will make every effort to send a Notice of Change on your behalf to as many of your originating entities as we can. However, your initiating necessary changes directly with your originating companies is the only way to ensure your automated transactions will continue as normal. If you have questions about how to make these changes, you may schedule an appointment with a PennCrest representative by calling 888-716-7587. Some originators may discontinue payments or services if they do not receive updated information about your account(s). For a period of 60 days, Mid Penn will forward to PennCrest any ACH transactions they receive for your accounts. After that time, they will be returned to the originator as a closed account.

Some examples of companies that will need to be notified include:

| Direct Deposits | Automatic Payments (ACH or debit card) |
|-----------------------------|---|
| Social Security (see below) | Bank loans, auto financing, mortgage companies |
| Employer payrolls | Credit cards |
| Pensions and annuities | Student loans |
| Banks | Utilities such as electric, cable, cell phone, internet providers, sewer and water |
| Insurance companies | Subscription services such as Netflix, Hulu, Disney+, Amazon, Sirius, music services, iTunes, shopping apps, etc. |

WHAT MUST I DO FOR THE SOCIAL SECURITY ADMINISTRATION TO DEPOSIT INTO MY ACCOUNT?

The Social Security Administration will not change the routing transit information for your benefits automatically or based on a Notification of Change (NOC) from a bank. In order to change this information, you must contact the SSA directly by phone at 800-772-1213, TTY 800-325-0778, or via the internet at <https://www.ssa.gov/myaccount>. You will need to provide them with the new routing transit number (231371605) along with your PennCrest account number. For security reasons, the Social Security Administration will only make changes upon direction from you.

I RECEIVED A DEBIT CARD OR CHECKS THAT I DID NOT EXPECT. WHAT SHOULD I DO?

If you do not need a debit card or checks to access your funds, please securely dispose of these items and stop by any PennCrest location or call 888-716-7587 to ensure the debit card is closed to prevent fraud.

WHAT WILL HAPPEN TO MY MID PENN BANK ONLINE BANKING ACCESS AND BILL PAY SETTINGS?

Unfortunately, we will be unable to transfer the information from Mid Penn's online banking and bill pay during the conversion process. Access to Mid Penn's online banking, mobile banking, and bill pay will be unavailable for login beginning at 4:30 PM on October 14, 2022. Customers may begin enrolling in PennCrest's online banking at www.penncrest.bank on Monday, October 17, 2022. The enrollment process for our online banking will take you through a few simple steps to provide instant access. If you would like assistance, you may schedule an appointment with a PennCrest representative by calling 888-716-7587. You should print and/or save your payee information for all bill pay vendors and external transfers on or before October 14, 2022, as you will need to manually enter this information in PennCrest's online banking and bill pay system. Transactions made in Mid Penn's online banking system on or before October 14, 2022 that were scheduled to take place after October 14th will be processed by PennCrest and posted to your PennCrest account.

DOES PENNCREST HAVE MOBILE BANKING?

Yes, you can download the PennCrest app through the Apple App Store or Google Play Store using your mobile device.

E-STATEMENTS

If you were previously enrolled to receive E-Statements from Mid Penn, you will need to sign up for PennCrest's eStatements after you have enrolled in PennCrest's online banking. Otherwise, paper statements will be sent to your address on file. You should save previous statements from Mid Penn for your records. Electronic account statements prior to the conversion date, October 14, 2022, will not be available from PennCrest or from Mid Penn Bank. However, paper statements prior to this date will be available from Mid Penn at the accountholder's request, through PennCrest.







I HAVE A MID PENN DEPOSIT ACCOUNT WITH AN AUTOMATIC INTERNAL TRANSFER, WHAT DO I NEED TO DO?

If both of your deposit accounts are being converted to PennCrest, the automatic transfer will continue as scheduled. Please review your accounts post conversion to ensure the automatic transfer worked correctly.

WILL MY PRODUCT TYPE CHANGE?

