

November 7, 2018

«Customer\_Name»  
«Additional\_Name»  
«Address\_Line\_1»  
«City» «ST» «Zip»

Dear Valued Customer:

By now you should have received our correspondence advising you of the upcoming conversion of your accounts at TBK Bank.

As a result of the upcoming banking systems conversion we have determined that your account number duplicates with one or more customers. In order to ensure proper posting of your transactions it is necessary for us to change your account number ending in «AcctDigit». Please be assured that this does not change the terms of your account.

Your new account number is: «**New\_Acct**»

**This change will take effect at the close of business on December 7, 2018.**

Please update your records to reflect your new account number and make note of the following:

**Automatic Transactions and Direct Deposits** - If you have any automatic transactions that post to your account such as Direct Deposits or automatic deductions, you will need to contact the originator (employer, merchant, etc.) and provide them with your new account and routing numbers.

**New Routing Number:** For your quick reference the new routing number is: 111909579.

**Debit Card/ATM Card:** Within the next two weeks you will receive a new debit/ATM card that will be linked to your new account.

**New Checks (for checking accounts):** We will mail you a new box of checks with the new routing and account numbers at no cost to you. Please begin using these checks on **December 10, 2018**.



**Online Banking:** You can continue to logon to [www.fnbdurango.com](http://www.fnbdurango.com) to access your account until December 7, 2018. After December 7, 2018, you can enroll for online account access at [www.tbkbank.com](http://www.tbkbank.com).

**Business Online Banking and Treasury Management Services:** We will change the account number for you. There are no additional steps you will have to take.

We are excited to offer you more benefits such as:

- A variety of products and services to meet your banking needs
- Competitive deposit rates to enhance your savings
- Mobile Deposits – Make deposits any time of the day without visiting your branch or an ATM
- Debit Card Management – control how your debit card is used
- Touch ID – log in using your fingerprint
- Alerts – Receive text or email notifications concerning your accounts and transactions
- Bill Pay – Pay bills or transfer money to other people
- Text Banking – Simply send a text message to access account balance and transaction history
- ATM or Branch locator using the TBK Bank mobile app or Text Banking

If you have any questions or need further assistance, please feel free to contact a banker at your local branch.

Sincerely,



Kenyon Warren  
SVP, Head of Retail Banking