



WELCOME TO AN
enhanced journey
with heart.

2024 COMPUTER SYSTEMS UPGRADE GUIDE

Since
1891



“We are committed to offering our customers the most convenient and secure banking experience possible. Our investment in technology allows us to fulfill that commitment today and into the future.”

JON DOWST, CEO
ERIC LEUTERITZ, PRESIDENT

Where to find information in this computer systems upgrade guide:

02

GENERAL INFORMATION

05

ACCOUNT CHANGES

09

WHAT'S NEW

10

WHAT TO EXPECT AND WHEN

11

UPDATED FEE SCHEDULE

11

FRAUD PREVENTION

General information

Let's get started

KEY DATES

- Our Computer Systems Upgrade will begin at the close of business on Friday, May 3 and continue through Sunday, May 5, 2024.
- All Pentucket Bank Branches will be closed on Saturday, May 4, 2024.
- Online Banking, Telephone Banking, and our Mobile App will not be available during the upgrade.
- As we transition to our new computer system, all Pentucket Bank ATMs will experience an initial system change the week of April 22, 2024. From April 22 through end of business May 3, 2024, the ATMs will be available for customer use, but they will not accept deposits or PIN changes.
- All Pentucket Bank ATMs will be unavailable during the upgrade weekend (end of business May 3 through start of business May 6). During this time, you may use your debit cards at other ATMs outside of the Pentucket Bank network.

WHO TO CONTACT WITH QUESTIONS:

- We will have extended Service Center Hours **978-556-5414** or email **operationsmail@pentucketbank.com**.
 - Friday, May 3: 8 a.m. - 6 p.m.
 - Saturday, May 4: 8 a.m. - 12 p.m.
- Branch staff will be able to assist you with questions leading up to the upgrade.



For more information, visit pentucketbank.com/upgrade.

Why a computer systems upgrade?

Pentucket Bank is committed to providing you with the best and most innovative banking products, with personalized service that comes from the heart. That's why we're upgrading our banking services through a significant computer systems upgrade. By investing in stronger technologies and operational efficiencies, we're investing in better banking services for our customers.

Important things you need to know

Your Pentucket Bank account numbers will stay the same, however there are some changes to be aware of, including a minor interruption in service to our ATMs. Online Banking, Telephone Banking, and our Mobile App will not be available during the systems upgrade. We're committed to ensuring a smooth upgrade, while continuing to help you bank as efficiently, securely, and easily as possible. Here's what to expect:

INTEREST: CHECKING, SAVINGS, MONEY MARKET

- Interest from May 1 through May 3, 2024, will be paid on May 3, 2024, and you will receive a statement reflecting this. Interest earned May 4 through May 31, 2024, will be paid on May 31, 2024, and you will receive a second statement with the additional day's interest at month end.
- We will be standardizing the interest calculation method for all savings, NOW, and money market accounts. The interest calculation method will be daily compounding and interest will continue to be paid monthly. For example, on an account with a \$100,000 balance at 1.00% APY, the difference is \$0.01 of interest per year.

☺ All Pentucket Bank account numbers will remain the same

STATEMENT CYCLE

We will generate a deposit account statement at the close of business on May 3, 2024, for all deposit accounts that normally produce a statement. Therefore, all account holders will receive two statements for May 2024 (the 3rd and the 31st).



Important things you need to know *cont.*

NEW LOOK

Deposit statements and loan billing statements will have a new, more contemporary look.

ATTENTION QUICKEN OR QUICKBOOKS USERS

Consumer and Business Online Banking Customers using Quicken and/or QuickBooks: Post upgrade, online account transaction history will be available with generic debit/credit descriptions. Be advised: Download/export your transactions to Quicken or QuickBooks prior to May 3, 2024. Your transactions details will remain available via the monthly account statements.

Account changes

Personal banking

CHECKING ACCOUNTS

CURRENT ACCOUNT	CHANGING TO ACCOUNT	IMPACTS
Relationship Checking	<p>Free Checking</p> <hr/> <p>Premier Relationship Checking</p>	<p>If your average current balance in the Relationship Checking product is between \$0-\$4,999 AND your aggregate balance is between \$0-\$49,999: Change to Free Checking.</p> <p>If your average current balance in the Relationship Checking product is greater than \$5,000 OR your aggregate balance is greater than \$50,000: Change to Premier Relationship Checking.</p>
Activity Checking	Free Checking	<p>Monthly maintenance fee \$0 (from \$8).</p> <p>No fees or requirements (from \$250+ direct deposit, minimum 10 debit card transactions, and active in online banking and eStatements).</p>
<p>65 Checking</p> <hr/> <p>18 Checking</p>	Lifeline 18/65 Checking	Interest bearing (previously no interest).

