



November 15, 2022

Dear Valued Customer,

The Peoples Federal Savings and Loan to Farmers & Merchants State Bank conversion will be completed Monday, December 5, 2022. We look forward to bringing you more options, advanced technology and expanded expertise. This letter will provide information you will need to access F&M Online and Mobile Banking, Bill Pay, Online Statements, Mobile Deposits, and EZ Access Telephone Banking.

You will be able to access your F&M online and mobile accounts beginning, Monday, December 5, 2022.

IMPORTANT DATES	
Monday, November 28th at 9:00am/ET	Enrollment for Peoples Online Banking, Mobile Banking and e-statements will be unavailable
Friday, December 2nd at 5:00pm/ET	Online banking and Mobile banking will go into an inquiry only mode beginning at 5:00 PM/ET <ul style="list-style-type: none"> • Mobile Deposit will be disabled at 2:00 PM/ET • Mobile Bill Pay will be disabled at 5:00 PM/ET • Online Banking BillPay will be disabled at 5:00PM/ET
Monday, December 5th at 9:00am/ET	Access to your F&M Online and Mobile Services and Bill Pay will be available. Should you need assistance you may call your local Banking Office or F&M at 800.451.7843

PERSONAL ONLINE BANKING

During conversion weekend, you will only be able to do inquiries for your existing Peoples Federal online banking accounts starting Friday, December 2, 2022, around 5:00 PM/ET. No transactions will be initiated, and your balances and transactions will only reflect activity through December 2, 2022.

Beginning Monday, December 5, your previous People’s Federal online banking account can be accessed through F&M’s website (www.fm.bank). **For all personal banking customers, your username will continue to be your Peoples Federal username.** At your first login, you will be prompted to answer three challenge questions. The challenge questions are used to authenticate the user when accessing Internet Banking from a non-registered computer. You will also be prompted to accept F&M’s Terms and Conditions before being given access to the F&M Online and Mobile services.

If your Peoples Federal online banking username is less than 6 characters, you will be prompted to change your username when you login. F&M usernames must be between 6 and 19 characters.

You will be able to access your account transaction history on your checking accounts for the previous 90 days and your savings accounts for the previous 24 months on Tuesday, December 6, 2022. All other services will be available on Monday, December 5, 2022.

CHECKFREE BILL PAY

Peoples Federal online banking customers who made use of the Bill Pay system will automatically be converted to F&M’s CheckFree Bill Pay. You may access F&M’s Bill Pay by clicking the “Bill Pay” link on the navigation bar from within your Online Banking account starting Monday, December 5. Peoples Federal Mobile and Online Bill Pay access will be disabled starting Friday, December 2, 2022, at 5:00 PM/ET.

The majority of your payees will be converted to the new system. In rare instances, your payee information may not convert to what you initially entered when you added it to the Peoples Federal system. We ask for your help to make sure all your payments transitioned correctly. Once we have moved you to the F&M CheckFree Bill Pay service, it will be very important that you login and confirm that all your payee information, scheduled payments and recurring payments are accurate. We advise you to print out your payees, scheduled payments, recurring payments and your payment history for your records and validate your Peoples Federal Bill Pay payee list before Friday, December 2nd when your access will be

disabled.

Payments being made by check, which are in process, may not be visible in your BillPay history, but these items will be processed as instructed. They should be visible by December 9, 2022. Please do not generate a duplicate payment for these items.

ONLINE E-STATEMENTS

Customers who were retrieving their E-Statements online will continue to retrieve their E-Statements via online banking with F&M. You will not need to re-enroll in online E-Statements. To access your online E-Statements, click on your account in online banking and then click on "Documents."

All E-Statements going forward can be accessed through the F&M Online Banking as described above.

As an online banking customer receiving paper statements, we invite you to enroll for online E-Statements, our convenient and secure alternative to paper mailed statements. In your enrollment session, you may be presented with an "E-Statement Enrollment" screen. Simply select the accounts you wish to retrieve as online E-Statements and your mailed paper statements will stop the following month.

If you do not see our E-Statement Enrollment page within online banking, you may email us at ecommerce@fm.bank or call us at 800.451.7843 for assistance.

MOBILE BANKING WITH MOBILE DEPOSIT

The F&M Mobile Banking App allows you to view past transactions from various accounts, transfer money, view check images, check your loan accounts, make loan payments, pay someone using Popmoney®, and make a deposit, all from your smartphone. The F&M Mobile Banking App can be downloaded from the Google Play or Apple App Store and search for: F&M Bank (OH, IN, MI). You can log into the F&M Mobile Banking App by opening the app and entering your login credentials used for Online Banking.

Mobile Deposit allows customers a way to electronically deposit checks quickly and easily from a smartphone (iPhone® or Android™) into an F&M deposit account. You must download the F&M Mobile Banking App to have access to F&M Mobile Deposit. F&M may establish limits on the number of checks and/or the total amount of checks deposited using Mobile Deposit. These limits may vary by customer and change from time to time without notice. You may not deposit more than \$5,000 per check and not more than \$5,000 per day. Checks must have a signed endorsement of all payees as written on the front of the check and "For Mobile Deposit Only" included as part of the endorsement. The daily cut-off time for electronic check deposit is 4:00 PM ET on any business day. Items transmitted that exceed your limits or not properly endorsed may result in a rejection of the deposit.

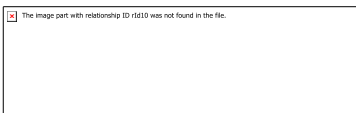
EZ ACCESS LINE (TELEPHONE BANKING)

You may also access your F&M account information and complete transfers using our telephone banking EZ Access Line (888.446.2451). **Starting Monday, December 5th, all Peoples Federal customers can access F&M's EZ Access Line using the last 4 digits of their SSN and establish a Personal Identification Number (PIN) for login going forward. Call F&M at 800.451.7843 or stop by your local office to receive assistance in establishing a new PIN.**

We will have extended phone support hours after the conversion period (**December 5th – December 10th**) to aid in the transition to F&M. You may call your local Peoples Federal office or F&M at 800.451.7843, Monday – Friday 8:00am – 6:30pm/ET; Saturday from 8:00am – 3:00pm/ET.

Thank you for your banking relationship and for banking online with F&M!

We look forward to serving you.



Benét Rupp
EVP | Chief Administrative Officer