

BETTER TOGETHER

See How Easy



Here's What You Need to Know

Coming July 11th

ion BANK™

DEAR VALUED CUSTOMER,

Welcome to Ion Bank. At Ion Bank, we strive to make banking easy for you and meet your evolving banking needs.

During the weekend of July 8-11, 2022, we will be converting Lincoln 1st Bank's products and services to Ion Bank's products and services *contingent upon* receipt of all necessary shareholder and regulatory approvals and satisfaction of other necessary closing conditions.

This reference guide provides important information and dates about the conversion. In the coming weeks, we will have more detailed information on our website about your accounts and steps you need to take regarding the conversion. Please check IonBank.com/SeeHowEasy for continual updates.

We are so excited to have you join the Ion Bank family and look forward to partnering with you to help achieve your financial goals. At Ion Bank, we live by our Service Standards – **Safety & Security, Accuracy, Responsiveness, and Friendly Personalized Service.**



Best Small Bank in Connecticut



TABLE OF CONTENTS

| | |
|--|----|
| Important Dates | 3 |
| Online Banking | 4 |
| Mobile Banking | 5 |
| Debit Mastercard & ATMs | 5 |
| Bank-by-Phone..... | 6 |
| Statements | 7 |
| Transactions | 7 |
| Cash Management & Business Services | 8 |
| Product Transition Chart | 9 |
| Overdrafts Happen | 11 |
| What's New for You as an Ion Bank Customer | 13 |
| FAQs | 14 |

1430 New Haven Road | Naugatuck, CT



IMPORTANT DATES

| | | |
|--|---|--|
| Between now and Friday, July 8 at 3pm | Your Contact Information | PERSONAL ACCOUNTS - To ensure we have your current contact information, please log in to Online Banking to review it by clicking <i>Profile</i> , then <i>Email</i> and <i>Phone Number</i> . If you need to update your email address, you can make the change on the <i>Email</i> screen. If you need to change your mailing address or phone number, please complete and sign the linked Address Change Notification form and drop it off at the nearest branch or mail it to us. If you have any questions, please call 973.694.0330 . |
| | Quicken & QuickBooks | Prior to Friday, July 8 at 3pm, you will need to download all history, keep the account number listed in Quicken/QuickBooks but disconnect Lincoln 1st as the Financial Institution for the account number. After the conversion, log in to Online Banking and navigate to the Quicken/QuickBooks page in the Banking Services menu to enroll in Direct Connect Service or download a Web Connect File. Make sure you select Ion Bank when reconnecting your accounts in Quicken/QuickBooks. |
| Saturday, July 9 Sunday, July 10 Monday, July 11 | Branch Offices | Branch offices will be open Friday, July 8 until 3pm, closed Saturday, July 9 and will re-open on Monday, July 11 at 9am. |
| | ATMs, Debit Mastercard® and ATM Cards | All ATMs will remain in service; you can make withdrawals, deposits, and payments as you normally do but you will not be able to see balance inquiries or make transfers. Withdrawal limits may be lower than normal. You can make purchases wherever Mastercard is accepted. Use your Lincoln 1st Debit Mastercard or ATM Card until further notice; you will be issued an Ion Bank Debit Mastercard. After conversion, spending limits will change to Ion Bank limits. |
| Monday, July 11 at 9am and beyond | Online Banking, Mobile Banking & Bank-by- Phone | Online Banking, Mobile Banking and Bank-by-Phone will be unavailable from Friday, July 8 at 3pm until Monday, July 11 at 9am. |
| | Bill Pay | Bill Pay will be unavailable from Friday, July 8 at 9am until Monday, July 11 at 9am. |
| | Online Banking (iBanking) password | Your current password will be temporarily reset to your ZIP code and last five digits of your Tax Identification Number (TIN). After your log in, you will be prompted to reset your password and re-accept Online Banking Terms and Conditions. For your protection, our system may challenge you with questions until we get to know you better. |
| | Mobile Banking App | Your User ID will remain the same and your password will be the same as your new iBanking password. You can download the Ion Bank Mobile App from the Apple or Google Play App store. |
| | Statements | Going forward you will receive your deposit account statement at month-end. For multiple accounts, your statements will be combined for any accounts owned by the same tax reported owner regardless of joint ownership on other accounts. |

ONLINE BANKING



Availability during Conversion
Online Banking will be **unavailable** from Friday, July 8 at 3pm until Monday, July 11 at 9am.

Your Contact Information

Personal Accounts

To ensure we have your current contact information, please log in to Online Banking to review it by clicking *Profile*, then *Email* and *Phone Number*. If you need to update your email address, you can make the change on the *Email* screen. If you need to change your mailing address or phone number, please complete and sign the linked Address Change Notification form and drop it off at the nearest branch or mail it to us. If you have any questions, please call **973.694.0330**.

User ID

Your User ID will remain the same.

Password

Your current password will be temporarily reset to your ZIP code and last five digits of your Tax Identification Number (TIN). After your log in, you will be prompted to reset your password and re-accept Online Banking Terms and Conditions. For your protection, our system may challenge you with questions until we get to know you better.