SAVINGS ACCOUNTS

CURRENT ACCOUNT	CHANGING TO ACCOUNT	IMPACTS
Club Account	Holiday Club	Minimum to earn interest \$0.01 (from \$5). Payment made on 10/31 by transfer or check (from 10/6).
Passbook Student Passbook	Passbook	Minimum to earn interest \$0.01 (from \$10).
NOW Savings	Statement Savings	Minimum to earn interest \$0.01 (from \$10).

MONEY MARKET ACCOUNTS

CURRENT ACCOUNT	CHANGING TO ACCOUNT	IMPACTS
Platinum Money Market	Select Advantage Money Market	Tiers change to: \$0.00-\$249,999.99 \$250,000+
Emerald Money Market	Harbor Money Market	Name change only.



Other changes

HOLIDAY CLUB DISBURSEMENT

Holiday Club (previously Club Account) disbursement date will be October 31, 2024.

BOUNCE OVERDRAFT PROTECTION IS NOW OOPS!

The inadvertent overdraft is covered by our OOPS limit. This is raised from \$500 to \$750 but you can no longer access using your debit card or at the teller line.

NEW! OVERDRAFT LINE OF CREDIT

You may now apply for an Overdraft Line of Credit. Visit pentucketbank.com/upgrade for more information.

ACCOUNT ALERTS

You will now have the ability to sign up for additional email/text message alerts for transactional activity and account balances. You can sign up for these alerts with a Relationship Banker or with the Service Center.

Business banking

CHECKING ACCOUNTS

CURRENT ACCOUNT	CHANGING TO ACCOUNT	IMPACTS
Small Business Advantage	Business Checking	\$0.50 for any transaction over 300 (from \$0.50 for any debit over 100).
Business Advantage Plus	Business Checking	\$0.50 for any transaction over 300 (from \$0.50 for any debit over 300).
Commercial Advantage	Corporate Checking	Monthly fee \$12 (from \$15).
Nonprofit Advantage	Nonprofit Checking	Minimum to earn interest \$0.01 (from \$500). Tiers change to: \$0.00-\$249,999.99 \$250,000+

MONEY MARKET ACCOUNT

CURRENT ACCOUNT	CHANGING TO ACCOUNT	IMPACTS
Emerald Money Market	Harbor Money Market	Name change only.

What's new

Enhanced features for individuals

Our goal is to provide everything you need. To that end, we've added additional features and benefits through Online and Mobile Banking. For more information on each item below, visit pentucketbank.com/upgrade.

- External Loan Payment
- Online Mortgage Statements
- Online Tax Statements

Treasury Services for business customers

Our Business Banking customers will be supported by our Treasury Services team of specialists. Your online banking and mobile app will function as it does today. The program will be upgrading in the months to follow, and business online users will receive separate communication guiding them.

- Treasury Services will be reaching out to set up individual appointments with those customers originating ACH transactions and processing wire transfers.
- Customers with remote scanners will be contacted by Treasury prior to May 6, 2024, to get you moved.

