

IMPORTANT NEWS AND ACTION REQUIRED

We have some very important – and good - news! A “New Day” is coming at PeoplesBank.

On June 23, we will launch a new, custom-developed banking system!

Our new system will provide a more Simple banking experience for our customers. We have been developing this new customized system for several years, and we’re proud to be bringing it to our customers.

This change will cause interruption to your banking services AND you will need to take some actions after our Go Live Date of Monday, June 23.

Within this packet of information, we have outlined what you will need to know as we transition together. We will communicate additional information as the date gets closer... but, there’s no time like the present to understand what will be needed and how you will be impacted.

And we’re always ready to assist with any questions you might have.

Your best resource is our website landing page at bankatpeoples.com/newday. Here you’ll find helpful hints, FAQs and tutorial videos. Continue to check this page as updates will be made frequently. You can also ask associates at any of our Banking Centers or call our Customer Solutions Center at 877.888.1388 or 413.538.9500.

SERVICES AND ACCOUNT ACCESS WILL BE IMPACTED

Upgrade Timeline: June 18 - 22

Office Temporarily Closed

Banking Centers will be closed after end of business and VideoBankerITMs will close at 5:00 p.m. on Wednesday, June 18 through Sunday June 22.

Online banking Unavailable

Online Banking and Mobile Banking will be unavailable starting at 5:00 p.m. June 18 through June 22.

Debit Card & ATM Limits

Debit Card transactions will be authorized from June 18-22. However, limits will be lower for ATM withdrawals and point of sale purchases.

Upgrade Complete - June 23

Services and access will be restored on Monday, June 23.

We understand that our customers have busy lives, and it is our intention to provide Real Simple Banking to help you be in control of your finances. Our new banking system will help us deliver on that promise. Thank you for your patience and loyalty as we embark on this New Day in banking.

Read on to be informed and to understand the benefits you will experience, and the Simple Steps you will be asked to take when we launch on Monday, June 23.

Thank you.



Tom Senecal
Chief Executive Officer



Brian Canina
President

What Is Happening

During the transition period, June 18-June 22, there will be impacts to account access and services

Our Banking Centers will close at our normally scheduled times (location times vary). Online Banking, Mobile Banking, Telephone Banking and VideoBankerITMs will not be available beginning at 5:00 p.m. on June 18. The bank will remain closed for the Juneteenth federal holiday and reopen on Monday, June 23.

Your debit card will work, but limits will be different

During the system conversion, there will be limitations on debit cards. Your card will have different spending and withdrawal limits beginning at 5:00 p.m. on June 18. Normal card limits will be reinstated on June 23. Cash withdrawal limits will be \$500 per card per business day and point of sale purchase limits will be \$1,000 per card per business day.

Our Banking Centers and VideoBankerITMs will be closed

Our Banking Centers will close at our normally scheduled times (location times vary) and VideoBankerITMs will not be available beginning at 5:00 p.m. on June 18. The bank will remain closed for the Juneteenth federal holiday and reopen on Monday, June 23.

Our Customer Solutions Center will be available for system upgrade related questions only

During the system transition period, our Customer Solutions Center will be available for questions related to the system upgrade activities only. Associates will not have system access and cannot provide account information, perform account maintenance or research, or conduct transactions. Should you have a system upgrade related question that cannot be answered by this document, please visit our website (bankatpeoples.com/newday). If your system upgrade question still cannot be answered, our Customer Solutions Center will try to assist you. Please be aware that wait times are expected to be extremely high during this time.

Online Banking and Mobile Banking services restored on Monday, June 23

Online and Mobile Banking services will be restored by 8:00 a.m. on Monday. There will be a simple enrollment process at your initial log in.

Banking Center, VideoBankerITMs and full Customer Solutions Center will be available on Monday, June 23

All customer contact areas will be fully available to customers on Monday. VideoBankerITMs and the Customer Solutions Center will open at 8:00 a.m. and Banking Centers will open at their normally scheduled time. Location times may vary, visit bankatpeoples.com/locations for banking hours at your preferred location.

How Will This Impact Me

New Mobile App

Our mobile app is getting an upgrade! The existing app on your smartphone will not work after 5:00 p.m. on June 18. We recommend you turn auto-updates on for your apps. This will ensure the new app is seamlessly installed on your phone when it is available. Refer to your phone's settings to ensure auto-updates are enabled*.

*Carrier charges may apply

View personal and business accounts with one login

Multiple online or mobile logins are no longer necessary. One login will allow you access to all your PeoplesBank accounts with the ability to toggle between personal and business relationships from one home screen.

