

MIDSTATES

B A N K

www.midstatesbank.com

WELCOME TO MIDSTATES BANK!

During the past few months, the staff at Midstates Bank and Farmers & Merchants State Bank have been dedicated to working together to help ensure that this transition is as seamless as possible for you. However, we understand that with change often comes uncertainty and anxiety. Our goal is to help you understand what to expect before, during, and after the conversion. You can also expect all of our staff to be responsive and helpful throughout the transition to becoming a Midstates Bank client.

Conversion of your accounts to Midstates Bank is scheduled to occur over the weekend of August 30, 2019. Please read through this guide carefully. It includes important information about the transition of your accounts and services to Midstates Bank, as well as important dates to be aware of and what to expect.

If you should have any questions, please contact Roger Hall or Mike Eikenberry at Farmers & Merchants State Bank at 712.485.2245. You may also reach out to Dee Dee Schmidt or myself at Midstates Bank at 888.710.9070.

At Midstates Bank and Farmers & Merchants State Bank, building strong and lasting relationships with our clients is of the utmost importance. You will see the same friendly staff you have worked with throughout the years.

In addition, you will continue to experience local decision-making, trusted expertise, attention to detail and community involvement. You will have access to expanded banking services, many convenient branch locations and an ATM on site at the Neola office that will be coming soon.

Thank you for your business and support. We look forward to serving you as a stronger, combined community bank.



Michael J Kenealy, President
Midstates Bank, N.A.



Bankability. MORE OPTIONS. MORE SERVICE. MORE WILLING.

IMPORTANT DATES AND TIMES

Friday, August 30, 2019

CONVERSION OF FARMERS & MERCHANTS STATE BANK ACCOUNTS

4:00 PM:

- All Farmers & Merchants State Bank (FMSB) locations will close at 4:00 PM to begin the transition of your account records to Midstates Bank's systems.
- You will have access to FMSB's Online Banking until 6:00 PM. At that time, the Online Banking system will post and display all final items to your account. Additional account activity after 6:00 PM will be reflected on your new Midstates Bank Online Banking after conversion, not your FMSB Online Banking.
- During the conversion weekend, you will be able to continue using your FMSB debit card.

Saturday, August 31, 2019

- FMSB locations will be closed; please plan ahead for your weekend banking needs.

Tuesday, September 3, 2019

CONVERSION COMPLETE

2:00 AM:

- Your FMSB debit card will no longer be available for use.

8:00 AM:

- All of the FMSB locations will open using the Midstates Bank's systems and you will now have access to all Midstates Bank locations.
- You may begin to use your new Midstates Bank debit card.
- You may also use your Midstates Bank Online Banking. Please Note: Transactions done on your FMSB debit card during the conversion weekend, 6:00 PM on Aug. 30th thru 2:00 AM on Sept. 3rd, will process as Sept. 3rd business and will show on Midstates Bank's Online Banking after close of business on Sept. 3rd.
- Account numbers will be converted to a ten digit number. See next page for details.
- FMSB's routing number will be honored for an extended 6-month period. You may continue to use your existing FMSB checks through March 1, 2020. We kindly request that you order and begin to utilize updated checks with the Midstates Bank name and ABA routing number 104903388 prior to that time.



Action Required:

- Changes that may require action on your part are marked with an arrow and noted in "Action Required" boxes. Please read this information very carefully. If you have questions, please call Midstates Bank at 712.485.2245.

Have Questions?

Please contact any Midstates Bank Team Member at 712.485.2245. For additional information, please visit our website at www.midstatesbank.com or stop by any Midstates Bank location.

GUIDE TO IMPORTANT ACCOUNT CONVERSION INFORMATION

Below is an overview of important information to prepare you for the conversion of Farmers & Merchants State Bank to Midstates Bank, August 30, 2019 to September 3, 2019. The following pages contain detailed information to serve as a guide for upcoming changes to your accounts. Please read through this information carefully.

