



**Durand State Bank & Solutions Bank Merger
Customer Q&A - *Updated 12/9/21***

Q: Why have Solutions Bank and Durand State Bank merged?

A: Combining the banks into one allows us to serve our customers and communities even better. This combination better aligns our resources, enhances our financial strength, and expands our product offerings and technological solutions.

Q: What should I know about Solutions Bank?

A: Solutions Bank is a premier locally owned financial institution that has proudly served communities in Northern Illinois since 1887. Solutions Bank is owned by High Point Financial Services, Inc. In 1998, High Point Financial Services, Inc. purchased Kent Bank with locations in Kent and Freeport, Illinois. In November 2014, Forreston State Bank and Kent Bank merged. In September 2021, Forreston State Bank and Poplar Grove State Bank merged with a new name, Solutions Bank.

Q: What should I know about Durand State Bank?

A: Durand State Bank was founded in 1957. Durand State Bank has two locations in northern Illinois Durand and Lake Summerset. On, July 30, 2021, High Point Financial Services, Inc. purchased Durand State Bank.

Q: What date will we merge and change names to Solutions Bank?

A: The process will begin on Friday January 28th after close of business and be complete on Monday January 31, 2022

Q: What will happen to Durand State Bank and Solutions Bank employees?

A: You will see the same staff that serves you today AND the opportunity to expand relationships with Solutions Bank by using all the banking locations; Forreston, Freeport, Kent, Poplar Grove, Durand, and Lake Summerset.

Q: Will we continue to participate and contribute to community activities, events, and charities?

A: Of course. Community outreach is a great way for our staff and company to support the communities we serve. It is a big part of community banks and an even bigger part of our culture.

Q: When the names change to Solutions Bank, will the current website and web address change as well?

A: Solutions Bank website is www.solutions.bank. We are working on a new website to launch January 2022. The current website for Durand State Bank, www.durandstatebank.com, will redirect to www.solutions.bank to assist customers in getting to the new website.

Q: Why a .bank domain?

A: .BANK is similar to .gov or .edu, but for verified banks. Replacing .com, which can be purchased by anyone, .BANK quickly verifies that the website or email is authentically from our bank, so you can interact with confidence when you see the '.BANK' at the end of our email address and website URL.

Q: How is .BANK more secure?

A: All banks are verified and authenticated by fTLD, the .BANK administrator, prior to registering their .BANK domain, and re-verified annually thereafter. This ensures everyone using a .BANK domain is an eligible organization. Hackers and bad actors can't get a .BANK domain to create lookalike domains for phishing, spoofing, or any other interactions that could lead to identity theft and financial fraud, as they can in '.com' and other publicly available domains. This authentication is also an additional layer of protection for our internal and vendor communications, helping us to further secure against potential breaches.

All banks within the .BANK domain must also implement additional Security Requirements to help secure their sites and email, and protect them, their vendors and their customers from phishing, spoofing and other cyber-attacks. All banks using .BANK are monitored for compliance with these security requirements on an ongoing basis.

Security Tip: Instead of '.com'; always look for the '.BANK' before interacting with any email or website of ours.

Q: Will Durand State Bank routing number change?

A: Yes. The routing number for Solutions Bank is 071913058. However, please wait until after January 31st to start using this routing number. Your current Durand State Bank routing number will continue to be accepted with no issues. We will notify you if your deposits or payments require notification of changes to the originator.

Q: Do I need to order new checks?

A: No. You may continue to use your current checks. When you are ready to order new checks, we will assist you to reorder with the new bank name, logo, and new routing number.

Q: Are my accounts still FDIC insured?

A: Yes. Your deposits are insured by the FDIC up to \$250,000. For additional information on the FDIC insurance limits and coverage, please visit the FDIC's website at www.fdic.gov.

Q: I currently have accounts at both banks. Should I move some for FDIC purposes? How will that work?

A: An employee will contact you to discuss your options if you are over your FDIC coverage.

Q: Will Durand and Lake Summerset be open during merger weekend?

A: We will be open for normal business on Friday, January 28th; however, we will be closed on Saturday, January 29th. We will reopen at normal business hours on Monday, January 31st.

Website, Online Banking/Online Products

Q: How do I access Online Banking?

A: You can continue to utilize Durand State Bank's website, www.durandstatebank.com, to access online banking. After the merger, you can begin to log onto www.solutions.bank to access online banking.

Q: I currently use Durand State Bank's online banking, and or Bill Pay how will access work during merger weekend?

A: **Online Banking** – Beginning Friday, January 28th at 6:00 p.m. through Monday January 31st at 9:00 a.m. access to Durand State Bank's online banking will be unavailable. You will be able to access Solutions Bank online banking on Monday, January 31st after 9:00 A.M. Your User ID was converted over as is and it is case sensitive in Retail Online. So, what this means is that if your user ID has both upper and lowercase letters you will need to enter that information exactly to be able to log in. Please watch a message inside online banking and email for guidance on your password at first login.

