

The best way to bank just got better.



New, enhanced mobile and online banking services are coming.

Details inside. [▶](#)

Customers  Bank

customersbank.com

A letter from our President & COO

Dear Neighbor:

We are always striving to make banking easier and better for our customers. As we start the New Year, I am very happy to let you know that we are in the process of upgrading our banking systems including our Online and Mobile Banking services. There are many exciting new features planned to help make banking at Customers Bank an even better experience. All the details are covered in the enclosed information—please take the time to review.

Implementation of the enhancements begins on Friday, February 23rd at the close of the business day. All Customers Bank branches will be open regular business hours from 9:00 a.m. to 5:30 p.m. on Friday. We expect the new and improved Online and Mobile Banking services to be available to you at 8:00 a.m. on Monday, February 26th.

It should be noted that all of the upgrades to the Online and Mobile Banking system being discussed in this booklet pertain to Consumer Online and Mobile Banking and not to Business Online Banking.

Please review the **Important Dates At-A-Glance** chart we've prepared for you on page 6 of this brochure. It highlights key dates during this technology enhancement and outlines what services will be available during this time.

If you need more detailed information on the upgrades, go to customersbank.com/upgrade or contact your local branch with any questions. I hope you enjoy our new, enhanced Online and Mobile services. Making banking easier and more efficient for customers is our top priority—that's why we're called Customers Bank.

All my best,

Dick Ehst
President and COO



Dick Ehst
President and COO

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Always improving the customer experience: That's our commitment to you.

In an ongoing effort to offer customers the very best in Online and Mobile Banking tools, what does our enhanced services actually mean for you?

Here's what you can expect:

- **New look**

A more intuitive, easier to navigate banking experience.

- **A smart connection**

Username, Bill Pay histories, Payees, and other information stay “in sync” between Online Banking and Mobile Banking (some features require the use of a Mobile Banking app).

- **More control**

Debit card controls will be added to our new Mobile Banking system this spring, including the ability to turn a card on or off for all transactions, block transactions from foreign countries or restrict certain types of transactions – such as ATM, online, recurring transactions, etc.

- **Greater flexibility**

All Customers Bank branch locations will now be able to print check copies or statement copies for customers.

- **Anytime access**

You will have access to your statements, cashed check images and 1099 Tax Forms through Online Banking.

- **Saves time**

Virtual deposit tickets eliminate the need to complete transaction tickets before going to the teller window.

2018 Important Dates At-A-Glance

February 21	February 22	February 23	February 26	February 28
Bill payment	Print bill pay history and cancel eBills	Last day current Telephone Banking system is available	New system is now available	Last day current Online & Mobile Banking systems are available
<ul style="list-style-type: none"> ✔ Last day to schedule a bill payment by midnight or internal scheduled transfer by 4:00 p.m. ✔ Last day to schedule an external transfer by 4:00 p.m. with a deliverable of Friday, February 23rd or sooner. 	<ul style="list-style-type: none"> ✔ Print Bill Payment history, payees, account numbers and future dated transactions ✔ On 3/2/18, compare Bill Payment printout to the new system to ensure accuracy of transferred items ✔ To setup eBills in the new system, you must first cancel those eBills in our current system on or before 2/22/18 	<ul style="list-style-type: none"> ✘ Current Telephone Banking system will not be available after this date 	<ul style="list-style-type: none"> ✔ Online, Mobile and Telephone Banking are now available 	<ul style="list-style-type: none"> ✔ Current Online and Mobile Banking systems available for "inquiry only" access from 2/23/18 to 2/28/18



Online and Mobile Banking

Great news! Online and Mobile Banking will be one system with the same username and password! What does this mean to you? Most transactions you complete in Mobile Banking will also be in Online Banking and vice versa. For example, all Bill Pay payees will be housed in the same system and accessible in Online Banking and Mobile Banking apps.

As we work to bring these new services to you, functions within our current Online and Mobile Banking systems will be disabled at varying times (see below) and will resume on Monday, February 26th, at 8:00 a.m., when we expect the new systems will be available.

- External transfers and scheduled internal transfers cannot be added after 4:00 p.m. on Wednesday, February 21st.
- Real time internal transfers may be completed through midnight on Thursday, February 22nd.
- Please complete any bill payments before midnight on Wednesday, February 21st. After this date, you cannot schedule any bill payments until Monday, February 26th.
- On Monday morning, February 26th, we expect the new Online and Mobile Banking systems to be available at 8:00 a.m. To enjoy full use of the new Mobile Banking system, you must download the new app from the App Store or Google Play Store. The new app is expected to be available by noon on February 26th. **It is recommended to delete the old mobile app from your device after Wednesday, February 28th.**
 - To access Online Banking, visit **www.customersbank.com**.
 - You may notice a new co-branded logo for Customers Bank and BankMobile (Division Customers Bank).
 - Your existing user name for Online Banking will remain the same within the new system; however, it must be entered as all lowercase letters.
 - The first time you log into the new Online Banking system, **your temporary password is the last 6-digits of your social security number. Your temporary password will expire on Friday, April 20, 2018.** Please be sure to log in prior to that date.
 - Online Banking includes multi-factor authentication which will need to be reestablished as part of the initial sign in to the system.
 - Your username and password credentials for Online Banking will be the same for Mobile Banking. **Note: Before accessing the new Mobile Banking services, you must first login to our enhanced Online Banking system to change your password.**
 - You will also need to enroll your mobile device, either through Online Banking by visiting the Mobile Banking Center option, or directly on the device through the app. Both options will require additional authentication.
- All previously scheduled internal transfers and payments made in the current bill pay or PicturePay systems will still be processed in the new system.



