

Welcome to Farmers and Merchants Bank!

*Business Account
Transition to occur from:*
**3:00 p.m. Friday,
December 4, 2020 to
Monday, December 7,
2020 at 9:00 a.m.**



This guide will tell you everything you need to know
about your **Business Account** transition to Farmers and Merchants Bank,
including key dates.

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Welcome to Farmers and Merchants Bank!

On October 1, 2020, Carroll Community Bank became part of Farmers and Merchants Bank. We are very excited to welcome you and your business to the Farmers and Merchants Bank family. We have been providing financial services to our community for over 100 years and we look forward to assisting you with all of your financial needs. Over the weekend of December 5, your accounts will transition to the Farmers and Merchants Bank system, which will then enable you to use our branches and ATM's beginning Monday December 7. We will communicate and keep you informed as we move through this process.

This welcome guide provides you with the necessary information that you need to know about the conversion of your business accounts. We have included the important information along with detailed explanations of our account products. We are here to answer questions and to provide assistance during this time to assure a smooth transition.

I want to assure you that you will still see a lot of familiar smiling faces and that you will continue to receive the exceptional quality of community bank service that you have come to enjoy.

We sincerely appreciate your business and look forward to being your local resource to help you achieve your financial goals.

James R. Bosley, Jr.

President, Chief Executive Officer

Key Dates and Facts

Your new Farmers and Merchants Bank Visa® debit/ATM card will arrive in the mail approximately (2) two weeks prior to your account transition.

The transition to the Farmers and Merchants Bank system will start at **3:00 p.m. on Friday, December 4, 2020 and will be completed on Monday, December 7, 2020 at approximately 9:00 a.m.**

FRIDAY, DECEMBER 4th

The following systems will be unavailable beginning at 3:00 p.m.

- Business Online Banking
- ACH Access
- Business Online Bill Pay
- Remote Deposit Capture

The former Carroll Community Bank branches in Westminster and Eldersburg **will close at 3:00 p.m.**

All Farmers and Merchants Bank ATMs will be available to you during this transition.

SATURDAY, DECEMBER 5th

Due to the transition, all former Carroll Community Bank branches **will be closed on Saturday, December 5, 2020.**

Please note that you will NOT be able to perform transactions at any Farmers and Merchants Bank branch during this time.

MONDAY, DECEMBER 7th

The following systems will be up and running by approximately 9:00 a.m.

- Business Online Banking
- ACH Access
- Business Online Bill Pay
- Remote Deposit Capture

Once activated, you may begin using your new Farmers and Merchants Bank debit/ATM card at 9:00 a.m.

Your Carroll Community Bank card will be **deactivated at this time** and should be destroyed promptly.

Normal branch business hours will resume on Monday, December 7th.

Key Resources

The information in this guide will inform you about what we are doing on our end to ensure that the system transition is smooth and what you will need to do on your end. Our team is committed to making this a seamless process and welcomes the opportunity to answer any individual questions that you might have.

- For up to date information and frequently asked questions about this transition visit **www.fmb1919.bank/Carroll-Community-Bank-Acquisition**.
- If you cannot find the answer in this guide or online, please feel free to call our team of expert bankers at **410-517-3065**.
- If you prefer e-mail, reach out to us at **clientservices@fmb1919.bank**. Please do not include any sensitive personal or financial information in your e-mail to Farmers and Merchants Bank.

As a reminder, Farmers and Merchants Bank will NEVER contact you requesting your account information. If you receive a call or e-mail requesting this information get in touch with us immediately.



General Banking Information

ACCOUNT NUMBERS

Your account number(s) will remain the same. The deposit account terms & conditions disclosure will be provided in this mailed correspondence.

ACCOUNT STATEMENTS

We will generate your final Carroll Community Bank statement on all applicable accounts on December 4th.

- After this date, your checking account statements will continue to be generated on a month end basis. This means your next statement will be generated on December 31, 2020.
- Savings statements will be generated on a quarterly basis with savings accounts tied to debit card services being generated on a monthly basis.
- Annual Certificate of Deposit statements will no longer be generated. You will continue to receive a notification at maturity.
- The look and layout of your statement may change, but all content will remain the same.

ATMS

ATMs will remain operational over the weekend of December 4th.

