



## *SIS Rebranding Process – Questions & Answers*

*Why are you changing your name?*

SIS Bank has been a long-standing community partner to Sanford and the surrounding towns of Maine and New Hampshire. It has come to our attention that our name and brand identity, SIS Bank, has not been connecting with people as it once did. Through market research, we learned that the brand identity of SIS should better reflect the Bank's personal approach to banking that our customers have come to know of us.

*What does this mean for you, our customer?*

Rest assured that there have been **NO BUYOUTS AND NO MERGERS. There has been no change in the management team of SIS Bank, nor the Board members. We're the same bank with the same people and the same commitment to our communities that you have come to appreciate as our customer.** Even our tagline will not change; we continue to be *The Bank That Listens*.®

We are simply changing our name to better reflect who we have always been: a true partner to the individuals, businesses, and communities we serve. By calling ourselves out as a partner to the community, we are bringing our heritage to the forefront. And, we will be better aligned to provide more of what you want—enhanced products and services that will help you achieve your financial goals. In short, we are not abandoning Sanford by changing our name.

### **Frequently Asked Questions**

*Was SIS sold or has it merged?*

- No – SIS had not been bought by another bank – nor have we merged.
- Same People. Same Bank. New Name.

*Will the new brand affect the service I receive at my branch?*

- The answer is no.
- You can continue to expect the same great service at your branch and see the same faces that you always have at our branches. There has been no change in our management or with our Board of Directors.

*When will all of this be happening?*

- We are going through the transition now and you will see some name updates happening throughout our branches. As of July 1, 2019, the change will be completed.
- Over the next few months, expect to see updates to our printed materials, branches, signage and advertising.
- Expect to receive the same great service you've come to rely on!

*What exactly will be impacted?*

- As we transition to our new brand, you can expect to see changes over time.
- All of our printed materials and signage will be changed to reflect the new look and feel of SIS.
- There will be little if any service interruptions during this change.
- We are still the same great bank providing you with the service that you expect.

*How much did this cost?!*

- SIS believes any of the expenses associated with this change are reasonable and justified given the market research results we received.
- Our decision to rebrand was not made lightly.
- It took months to create an updated brand that really sums up who we are and what we stand for, how we are different from other banks, and how we are staying true to our roots right here in the communities we serve.

*Will you still be headquartered in Sanford?*

Yes, we will remain headquartered in Sanford. Our roots are here, and we will continue to have three branches in the Sanford/Springvale area.

In fact, we are strengthening our ties to Sanford as well as to our other branch towns and communities with this name change. Our new name will give us a stronger identity as we expand into new markets and continue to develop mutual goals and long-term relationships with our customers and communities.

*Will the bank routing number change?*

No, it will remain the same.

### **Account, Product & Service Questions**

*What about my accounts?*

- There are no changes to your accounts.
- Your accounts and your account numbers will stay exactly the same.

*What about my Checks?*

You can continue to use the checks that you have. When it's time to reorder your checks, your new order of checks will have the new name and brand on them.

*Will I need new withdrawal and deposit tickets after the name change?*

No, you can continue to use your SIS Bank deposit tickets – no need to re-order until you have used your supply.

*Will the features of my account change?*

No, they will not. You will have the same products with the same name and same features.

*Will the account overdraft policies change with this name transition?*

No, the policies will remain the same.

*Will my direct deposit and automatic payments continue after the transition?*

Yes, they will continue without interruption. There will be no changes to direct deposit or automatic payments.

*When will my statements be produced? Do I still have the option to receive them via mail or electronically? Will I need to reconfirm which option I want?*

Your statements will continue to be produced on the same schedule, and you will not have to reconfirm your preference for receiving them.

*What if I have a seasonal address?*

Your contact information will remain the same. Please contact your local branch if you have any questions on the contact information we have on your account.

## LOANS

*Will my loan account number(s) change?*

No, they will remain the same.

*What should I do if I use automatic payment deduction for my loan payment?*

Nothing. The automatic payment feature will continue to operate the same.

*Loan Payments -- How do I make loan payments up until the transition date?*

You will continue to make payments as you always have, and once the name changes the process will still remain the same.

## DEBIT, ATM, and CREDIT CARDS

*Will my ATM Card and Debit Cards still work?*

The answer is Yes. Your SIS Bank Debit and ATM Cards will continue to work. We will be completing a re-issue of these cards. More information on this process coming soon.

*What will happen to my current SIS Bank Credit Card?*

Your SIS Bank Credit Card will continue to work until your usual reissue date. You will have the option to reissue a new card sooner if you choose. More information on this process coming soon.

*What if I have recurring payments set up with merchants using my current SIS Bank Debit Card?*

Recurring payments will continue to be made on the same schedule as before.

## ATMS

*Will I experience any interruptions in ATM use?*

There should be little if any interruption of service as we update our branding and receipt messaging.

*Will I be able to check my account balance at the ATM and/or in Online Banking during the website transition?*

Yes – you will still be able to make account balance inquiries via ATM and/or Online Banking. This transition should not impact ATMs. We will be providing more information on this conversion as the time draws closer.

## ONLINE AND MOBILE BANKING

*How will I access my Online and Mobile Banking after the transition to Partners Bank?*

You will log in the same way as you did with SIS Bank, with your same username and password.

*Will I still be able to access my SIS Bank Online Banking statements after the name transition?*

Yes you will be able to access all past Online Banking statements. You will be receiving updates within Online Banking and on our website when the time is near.

*Are there any steps I need to take to ensure a smooth transition for my Personal and Business Online Banking?*

The functionality will remain the same at this time. You can continue to use the SIS Bank URL – [www.banksis.com](http://www.banksis.com), this will continue to work. However, we do have a new updated URL and we recommend you bookmark it as your bookmarks could stop working at some point. The new URL address for our website coming soon.

*Will I need to update my login or contact information after this update?*

No – you will not need to update or change this information.

*Will my current Online and Mobile Banking bill pay account and payee information still work with this website transition?*

Yes – your list of bill payees will still be available. Your online bill payments will continue to be made on the same schedule as before.

*Does Partners Bank offer Apple Pay™, Samsung Pay and Android Pay?*

Yes, we do. There will be no changes in the functionality of these mobile options.

*Will I be able to open accounts online with Partners Bank?*

Yes – the option to open accounts online is still available.

*As a Business Online Banking user, will I still be able to initiate ACH and wire transfers? Will Remote Deposit Capture systems still work?*

Yes – this functionality will remain the same.