Online and Mobile Banking

- Bill payments and internal transfers set for future dates will be transferred to the new Online and Mobile Banking system. Although we have made every effort to properly transfer all of your existing bill payments and internal transfers to the new system, please confirm that all of your payment and transfer information is accurate when you login for the first time. You may want to have a list of your Bill Pay payees and/or scheduled internal transfers for purposes of this verification.
- External transfers will **not** be converted to the new system. External transfers (Account to Account or A2A) will be offered in Online Banking, but not Mobile Banking. All external account transfers will need to be re-established and all external accounts setup will need to be re-verified via a small test deposit verification process.
- After the new Online and Mobile Banking system is available, you will have access to past deposit account transaction history for transactions processed from January 1, 2017 through February 23, 2018 in Online Banking, and the prior 90 days in Mobile Banking.
- The pending payments that you setup in the current bill pay service may not be viewable in the new bill pay system until end of day on March 2, 2018. This means you will not be able to use the new bill pay service to view, modify or cancel any payments that were pending in the current bill pay system until March 2, 2018.
- Account balances and posted account transactions through February 23rd will still be viewable via the current Online and Mobile Banking platforms **through Wednesday, February 28th.**
- There will be seven (7) years of deposit account statements and check copies available in the new Online Banking system.
- Any email or text alerts and notifications established in the former Online/Mobile Banking system will **not** transfer to the new system. There are, however, certain types of security alerts that will be mandatory, that you will not be able to enroll (or un-enroll) in, such as a password change. All customers will automatically be enrolled in security alerts. If you wish to receive additional alerts, these will need to be set up within the new Online Banking system.
- If you have account nicknames, they will not transfer over to the new Online/Mobile Banking system. Once the new system becomes available on Monday, February 26th, you can assign a nickname to an account within Online Banking, which is then viewable in Online and Mobile Banking. Nicknames can only be created or changed in Online Banking, not Mobile Banking.
- POP Money will be replaced with People Pay. This is the service where you can send money to another person through the Online and Mobile Banking systems. The recipient can choose from a few options, including direct credit to a bank account or accepting the money with a VISA® or most MasterCard® Debit Cards. Note that debit card acceptance of a payment is dependent upon the participation level of the bank that issues the card to the recipient.
- FinanceWorks will no longer be offered in the new Online Banking System. We are currently evaluating a new Personal Finance Management system.
- PicturePay will no longer be offered when using the new Mobile Banking app; however, traditional Bill Pay is supported.

For questions about Online and Mobile Banking, please contact your local office or call 1-866-476-2265. On Monday, February 26th through May 26, 2018, we will offer 24x7 support at 1-866-476-2265 for Online and Mobile Banking to help you with the new system.



Telephone Banking

There are new enhancements for Telephone Banking as well. With the new Telephone Banking system, you will be able to hear account and transaction information, make transfers between deposit accounts, access Debit/ATM card services and make transfers to/from a line of credit.

- The current Telephone Banking system will be unavailable starting at 5:30 p.m. on Friday, February 23rd.
- On Monday morning, February 26th, we expect the new Telephone Banking system to be available by 8:00 a.m.
- To access Telephone Banking, please call **800-849-4809**. Upon calling, you will need to establish and use an 8-digit “VRU¹ access number” to log in to Telephone Banking.
 - To setup your VRU access number, you’ll need to enter your SSN or TIN, as well as your Deposit or Loan account number.
 - You will also be asked to provide your date of birth, 5-digit ZIP code and primary phone number.
 - Once you establish the 8-digit VRU access code, you will also need to establish a new 4-digit PIN.

¹ The letters “VRU” mean voice response unit. It is an automated telephone banking system which allows you to hear a menu of recorded options that you are able to select in order to conduct banking transactions from your touch-tone telephone.



ATMs and Debit/ATM Cards

While we work to bring these new services online, there are some important dates to keep in mind as it relates to ATM transactions and usage of your Debit/ATM card.

Customers Bank Owned ATMs:

- Will not accept deposits or process PIN changes from Sunday, February 11, 2018, to Monday, February 26, 2018.
- Will be able to dispense cash for withdrawals over the weekend of Friday, February 23, 2018, to Sunday, February 25, 2018.
- We expect ATM Functionality will be fully restored at 8:00 a.m. on Monday, February 26, 2018.