- You will be able to make withdrawals. Please note that these transactions will not show in Online Banking until Monday, December 7th because those systems will be unavailable beginning Friday, December 4th at 3:00 p.m.
- You will NOT be able to do a balance inquiry.

BRANCHES

On Friday, December 4th all former Carroll Community Bank branches **will close at 3:00 p.m.** to prepare for the transition.

- This update will take two (2) days and will be complete on **Monday, December 7th at approximately 9:00 a.m.**
- Due to the transition, the former Carroll Community Bank branches in Westminster and Eldersburg will be closed on Saturday, December 5th.
- Normal business hours will resume on Monday, December 7th.
- You will NOT be able to perform transactions at any Farmers and Merchants Bank branch during this transition.

CERTIFICATES OF DEPOSIT

Your CD will remain at the same terms and rates. Terms regarding automatic renewal will also remain in place.

CHECKS

Keep using your current Carroll Community Bank checks until they run out.

- When you are in need of new checks please visit us at one of our conveniently located branches to place an order.

General Banking Information *continued*

DEBIT CARDS

Continue to use your Carroll Community Bank debit card until December 7, 2020.

- Towards the end of November 2020, you will receive a new Farmers and Merchants Debit Card in the mail. Prior to receiving this card, you will receive a separate mailing with the newly assigned Personal Identification Number (PIN). Please retain this in a safe location for future use.
- Once activated, your new card can be used starting Monday, December 7th at 9:00 a.m.
- All Carroll Community Bank debit cards will be deactivated on Monday, December 7th at 9:00 a.m. Please destroy your old card at this time.

Remember: You will have to change any automatic payments tied to your Carroll Community Bank card to your new Farmers and Merchants Bank card.

BUSINESS LOANS AND LINES OF CREDIT

There are no changes to your existing loan rates, terms or conditions.

- Issuance of your payment statements will not be interrupted. However, after December 4th they will be issued by Farmers and Merchants Bank.
- Continue to make payments on your loan as you normally would.
- Online Loan Payments will be unavailable beginning Friday, December 4th at 3:00 p.m. until Monday, December 7th at approximately 9:00 a.m. After this time, continue to make payments on your loan as you normally would.

ROUTING NUMBER

Farmers and Merchants Bank's routing number is 055002723. However, Farmers and Merchants Bank will continue to support Carroll Community Bank's routing number. Please update your routing number after December 7th at your convenience.



Your Deposit Accounts

The following charts outline your current Carroll Community Bank account and the Farmers and Merchants Bank account to which it will convert. If you're not sure which Carroll Community Bank account type you're currently in, please refer to your bank statement or online banking profile.

BUSINESS CHECKING

If your current Carroll Community Bank account is:	Small Business Checking, Sole Proprietor Checking, and Business Checking
Your new Farmers and Merchants Bank Account will be:	FREE Business Checking
Good for Businesses...	of all types
Included Benefits...	150 Debit and/or Credit items per month free
Overdraft Privilege (ODP)	Available, if desired
Maintenance Fees	No monthly maintenance fee
Visa® Debit Card	Free
Checks	New and re-order of Main Street Checks with a bank representative
Telephone Banking	Free
Online Banking with Bill Pay	Free
e-Statements	Free

BUSINESS SAVINGS

If your current Carroll Community Bank account is:	Business Statement Savings	Business Money Market, Business Advantage Money Market, Live.Work.Grow
Your new Farmers and Merchants Bank Account will be:	Statement Savings	Commercial Money Market
Description	Competitive interest rate with no minimum balance	Easy access to your savings and tiered interest rates
Interest Earning Rates can be found at www.fmb1919.bank	Yes \$.01 or more Interest is compounded daily and credited monthly	Yes – Tiered \$.01 - \$2,499.99, \$2,500 - \$9,999.99, \$10,000 - \$24,999.99, \$25,000 - \$99,999.99, \$100,000 or more Interest is compounded daily and credited monthly
Minimum Opening	\$0.01	\$1,000.00
Requirements to Avoid Monthly Service Charge	No minimum balance requirement	No minimum balance requirement
Otherwise a Monthly Service Charge of	No monthly service charge	No monthly service charge
6 Withdraws or Transfers	Free	Free
ATM Access	No	No
Online Banking Access	Yes, with checking	Yes, with checking
Checks	No	No

Business Online Banking

A Few Things to Note:

- Six (6) months of your Online Banking transaction history will convert to the Farmers and Merchants Bank system.
- During the initial login occurrence, you will be prompted to register your PC, tablet, and/or smartphone devices for multi-factor authentication utilizing e-mail address and telephone/cellular numbers to validate your user identity for future secure access to these internet and mobile banking applications. Your established password is a permanent credential that enables your secure access to both, internet and mobile banking logon, and does not require periodic update.