What to expect and when

SERVICE AREA IMPACTS	DURING UPGRADE WEEKEND	AFTER UPGRADE IS COMPLETE
<p>Office Locations and ATMs</p>	<p>All offices will be open normal business hours on Friday, May 3, 2024, and will be closed on Saturday, May 4, 2024.</p> <p>All Pentucket Bank ATMs will be unavailable from the end of business May 3 through start of business May 6, 2024.</p>	<p>We will be open normal business hours on Monday, May 6, 2024, and ready for all business.</p>
<p>Debit Cards</p>	<p>As Pentucket Bank ATMs will be unavailable during this time, your debit card will work at all other ATMs outside of the Pentucket Bank network. ATM deposits and PIN changes will not be available during this time.</p>	<p>We will be online Monday, May 6, 2024. All cards and PINs will stay the same.</p>
<p>Online Banking</p>	<p>Online Banking and our Mobile App will be unavailable during upgrade weekend.</p>	<p>Online Banking and Mobile Banking will be available. Your information, account history, bill pay and automated transfers will not change. Your username and password will remain the same.</p>
<p>Telephone Banking</p>	<p>Telephone Banking will not be available from end of day Friday, May 3 through early morning Monday, May 6, 2024.</p>	<p>Telephone inquiries will be available for all customers. The first time you call Pentucket Bank's Telephone Banking after Monday, May 6, 2024, you will need to change your PIN number.</p> <p>You may reach Telephone Banking by calling 866-748-9916. Please listen carefully as the menu options will change.</p>
<p>Night Deposit</p>	<p>The night depository will be available throughout the computer systems upgrade weekend.</p>	<p>Transactions will be posted when the Bank re-opens on Monday, May 6, 2024.</p>
<p>Service Center</p>	<p>Available Friday 8 a.m. - 6 p.m. and Saturday 8 a.m. - 12 p.m. by calling 978-556-5414 or email operationsmail@pentucketbank.com</p>	<p>We will have extended Service Center hours the week after the upgrade. Please visit www.pentucketbank.com/upgrade for additional details.</p>

Updated fee schedule

Please note that our new fee schedule is enclosed within this booklet for your reference. You will receive an individualized letter for any account which may experience adverse changes to account rates, fees, or other disclosures.

Be aware of fraud

Protecting our customers and your money is at the heart of our business. Unfortunately, our industry often sees an increase in attempted fraud activity around the time of computer systems upgrades. Please note, Pentucket Bank will never ask you for your account number, PIN, or debit card number over the phone. We will always ask identifying questions prior to any discussion regarding your accounts or services at Pentucket Bank.

If you are contacted by anyone claiming to be calling from Pentucket Bank with these questions, please call us at **978-556-5414**.



FAQ

WHY IS PENTUCKET BANK COMPLETING A COMPUTER SYSTEMS UPGRADE?

It's part of an overall strategic initiative to continue to help our customers by offering you the most innovative banking products and services and maximizing service delivery.

WILL MY ACCOUNT NUMBER(S) STAY THE SAME?

Yes. Pentucket Bank account number(s) will not change and will remain the same for all products you have with us.

MAY I CONTINUE TO USE MY CURRENT PENTUCKET BANK CHECKS AND DEPOSIT SLIPS?

Yes. Your account information won't change, so your checks and deposit slips remain unchanged as well.

MAY I CONTINUE TO USE MY EXISTING DEBIT CARD?

Yes, you will not be issued a new card after the upgrade as your current card will continue to function as it always has.

WILL THERE BE A PERIOD OF TIME I DO NOT HAVE ACCESS TO MY FUNDS DUE TO THE SYSTEMS UPGRADE ON MAY 4 AND 5, 2024?

The funds in your account(s) will be available to you during the computer systems upgrade.

WILL MY CURRENT DIRECT DEPOSITS AND AUTOMATIC PAYMENTS BE AFFECTED?

Since your account number is not changing, all current direct deposits or automatic drafts will continue to be processed normally and without interruption.

HOW DOES THE COMPUTER SYSTEMS UPGRADE AFFECT ONLINE BANKING AND BILL PAY?

Your online banking and bill pay will be unavailable on May 4 and 5, 2024. If you have pending bill pay transactions, they will be processed as expected.

WILL I NEED TO RE-ENROLL IN ESTATEMENTS?

You will not need to re-enroll in eStatements. Your eStatements will not be interrupted during conversion. You will have access to 24 months of prior history.

WHO SHOULD I CONTACT IF I HAVE QUESTIONS BEFORE, DURING, OR AFTER THE COMPUTER SYSTEMS UPGRADE?

Our Service Center will happily assist you with any questions you may have. Service Center hours are Monday - Thursday 8 a.m. - 5 p.m., Friday 8 a.m. - 6 p.m., and Saturday 8 a.m. - 12 p.m. by phone 978-556-5414, or by email operationsmail@pentucketbank.com.

The Service Center will have extended hours following the computer systems upgrade.

*For more information, visit
pentucketbank.com/upgrade*





Pentucket Bank
Start with heart.

[PentucketBank.com](https://www.pentucketbank.com)

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