Debit/ATM Cards:

- Use your Debit Card or ATM Card for purchases or ATM cash withdrawals over the weekend of February 23, 2018.
- You will not be able to complete a balance inquiry or funds transfer from Friday, February 23, 2018, to Monday, February 26, 2018.
- You will not be able to change your card PIN or activate a new card over the weekend of February 23, 2018.
- All cards will be converted to the new system "on" and will remain that way until we launch the card on/off feature in Mobile Banking this spring.
- On our new system, there will be five (5) types of limits related to Visa® Check Cards. See next page for details.



ATMs and Debit/ATM Cards

Limits for Visa® Check Cards are as follows:

Aggregate/Cap	\$2,500 ²
ATM Cash Withdraw	\$510
Point of Sale Purchase w/PIN	\$1,500 ³
Point of Sale Purchase w/out PIN	\$1,500 ³
Cash Advance	\$500

² For Business debit cards, this limit is \$3,000

³ For Business debit cards, this limit is \$2,500

Limits for ATM Cards are as follows:

ATM Cash Withdraw	\$510
Point of Sale Purchase w/PIN ⁴	\$500
Aggregate/Cap	\$1,010

⁴ Requires the card be linked to a checking account.

Note that the “Aggregate/Cap” is the total limit for the card in a calendar day. These limits will be in effect on Friday morning, February 23, 2018, beginning between 4:00 a.m. to 6:00 a.m. EST, and will be reset each calendar day at midnight EST. For questions regarding these limits, please contact your local branch office.



Other Notable Enhancements

- The safety and protection of our customers' accounts and information is top priority with Customers Bank. The Bank has partnered with SecurLOCK who offers fraud protection to identify suspicious activity on Debit Cards. You may be contacted via text, email, and an automated telephone system to verify activity. SecurLOCK's telephone number that you may see on your screen is 1-800-369-4887. It is important that you provide the Bank with the most updated contact information to ensure quick resolution of these potential fraud alerts. To update your contact information, please visit or contact your local branch office.
- Some of the names of deposit products will change due to consolidation of those products. **The functionality of the products will remain the same.** If any of your products undergo a name change, the name change will appear on your monthly bank statement. Listed below is a chart of the product names as they appeared and will appear on your statements:

Former Statement Name	New Statement Name
Business Escrow Checking	Personal Escrow Checking
Business Escrow Savings	Personal Escrow Savings
Business Money Market	Money Market
Money Market Account	Money Market
Retirement Money Market Savings	Retirement Savings Account
Property Management Checking	Escrow Master Per Checking
PB - Exchange Escrow Sub Acct	Exchange Sub Pers MMKT
Escrow Sub Savings	Escrow Sub Pers Sav
Escrow Sub Checking	Escrow Sub Pers Chk



Other Notable Enhancements

- E-Statements for your consumer loans will be available. Be sure to ask your local branch office how you can enroll in E-Statements.
- You will notice several changes to your loan account number(s) as illustrated in the example below as to how your account number(s) will appear in the new system. The system will prefill zeros in front of your account number(s) that will bring the total digits in your account number(s) to 11 plus 5-digits for note numbers. You do not have to enter the zeros when doing transactions; the system will automatically prefill.

Example:

Current account number: 1112222

New account number: 00001112222-00001 (00001 is the note number)

- The credit limit for lines of credit will no longer appear on your monthly billing statements.
- Changes in Terms to Consumer Deposit Accounts Effective February 24, 2018:
 - The first \$200 of total check deposits, currently available the business day of deposit, will be available the next business day after the business day of deposit.
 - The non-sufficient funds fee of \$20 per item will not apply to the de minimis negative balance amount of \$20 or less. For example, if your deposit account does not have sufficient funds to cover all items presented resulting in a negative balance of \$20 or less, you will not be charged the \$20 non-sufficient funds charge per item.
- You will no longer see the words “pending transaction” in your online account history as it applies to any direct deposits, such as your payroll, or direct debits, like your mortgage payment, that have not yet posted to your account. Direct deposits and direct debits will be posted to your account on the item’s effective date and will not be shown as ‘pending’ prior to the effective date.
- The posting order of transactions is changing. During the course of a normal business day, you will see all activity in your account as it occurs. Your available balance will be updated accordingly as credits and debits are received. At the end of each business day, we process transactions to your account. All credits will be processed first and followed by all debits.
- Interest checks for Certificates of Deposit will have a different look. Instead of the check being inserted into an envelope; the interest checks will be pressure sealed with perforated edges and will resemble 1099s.



Bank Statements

- You will receive your February 2018 bank statement as usual and it will include all transactions from January 13, 2018, through February 15, 2018.
- You will receive a special “cut-off” statement as of February 23, 2018, listing all transactions from February 16, 2018 through February 23, 2018.
- Your March 2018 statement will include all transactions from February 24, 2018 through your regular statement cycle date.
- If you have named your account other than our Customers Bank Product name, this will not be transferred to your new statements. Once the new system becomes available on February 26, 2018, you can use our Online Banking service to nickname your accounts; however, these new account nicknames will not appear on your bank statements but they are viewable in Online and Mobile Banking only.
- If you have a consumer loan with the Bank, you will receive a cutoff statement that will be printed after close of business on Friday, February 23, 2018.

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