Bill Pay & Transfers

Your previously scheduled one-time and recurring payments and transfers will remain in place.

eBills

All eBills information will carry over so no action is needed.

Account Nicknames and Alerts

Any nicknames associated with your accounts will carry over to our new system. Email and Text Alerts will have to be re-established and you will have multiple options to choose from.

Quicken & QuickBooks

Prior to Friday, July 8 at 3pm, you will need to download all history, keep the account number listed in Quicken/QuickBooks but disconnect Lincoln 1st as the Financial Institution for the account number. After the conversion, log in to Online Banking and navigate to the Quicken/QuickBooks page in the Banking Services menu to enroll in Direct Connect Service or download a Web Connect File. Make sure you select Ion Bank when reconnecting your accounts in Quicken/QuickBooks.

MOBILE BANKING APP

Mobile Banking allows you to deposit checks, view balances and account activity, transfer money, pay bills, open accounts, access eStatements, submit requests through the Service Center, and find ATM and branch locations.

Mobile Check Deposit allows you to make secure deposits into your checking or statement savings. Using the Ion Bank Mobile App, simply take a picture of your check to make a deposit.

Availability During Conversion

The Lincoln 1st Mobile App will be unavailable from Friday, July 8 at 3pm until Monday, July 11 at 9am.

After the Conversion

Download the Ion Bank Mobile App from the Apple or Google Play App Store.

User ID

Your User ID will remain the same.

Password

Your password will be the same as your new iBanking password.

DEBIT MASTERCARD & ATMs

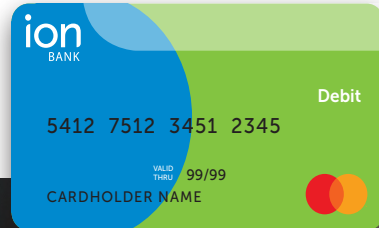
Not only is a Debit Mastercard quicker and safer than writing a paper check, it's free with any Ion Bank checking or statement savings accounts.

ATMs

During the conversion period you can make withdrawals, deposits, and payments as you normally do but you will not be able to see balance inquiries or make transfers. Withdrawal limits may be lower than normal. After conversion, spending limits will change to Ion Bank limits.

Debit Mastercard

You can make purchases wherever Mastercard is accepted but spending limits may be lower than normal. After conversion, spending limits will change to Ion Bank limits.



ATM Card

Your ATM card will continue to work the same as usual. Your daily withdrawal limit will remain the same but during the conversion period, your withdrawal limits may be lower than normal.

Access 55,000+ Free ATMs Worldwide

Use your Debit Mastercard at any Allpoint ATM. Find Allpoint ATMs in many retail locations such as WAWA, CVS, Costco, Target, Walgreens and many more.

To find an Allpoint location near you, visit AllpointNetwork.com or download their mobile app from the Apple or Google Play App store.

BANK-BY-PHONE

Our free automated Bank-by-Phone lets you manage your accounts 24/7. To access Bank-by-Phone, call 888.891.4219.

Availability During Conversion

Bank-by-Phone will not be available from Friday, July 8 at 3pm until Monday, July 11 at 9am.

PIN (Personal Identification Number)

Personal Accounts – your PIN will be reset to the last four digits of your Tax Identification Number (TIN). Use this PIN the first time you call. You will be prompted to select a new PIN which can be the same PIN you previously had.

Business Accounts – any authorized signer's PIN will be reset to the last five digits of their Tax Identification Number (TIN). Use this PIN the first time you call. You will be prompted to select a new PIN.

Menu Options

Bank-by-Phone menu options are easy to follow.

Transactions

You will be able to perform an array of banking transactions.

STATEMENTS

Before the Conversion

You will receive your regular account statement which will include transactions through July 8, 2022. We are bringing 18 months of your eStatements to our system although your last statement will be mailed to you.

After the Conversion

You'll receive your first Ion Bank account statement through the end of July. Going forward, you will receive a statement showing activity for each previous calendar month. For multiple accounts, your statements will be combined for any accounts owned by the same tax reported owner regardless of joint ownership on other accounts.

eStatements After the Conversion

In order to receive eStatements, you will need to re-enroll in eStatements through iBanking.

TRANSACTIONS

Transactions will occur in real time in keeping with banking best practices. This means all transactions will be immediately posted to your account as the Bank receives them however you will not be able to see them while iBanking is unavailable.

Availability During Conversion

Transactions that you make on Friday, July 8 after 3pm through Monday, July 11 at 9am will post as early as Monday, July 11.

Direct Deposits

Any Direct Deposits that you have already set up will remain in place.

Automatic Withdrawals and Pre-authorized Payments

Any automatic withdrawals or pre-authorized payments that you have established will continue to be debited as usual.

Account Numbers

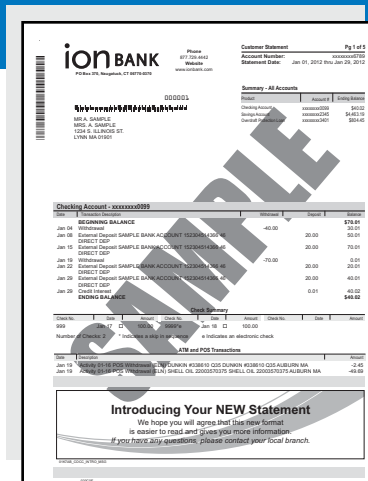
Your account numbers will remain the same.