IMPORTANT: Your User ID and Password will change effective Monday December 7th at 9 a.m. Primary business users will receive 2 encrypted emails with this information on Monday December 7th at 9 a.m.

Primary Business Users will setup each additional business user and access privileges.

Farmers and Merchants Bank is excited to offer our Online Banking service to fit your banking needs. You can expect the same great functionality and user experience— with just a slightly different look!

Farmers and Merchants Bank's Online Banking system will be available beginning Monday, December 7th at approximately 9:00 a.m.

You will continue to have full access to your account information through Carroll Community Bank's Online Banking system until Friday, December 4th at 3:00 p.m.

- You do not need to re-enroll in online banking if you currently have an online banking profile with Carroll Community Bank.
- The primary business user will receive 2 separate encrypted emails on Monday, December 7th at 9 a.m. containing your online Login user ID and temporary password. Please use the emailed login credentials to log in to the Farmers and Merchants Bank Online Banking system.
- The primary business user for the business organization will be responsible to set up each additional business user and establish account access privileges for their online banking access.
- To log in, simply go to **www.fmb1919.bank** Home Page and the online banking login portal.



BUSINESS ONLINE BILL PAY

Your current Bill Pay payees, scheduled payments, and activity history will automatically convert to the Farmers and Merchants Bank system and will show once you sign into the Farmers and Merchants Bank Online Banking.

- It is recommended that you keep a record of your payee information and scheduled payments so you can verify that everything has converted over properly after Monday, December 7th.

ACCOUNT ALERTS

Any online banking alerts and notifications you currently have set up will need to be re-established in the Farmers and Merchants Bank system.

To learn more about setting up account alerts please review the online help guide in the online banking application.

ACH

All ACH templates will transfer to the Farmers and Merchants Bank Online Banking system.

REMOTE DEPOSIT CAPTURE

Remote Deposit Capture will be unavailable beginning at 3:00 p.m. on Friday, December 4th. This service will be accessible at approximately 9:00 a.m. on Monday, December 7th.

INTERNAL TRANSFERS

Internal transfers are transfers scheduled between your accounts at Carroll Community Bank, either one-time or on a recurring basis.

- Any scheduled internal transfers will not carry over to Farmers and Merchants Bank and will need to be re-established in the Farmers and Merchants Online Banking system on Monday December 7, 2020.

BUSINESS e-STATEMENTS

If you are currently enrolled in e-Statements, you will continue to receive your statements electronically. You do NOT need to re-enroll.

You will not have access to historical Carroll Community Bank e-statements as of December 7, 2020. Please download and save your statements prior to December 4, 2020.

What's New?

Farmers and Merchants Bank is excited to introduce the following additional technologies, products, and services to enhance your banking relationship. These new features will be available to you beginning Monday, December 7th.