Note: Cash Management customers will not experience any change with their account access.

Make payments to friends and family through our new simplified person-to-person functionality

We are converting our person-to-person payment partner and will no longer use Zelle. Through our new core banking system, you will now have access to a more simplified payment experience.

Telephone Banking will be easier to use and have expanded service options

Our experience through Telephone Banking will be more streamlined and it will be easier to get important account information. There will be a simple enrollment process at first login.

Debit card numbers and account numbers remain the same

No need to order new checks or a new debit card. All of your information remains the same through the transition for seamless access.

What is this system upgrade all about?

We're upgrading the technology behind your accounts, transactions and everyday banking to a smarter, more intuitive platform designed to meet your needs. The new system will provide a faster, easier, and more secure solution for your banking.

What if I share an email address with another online banking user?

For enhanced security, it is required that each online banking user has their own, unique email address. If you share an email address with another person within online banking, you will not be able to access your online banking starting on June 23. Email addresses can be updated directly within online banking before 5:00 p.m. on June 18. If you do not update your email address prior to June 18, and you share it with another user, you will be required to contact our Customer Solutions Center on or after June 23 for assistance. You will then need to register for online banking as a new user.

How will my accounts be affected after the upgrade?

Your accounts won't change after the conversion. Your account numbers, debit card number, card expiration date will all remain, and you will be able to continue to use the same checks. Some of the services attached to your accounts, like online banking, bill pay, and person-to-person payments will change. We have provided more details about these changes at bankatpeoples.com/newday.

Will I need to update the mobile banking app?

If you have auto-updates enabled on your smartphone, the new app will automatically be delivered to you. If you do not have auto-updates enabled, it is recommended you enable these to seamlessly transition to the new app. If you choose to not auto-enable updates, you will need to visit the app store that corresponds with your device's operating system on Monday, June 23 to update the app manually.

Will I need to re-enroll in online banking?

When you access online banking for the first time after the transition, you'll be asked to authenticate yourself by answering a few questions. From there, you will be prompted to update your password to access the new Online Banking platform.

I own or have access to a business account through online banking, how will the changes to online banking apply to me?

All online banking changes will apply to business account owners or individuals with access to a business account online. If you currently have a separate login for your personal accounts and your business accounts, you will now be able to log in with one sign-on and be able to see all accounts that you hold with us. The new system will allow all users with both personal and business accounts to toggle easily between business and personal accounts directly from the home screen.

Note: If your business is enrolled in our cash management online banking system there will be no change to the system you use to access online banking.

What if I have more questions?

We're here to help. Feel free to visit our website at bankatpeoples.com/newday. Before or after conversion weekend you may contact our Customer Solutions Center at 877.888.1388 or 413.538.9500 or visit one of our convenient banking centers. Stay tuned as we'll be sharing more details along the way to keep you informed throughout the process.

Tips for a Smooth Transition:

- Due to the lower card limits during the transition period, if you believe you will need more than your cash withdrawal limit between June 18 and June 22, withdraw cash at an ATM before 5:00 p.m. on June 18 or get cash back during a point of sale transaction.
- Stay connected! Update your email address, and cell phone number to receive important information via email and SMS text (network rules apply).
- Visit bankatpeoples.com/newday for up-to-date frequently asked questions AND helpful videos to get familiar with the new system.

Effective June 23, 2025, your account Terms & Conditions may have changed. Please visit bankatpeoples.com/terms to review and print if you would like. If you prefer to request a copy of this document, you can email info@bankatpeoples.com or call 877.888.1388.



Great News!

Some things are even more Simple.



Manage your financial goals with Savings Folders and Goal Tracking capabilities in Online and Mobile Banking



Maximize your savings by automating transfers when your checking account balance gets too high or low. Set a minimum and maximum balance threshold and funds will automatically be transferred in or out based on your own personalized rules in Online and Mobile Banking



Review your mobile deposit activity with the ability to view your mobile deposit limits and availability



Experience a simplified external transfer setup with instant addition of your accounts at other financial institutions with no micro deposits through Plaid



Check images from deposits made at a banking center or through mobile deposit are now available in online banking



Our Call Center hours are expanding. Services will be available Monday through Friday 8:00 a.m. to 10:00 p.m. and Saturdays and Sundays 10:00 a.m. to 2:00 p.m.



No more Balance Transfer Fees on automatic overdraft protection from your savings account



Find out more at bankatpeoples.com/newday