ACCOUNT NUMBERS

- **Checking, Savings, Money Markets, Certificates of Deposit, IRAs, and Loans:** Your base account number(s) will remain the same but will be updated to 10 digits with a leading 07. For example, if your account number is currently 123456 it will now be 0700123456. Our teams will know to add the 07 when you stop in so you will not see a change in service.

CHECKS AND DEPOSIT SLIPS

- **FMSB routing number will be honored for an extended 6-month period through March 1, 2020.** Therefore, you may continue to use your existing FMSB checkbook and deposit slip supply through March 1, 2020.
- Staff will be contacting you in the next few months to assist with check ordering. Each consumer account will receive one box of complimentary standard checks.
- We kindly request that you order and begin to utilize updated Midstates Bank checks bearing the Midstates Bank name, ABA routing number **104903388** and your updated checking or money market account number prior to March 1, 2020.
- Please properly destroy your FMSB checks once you receive updated Midstates Bank checks. You may drop off any of your old FMSB checks at any Midstates location to be destroyed.
- If you wish to order checks through another provider, please provide Midstates Bank's ABA routing number 104903388 and your updated account number to ensure correct processing.



Action Required: Checks and Deposit Slips

- Please order and begin to use updated Midstates Bank checks by February 28, 2020.

DIRECT DEPOSIT AND AUTOMATIC PAYMENTS (ACH CREDITS AND DEBITS)

- **You do not need to do anything.** Midstates Bank plans to seamlessly re-route your automatic transactions tied to FMSB's routing number, such as utility payments or deposits, such as social security benefits, to use Midstates Bank's routing number 104903388 beginning September 3rd.

DEBIT CARDS

- Current FMSB debit cardholders will receive a new Midstates Bank MasterCard® debit card with a new card number and disclosure shortly before the conversion.
- **Along with the card, you will receive activation instructions. Debit cardholders will be able to set their Personal Identification Number (PIN) during the activation call starting September 3rd.**
- All debit card daily limits will remain unchanged.
- Your FMSB debit card will work over the conversion weekend; however, it will be shut off at 2:00 AM on Tuesday, September 3rd.
- Beginning at 8:00 AM on Tuesday, September 3rd, your new Midstates Bank debit card will be available for use.
- See the terms and conditions section of this guide for more information on Shazam's privileged status surcharge free ATM network.



Action Required: Debit Cards

- Starting Sept. 3rd, debit cardholders should activate their card and set their Personal Identification Number (PIN) by calling 800.631.3197. Please complete both steps before ending the call.
- Prior to Sept. 3rd, please review any recurring automatic payments or deductions tied to your current FMSB debit card (e.g. Amazon Prime, health club, etc.) and notify payees of your new Midstates MasterCard® debit card number and expiration date, effective Tuesday, Sept. 3rd.

ONLINE BANKING

- On Friday, August 30th at 6:00 PM, your FMSB Online Banking will no longer be available to conduct online transactions; you will have View-Only mode only until September 3, 2019.
- Beginning 8:00 AM on Tuesday, September 3rd, you will have access to Midstates Bank's Online Banking at www.midstatesbank.com.
- **You do not need to re-enroll in online banking if you are current FMSB online banking user. In most circumstances, you will be able to use your current user ID and the last 4 digits of your social security number as your password to log on.**
- During your first-time logging on to Midstates Bank's Online Banking, you will be asked to change your password. After updating your password, you will then be prompted to answer your security questions for multi-factor authentication.
- Current online banking users will receive an email the week of August 26th with login information and details on the features and functionality within Midstates Bank's Online Banking.



Action Required: Online Banking

- Log into Midstates Bank's Online Banking at www.midstatesbank.com; your initial password is the last 4 digits of your social security number.
- Update your password and security questions for multi-factor authentication.
- Update your user ID if it contains a special character; only numbers and uppercase and lowercase letters allowed.