If you are currently a Cash Management customer at Durand, use the drop down and switch to Business versus Personal access. If you are a Business but do not access through Cash Management today at Durand, please use the Personal access. If your a cash management user you will be contacted with your initial user credentials.

Bill Pay – access will be unavailable beginning Thursday, January 27th at 3:00 P.M. through Monday January 31st at 9:00 a.m. Any payments that you have already scheduled will process as normal. Your billers will be converted over, and you can access your Bill Pay on Solutions Bank website www.solutions.bank Monday, January 31st after 9:00 A.M. You will be asked to accept the new terms and conditions.

Q: I currently use Durand State Bank's mobile app. Will I need to download a new app after the conversion?

A: Yes, Mobile Capture will be taken down at 2:00 p.m. Friday January 28th the current app will be unavailable beginning Friday, January 28th at 6:00 p.m. through Monday January 31st at 9:00 a.m. The new Solutions Bank app will be available to you on Monday, January 31st at 9:00 A.M. On Monday January 31st, please download the new Solutions Bank app from the Google Play store or Apple App store.

If you are a Business on cash management you will want to download the Solutions Bank Business app. Your credentials for logging in will be the same as your business cash management online banking credentials. Your authentication questions however have been reset and will need to be validated when you login.

Q: I have payments scheduled in advance on Bill Pay. Will I have any delays in processing these payments?

A: All payments will process as normally scheduled.

Q: I have online Bill Pay set up with Durand State Bank. Will my bill payment information be converted to Solutions Bank?

A: Yes, the only feature that will not convert over is EBills. If you enrolled in an EBills previously with Durand State Bank you will have to reenroll. Any payments that you have already scheduled will process as normal. Your billers will appear on Monday, January 31st after 9:00 A.M.

Q: I currently use Durand State Bank's Apple pay, or Google pay. Will I need to update my debit card in my app after the conversion?

A: Yes. On Monday, January 31, 2022, you will want to insert your new debit card information into your wallet on your phone.

Q: What are the online banking cutoff times for processing each business day?

A: The processing time will now be 9:00 pm; Monday-Friday.

DEPOSIT ACCOUNTS

Q: Will my account number(s) change?

A: No. Unless you were notified previously, your account number(s) will not change.

Q: Will my statement cycle change?

A: You will receive a statement that will be processed on January 28th, this statement will be mailed. You will then receive an additional statement that will be processed on January 31st for the remainder of the month. Your February and ongoing statements will be processed on your new cycle day either the 15th or at the end of the month.

Q: Will I need to notify anyone about my automatic payments or direct deposits?

A: Any direct deposits currently being credited to your account, or automatic payments deducted from your account, will continue at this time without interruption. We will notify you if your deposits or payments require notification of changes to the originator.

Q: What types of deposit accounts will we offer?

A: We have several value-added checking accounts options. Please watch for a mailing with the new offerings in December or check out our new website at merger, www.solutions.bank, and/or contact a banker to discuss.

Q: Will my account statements look different?

A: Yes, you will begin seeing the new Solutions Bank statements when we merge on January 31st.

Q: Will my account fees change?

A: We will adopt a new fee schedule effective January 31, 2022. This new fee schedule will be included in a mailing during the month of December.

DEBIT/ATM CARDS

Q: Can I still use my ATM card as usual?

A: If you have an ATM card, you will be reissued a debit card.

Q: Can I still use my debit card as usual?

A: You can expect to receive a new Mastercard® Debit Card in your mail January 2022 with instructions for use on January 31st. This new card will replace your Durand State Bank debit card as of January 31st. Please watch for your new card to arrive the 2nd or 3rd week of January.

Q: Will my PIN change?

A: Yes, you will need to establish your pin on your new card once you activate it.

Q: Will my recurring electronic payments through my current debit card be affected?

A: Yes, if you have a transaction set up to process this way you will need to contact the company to change your card number.

Q: Will I still pay an annual fee for my debit card?

A: No, you will no longer be charged an annual fee for your debit card.

Q: Will all branches have instant issue debit card printers?

A: We will be adding instant issue printers at both Durand and Lake Summerset locations. Freeport, Forreston, and Poplar Grove locations will also continue to have printers to produce instant issue.

Q: What will the daily purchase and withdrawal limits on debit cards be?

A: The daily purchase limits will increase to \$2,500. ATM limit will change to \$510.

Q: What should I do if my debit card is lost or stolen?

A: Continue to call any office during business hours or **1.833.637.0044 after business hours.**

Q: Where can I access an ATM free of charge?