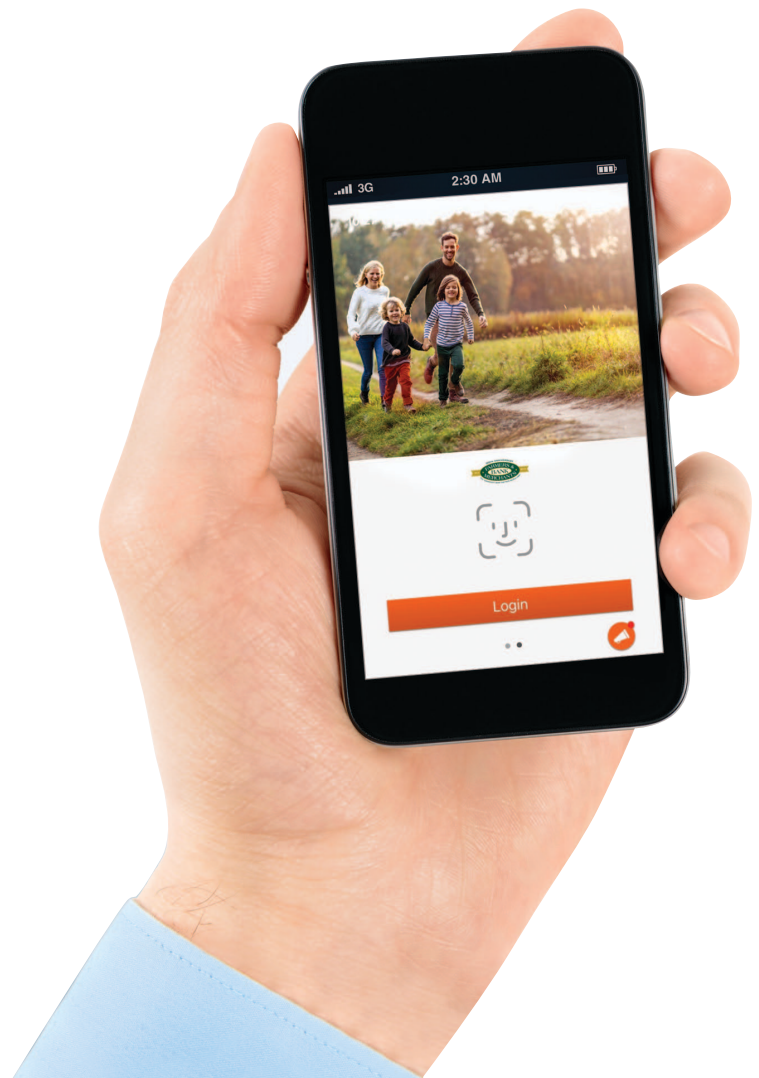
BUSINESS CONNECT

Business (Direct) Connect Online Banking Service allows users to download account information into Intuit Quicken® and QuickBooks®, the easiest way to organize your business finances.

- No manual data entry
- Automatically reconcile data
- No duplicate transactions
- User friendly system

Intuit Quicken® and QuickBooks® can be integrated through your Farmers and Merchants Bank Online Banking and Bill Pay.

See Intuit informational guides for each at www.fmb1919.bank/Carroll-Community-Bank-Acquisition.



BUSINESS MOBILE BANKING

Business Mobile Banking puts the power of financial management and supervision right into your hands.

Use your iPhone® or Android™ to monitor your accounts, view account activity, transfer funds, deposit checks and even pay bills – wherever you are, whenever you choose. Most importantly, Business Mobile Banking is secure and safe. Multiple layers of authentication ensure your information stays with you, and you only.

Business Mobile Banking will be available to business internet banking users. Visit **www.fmb1919.bank/mobile-banking** for more information.

REAL-TIME ACCOUNT ALERTS

Farmers and Merchants Bank offers technology that delivers real-time account alerts to any device or system based upon customer preferences. With this tool you can choose what you want to be alerted about, how you receive those alerts (e-mail, text, push notification), where you receive alerts (mobile devices, e-mail addresses, online), and even when to receive alerts (users can indicate quiet times). This alert technology is your one stop shop for staying up-to-date on your account activity.

Real-time alerts can be set up in Online and Mobile Banking.

ATM ACCESS

You will have free access to over 55,000 Allpoint surcharge free ATMs nationwide. Visit **www.allpointnetwork.com** or download the Allpoint Mobile Application for location information.

*To learn more about these services,
visit **www.fmb1919.bank***

Branch Locations

Greenmount

In-Store (Walmart)
2320 Hanover Pike
Hampstead, MD 21074
410-374-3436

Reisterstown

25 Westminster Pike
Reisterstown, MD 21136
410-517-3060

Hampstead

735 Hanover Pike
Hampstead, MD 21074
410-239-4448

Upperco/ Main Office

15226 Hanover Pike
Upperco, MD 21155
410-833-6600

Owings Mills

9320 Lakeside Boulevard
Owings Mills, MD 21117
410-356-8200

Westminster

275 Clifton Boulevard
Westminster, MD 21157
410-857-1100

Eldersburg

1321 Liberty Road
Sykesville, MD 21784
410-795-1900

Retirement Community Branches:

Atrium Village

410-998-8847

Carroll Lutheran Village

410-848-1110



In 2019, we celebrated our 100 year anniversary as a bank.
Check out our social media for more information about Farmers and Merchants Bank!



@fmb1919.upperco



@fmb1919



Farmers and Merchants Bank

www.fmb1919.bank

410-517-3065