MOBILE BANKING

- All current mobile banking users will need to download Midstates Bank's free mobile banking app.
- Sign in with your Midstates Bank online banking user ID and password.
- Midstates Bank's mobile app features mobile deposit, person-to-person payments, text alerts and the ability to transfer funds. Visit www.midstatesbank.com for more information.
- If you are a Remote Deposit user, you will need to enroll in that service with Midstates Bank. You will receive instructions on how to do so with the online banking mailer that will arrive the week of August 26.
- During conversion weekend, beginning at 6:00 PM on August 30th, FMSB's mobile and online banking will go into view-only mode until 8:00 AM on Sept. 3rd, at which time you can use Midstates Bank's mobile banking.



Action Required: Mobile Banking

- Download the Midstates Bank Mobile Banking App.
- Enroll in Remote Deposit through the Mobile App on September 3rd.
- Set up text alerts for debit card activity.

ACCOUNT STATEMENTS / ELECTRONIC STATEMENTS

- Your new Midstates Bank statements will look different, but will contain the same important information.
- You will receive a final FMSB statement that will process and have interest paid, if applicable, on the night of August 30. If you receive a statement earlier in August, this August 30 statement will reflect any account activity since the last August statement you received, through August 30th. **Please Note:** Service Charges and fees will not be assessed on your August 30th statement.
- Enjoy convenient single sign-on access to your electronic statements through Midstates Bank's Online Banking system. If you are an existing FMSB eStatement user, you will not need to re-enroll. If you have not taken advantage of electronic statement delivery, enrollment will be available to you on Sept. 3rd through online banking.
- Current FMSB eStatement users will need to download and save all previous FMSB statements prior to September 3rd for permanent retention; historical electronic statements will not transfer over.



Action Required: eStatements

- Download and save your FMSB eStatements prior to Sept. 3rd for permanent record retention.
- Enroll in eStatements through your online banking E-Documents tab if you have not done so in the past and would like electronic statement delivery.

TERMS AND CONDITIONS OF YOUR NEW MIDSTATES BANK ACCOUNTS

- Your current account terms and conditions will remain the same with the exception of the following fee changes effective September 9, 2019: overdraft charge, return item charge and stop payments will increase to \$33 per occurrence with a daily return item charge and overdraft fee cap of \$198.
- Midstates Bank does not process debit card activity through the Shazam ATM network. Cardholders will only have surcharge free access to ATM transactions at Midstates Bank ATM locations listed on the back page. Ask us for ways you can avoid surcharges at ATMs.

CERTIFICATES OF DEPOSIT (CDs) AND INDIVIDUAL RETIREMENT ACCOUNTS (IRAs)

- **CDs and IRAs require no action.** Midstates Bank will honor your existing CD rates and terms through the the conversion. Before your CD matures, you will receive a notice describing the next maturity date, annual percentage yield, interest rate, and other terms of your account, if renewed.

SAFE DEPOSIT BOX

- There will be no changes to your Safe Deposit Box that you currently have with FMSB. The terms, conditions, fees and ownership will transfer directly to Midstates Bank.

CONSUMER LOAN ACCOUNTS

- All loans will transfer to Midstates Bank under the same terms and conditions as your current loans with FMSB.
- Your account number will now start with a 07 and be 10 digits long. For example, if your loan number is currently 12345 it will now be 0700012345. If you have a coupon book, you may continue to use it.

VOICE RESPONSE UNIT (VRU) 888.403.3499

- Beginning at 8:00AM on Tuesday, Sept. 3rd, you may access Midstates Bank's 24/7 VRU at 888.403.3499.
- During your first call, you will be prompted to create a new 5-digit passcode.



Action Required: Voice Response Unit

- Create a 5-digit passcode.

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OUR STORY

We are a locally owned and operated community bank dedicated to building sustainable communities, businesses and producers. Our brand promise, "More Options, More Service, More Willing," underpins everything we do. At Midstates Bank, we're proud to have a legacy of service to our customers and communities that spans more than 140 years.

Through exceptional service and expertise, we facilitate small business growth, enable agri-business clients to conduct complex and profitable operations and serve the dynamic banking needs of our customers. We are proud of the bank we have become, and look forward to providing the same outstanding customer service that has made us a trusted financial provider since 1876.