As Mid Penn accounts are not identical to the accounts offered by PennCrest, we have provided the chart below to show how accounts will be migrated into PennCrest's system. Please take a moment to look through the disclosures included in this packet. These disclosures provide the features of each product along with any fees that may be associated with them. If you find the product type chosen for you does not fit your needs, you will have the option to select another PennCrest product after your account has been converted.






PERSONAL ACCOUNTS

| Mid Penn Bank | | PennCrest BANK |
|-----------------------------------|---|-----------------------|
| Simply Free Non-Interest Checking |  | Plain&Simple Checking |
| Simply Free Interest Checking |  | Bonus Checking |
| Flex Money Market |  | Money Market |
| | | |
| My Savings |  | Statement Savings |
| Simple Savings |  | Statement Savings |
| Savings IRA |  | Statement Savings IRA |

BUSINESS ACCOUNTS

Mid Penn Bank

PennCrest BANK

| | | |
|--------------------------------|---|------------------------|
| Free Business Checking |  | Plain&Simple Checking* |
| Business Interest Checking |  | Bonus Checking |
| Non-Profit/Government Checking |  | Bonus Checking* |
| Business Money Market |  | Money Market |
| Business Savings |  | Statement Savings |

*minimum balance fee waived

ARE MY DEPOSITS STILL INSURED BY FDIC?

FDIC Insurance generally covers a depositor's account(s) in any bank up to an aggregate of \$250,000. However, in accordance with Section 8(q) of the Federal Deposit Insurance Act, in a transaction such as this, where the deposits of one financial institution are transferred to another financial institution, separate insurance on the transferred deposits will continue for six months after the date of transfer or, in the case of time deposits, the earliest maturity date after the expiration of the six month period. In other words, if the combination of your deposits from PennCrest and Mid Penn caused your deposits at PennCrest to exceed \$250,000, your excess deposits will be insured by the FDIC for six months from the date the transaction takes effect, or, in the case of time deposits, the earliest maturity date after the six month period. As the transfer of deposits is scheduled to occur on October 14, 2022, the six month period for excess FDIC insurance will expire on April 14, 2023.

LOAN ACCOUNTS

WILL THERE BE ANY CHANGES TO MY LOAN ACCOUNT NUMBER?

Yes. Your PennCrest loan account number will be ten (10) digits long and begin with 08. The remaining eight (8) digits of your new account number will be the last 8 digits of your current Mid Penn account number (inserting leading zeros for any account numbers currently shorter than 8 digits). All other loan information will remain the same, including payment amounts, due date, interest rates, terms, etc.

PAYMENTS AND STATEMENTS

Payments can be made at any PennCrest office. If you currently receive a billing statement, you will continue to receive a billing statement. If you have an automatic payment set up for your loan and you no longer wish to receive billing statements in the mail, please let us know after October 15, 2022.

I HAVE A LINE OF CREDIT LOAN, WILL I RECEIVE NEW CHECKS?

Yes. Shortly before the conversion date you will receive a supply of PennCrest line of credit checks. You can begin using these checks on October 15, 2022. PennCrest checks written prior to this date will be returned to the payee.

CAN I CONTINUE TO USE MY MID PENN/RIVERVIEW BANK LINE OF CREDIT CHECKS?

You should stop using your Mid Penn/Riverview line of credit checks before the close of business on Friday, October 14, 2022. Any outstanding checks or items that have not cleared by October 14th will be posted to your PennCrest account through a special conversion process. This process will remain in place until January 31, 2023 (subject to change). Any checks or items presented to Mid Penn after then will be returned as "closed account." For this reason, we strongly encourage you to destroy any unused Mid Penn/Riverview checks and begin using PennCrest checks on and after October 15, 2022.

I HAVE A MID PENN LOAN WITH AN AUTOMATIC PAYMENT, WHAT DO I NEED TO DO?

If both your loan and deposit accounts are being transferred to PennCrest, then the loan payment will continue to be automatically paid from your deposit account. Please check your account around the time the first payment is due post-conversion to ensure the automatic payment worked correctly.

If the Mid Penn loan payment was being paid from another financial institution, be sure to update that financial institution with PennCrest's routing transit number (231371605) and your PennCrest loan account number to ensure the payment is applied to your loan.