A: You can access an ATM free of charge at:

- **Durand Location** - 1005 Cameron Dr; Durand IL 61024
- **Lake Summerset Location** - 13697 Best Road; Davis IL 61019
- **Inside ATM Shell Express in Davis** – 504 IL Rt 75 E; Davis IL 61019
- **Inside ATM Kinney's Pump House** – 502 S Center St; Durand IL 61024
- **Inside ATM Durand Shell Station** – 1002 Cameron Dr; Durand IL 61024
- **Inside ATM Durand Community School District** –
200 W. South St; Durand IL 61024
- **Poplar Grove office** - 109 N. State St; Poplar Grove IL 61065
- **Poplar Grove office** - 13565 Route 76; Poplar Grove IL 61065
- **Inside ATM: J&D Countryside Marathon** –
13615 Route 76; Poplar Grove, IL 61065
- **Candlewick Lake 13400** - Route 76; Poplar Grove, IL 61065
- **Inside ATM: Recreational Center** - 1812 Candlewick Dr; Poplar Grove IL 61065
- **Inside ATM: Savanna Oaks Golf Course Clubhouse** -
100 Savannah Dr; Poplar Grove IL 61065
- **Inside ATM: Community Building Complex** -
111 West First Street; Belvidere, IL 61008
- **Forreston office** - 200 Main St; Forreston IL 61030
- **Freeport office** - 996 W. Fairview Rd. Freeport IL 61032
- **Kent office** - 717 N Kent Rd.; Kent IL 61044
- **Grand River Hall** - 101 S. Liberty St; Freeport IL 61032
- **Aquin High School** - 1419 S Galena Ave; Freeport IL 61032

LOANS

Q: I have a consumer loan. Will anything change?

A: No, this will remain the same as it is today.

Q: I have a commercial loan. Will anything change?

A: No, this will remain the same as it is today.

Q: My mortgage is with Durand State Bank. Will it change?

A: No, this will remain the same as it is today.

Q: Will my loan statements change?

A: Yes, you will begin seeing the new Solutions Bank statements when we merge on January 31st.

Q: Will I be able to continue to use my loan coupon book to make payments?

A: Yes, you can use your existing coupons initially and we will be providing new coupons later.

Q: Where do I mail my loan payments?

A: Same location you have been mailing them today.

Q: Will my loan officer change?

A: No, your lender will not change.

Q: My loan payment is automatically deducted from my checking account. Will this change?

A: This process will not change. If you are currently set up to automatically deduct your monthly payment this will continue as usual. ACH payments from other banks will reflect name change to Solutions Bank as of January 31st.

CERTIFICATES OF DEPOSIT/IRA

Q: If I have a Certificate of Deposit (CD), will there be any changes to my current rate and maturity date, etc.?

A: No. The terms and conditions of your CD will not change.

Q: Are interest for CDs and IRAs calculated differently at Solutions Bank?

A: No. Interest on your CD and IRA will continue to be compounded and paid according to the terms and conditions of your account agreement.

Q: How will the merger affect my FDIC insurance coverage?

A: If you have accounts at both Durand State Bank and Solutions Bank, deposits at Durand State Bank will be separately insured from deposits at Solutions Bank for at least six months after the merger. Certificates of Deposit (CDs) from Durand State Bank are separately insured until the earliest date of either maturity or 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 for any other term, it would be separately insured only until the end of the six-month grace period. If you have any questions about FDIC insurance coverage, please do not hesitate to discuss with your banker; we will be happy to assist you.

WIRE TRANSFERS

Q: I currently receive/send wires, what will change with this process?

A: If you currently receive a wire into Durand State Bank here are the new instructions.

Receiver ABA

ABA # 075912479

Bankers' Bank Madison

Beneficiary FI

ABA # 071913058

Solutions Bank

200 Main Street

PO Box 278

Forreston, IL 61030

PRODUCTS AND SERVICES

Q: What retail products and services will Solutions Bank offer?

A: We have several new product and service offerings that we are excited to share with you after January 31st. Zelle®, Instant Issue contactless debit card production in house, new checking account offerings., Transfer Now, Card Control, Credit Sense, Save the Change, Secure Alerts, online account opening and credit cards. Please watch for a mailing on the new offerings or check our website, www.solutions.bank, and or contact a banker to discuss.

Q: What business products and services will Solutions Bank offer?

A: We will offer Business Online Banking with several new cash management features. ACH Services, Remote Deposit, Mobile Deposit, Wires, Positive Pay, ACH Alerts, Credit Cards, Web/Direct Connect through Intuit(ie: Quickbooks®, Quicken®). Please watch for the new offerings on our new website at merger www.solutions.bank and or contact a banker to discuss.