COMMUNITY IMPACT

Serving our community is what we do. It's as core to our company as our banking services. Everyday our donations are hard at work funding local programs that build sustainable communities. We support agencies that provide economic development, down payment assistance for low-income individuals and basic needs and human services for local families.

We support local schools through academic, sporting events and various booster programs. Midstates Bank employees contribute to youth financial education by participating in Teach Children to Save and Get Smart About Credit at area schools.

Throughout the year, Midstates Bank employees participate in employee giving campaigns benefiting local nonprofit organizations, and take advantage of volunteer time off to give back to their communities.

BANKABILITY.

More than a statement. It's who we are. Local, community-minded people, partnering with you to deliver banking services you rely on, quality service you expect and customization to fit your needs.

MORE OPTIONS

Midstates Bank offers its clients more options for banking. We believe in focusing on high touch and high tech to meet our client's needs.

MORE SERVICE

Midstates Bank provides local service with quick decision-making by our lenders. Our Bankability on Demand service provides our clients quick help with financial needs 7 days a week from 7 AM to 7 PM.

MORE WILLING

Midstates Bank strives to be a leader in our markets by strong commitments to our local communities, our customers and most importantly our team. Visiting our businesses and producers is a top priority. The better we understand how you operate, the better we can meet your banking needs.

Bankability. MORE OPTIONS. MORE SERVICE. MORE WILLING.

BRANCH LOCATIONS

NEOLA

300 Front St., Neola, IA 51559
Phone: 712.485.2245 | Fax: 712.485.2351

MINDEN

301 Broadway St., Minden, IA 51553
Phone: 712.483.2611 | Fax: 712.483.2157

HARLAN

812 Durant St., Harlan, IA 51537
Phone: 712.755.2126 | Fax: 712.755.2683

MISSOURI VALLEY

321 E Erie St., Missouri Valley, IA 51555
Phone: 712.642.2761 | Fax: 712.642.2492

MONDAMIN

103 Maple St., Mondamin, IA 51557
Phone: 712.646.2421 | Fax: 712.646.2400

AVOCA

206 N Elm St., Avoca, IA 51521
Phone: 712.343.6341 | Fax: 712.343.2255

COUNCIL BLUFFS - MADISON AVE

1851 Madison Ave. Ste. 732, Council Bluffs, IA 51503
Phone: 712.388.0505 | Fax: 712.388.0005

COUNCIL BLUFFS - OMNI CENTRE

35 Main Place Ste. 50, Council Bluffs, IA 51503
Phone: 712.352.0076 | Fax: 712.352.0217

KINGSLEY

1 East 2nd St., Kingsley, IA 51028
Phone: 712.378.2341 | Fax: 712.378.3580

LE MARS

850 12th St. SW, Le Mars, IA 51031
Phone: 712.546.6324 | Fax: 712.546.7715

SERGEANT BLUFF

705 1st St., Sergeant Bluff, IA 51054
Phone: 712.943.3500 | Fax: 712.943.3501

ATM LOCATIONS

NEOLA DRIVE THRU Coming Soon!

COUNCIL BLUFFS DRIVE THRU 1851 Madison Ave.

MISSOURI VALLEY DRIVE THRU 321 E Erie St.

AVOCA DRIVE THRU 206 N Elm St.

HARLAN DRIVE THRU 812 Durant St.

SERGEANT BLUFF DRIVE THRU 701 1st St.

KINGSLEY HWY 140 6 Hwy 140 S.

KINGSLEY 1 East 2nd St.

LE MARS DRIVE THRU 850 12th St. SW

LE MARS HWY 75 306 5th Ave. SW

IMPORTANT NUMBERS

CUSTOMER SUPPORT LINE: 888.710.9070

24/7 VOICE RESPONSE UNIT (VRU): 888.403.3499

LOST OR STOLEN DEBIT CARDS: 866.546.8273

BANKABILITY ON DEMAND TEXT BANKING: 888.710.9070

DEBIT CARD ACTIVATION: 800.631.3197

DEBIT CARD PIN RESET: 800.631.3197

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