Checks

You can continue to use your existing checks until it's time for new checks. Ion Bank checks won't be needed until your current supply is exhausted.

Email and Text Alerts

Alerts will not be carried over; you will need to re-establish alerts.



CASH MANAGEMENT & BUSINESS SERVICES

A member of our Cash Management Team will contact you directly prior to conversion to discuss your specific relationship needs regarding:

- ACH Origination
- Merchant Remote Deposit Capture
- Online Wire Origination
- Positive Pay

TRUSTED COMMUNICATION CHANNELS

Incoming Debit Mastercard Fraud Verification Number

Should we need to contact you to verify transaction activity, the text notifications will come from short code "20733".

eStatement Email Notification

You will receive an email from "IonBank.(randomly generated letters)@enotification.net" informing you that your eStatement is available in Online Banking.

BETTER TOGETHER



PRODUCT TRANSITION CHART

If you have the following account(s) at Lincoln 1st

You will have the following account(s) at Ion Bank

CHECKING

| | |
|--|-------------------------------------|
| <ul style="list-style-type: none"> Business Checking Premium Business Checking | Business Checking |
| <ul style="list-style-type: none"> NOW Business Checking Government NOW Checking | Business NOW Checking |
| Non-Personal Money Market Deposit | Business Money Market |
| Money Market Deposit | Consumer Money Market |
| Free Checking | Free Checking |
| IOLTA | IOLTA Checking |
| <ul style="list-style-type: none"> Platinum Checking Platinum Plus Checking Platinum 1st Checking | Ion 1st Checking |
| NJ Consumer Checking | NJ Consumer Checking |
| Non-Profit Checking | Non-Profit Checking |
| Access Checking | On the Go Checking |
| Senior NOW DDA | Preferred 50 Checking with Interest |
| <ul style="list-style-type: none"> NOW Checking Loyalty Checking Municipal/BOE NOW Employee Student NOW Checking | Preferred Checking with Interest |
| Estate Business Checking | Small Business Checking |

SAVINGS

| | |
|---|--------------------------------|
| Holiday Club Savings | Holiday Club |
| <ul style="list-style-type: none"> Platinum Savings Platinum Plus Savings Platinum 1st Savings | Ion 1st Savings |
| <ul style="list-style-type: none"> Lease Security (Statement Savings) Platinum Business Statement Savings Premium Business Savings | Non-Personal Statement Savings |
| <ul style="list-style-type: none"> Passbook Savings Student Saver Passbook | Passbook Savings |
| <ul style="list-style-type: none"> Premier Access Savings Statement Savings | Statement Savings |
| Youth Savings | Youth Savings |
| Vacation Club Savings | Vacation Club |

After conversion, all CD accounts will receive a statement instead of a passbook.

CERTIFICATES OF DEPOSIT

| | |
|------------------------------|--------------------------|
| 91 Day CD | 3 Month CD |
| 182 Day CD | 6 Month CD |
| 7 Month CD | 7 Month CD |
| 9 Month CD | 9 Month CD |
| 1 Year CD | 12 Month CD |
| 13 Month CD | 12 Month CD |
| 18 Month CD | 18 Month CD |
| 2 Year CD | 24 Month CD |
| 2 ^{1/2} Year CD | 30 Month CD |
| 36 Month CD | 36 Month CD |
| 4 Year CD | 48 Month CD |
| 5 Year CD | 60 Month CD |
| IRA 91 Day CD | IRA 3 Month CD |
| IRA 182 Day CD | IRA 6 Month CD |
| IRA 9 Month CD | IRA 9 Month CD |
| IRA 1 Year CD | IRA 12 Month CD |
| IRA 1 ^{1/2} Year CD | IRA 18 Month CD |
| IRA 18 Month Variable CD | IRA 18 Month Variable CD |
| IRA 2 Year CD | IRA 24 Month CD |
| IRA 2 ^{1/2} Year CD | IRA 30 Month CD |
| IRA 4 Year CD | IRA 48 Month CD |
| IRA 5 Year CD | IRA 60 Month CD |



OVERDRAFTS HAPPEN

Ion Bank offers a variety of services to help you in the event of an occasional or inadvertent overdraft.

You may choose from the following options:

(A) Overdraft Protection - Currently known as **Overdraft Sweep** (least costly option)



- Automatically transfers money from statement savings to checking to cover overdrafts¹
- There is not a transfer fee
- You must have the funds available in your designated statement savings account
- Overdraft Protection is available for check, ACH, ATM, recurring and everyday debit card transactions

(B) Overdraft Privilege (included with personal checking accounts²)

- The Bank may cover your checks and automatic withdrawals if you overdraw your account up to your predetermined limit
- You may opt out of this service at any time
- No overdraft fees for overdrawn balances less than \$10
- The standard overdraft fee is \$30 (includes items presented for the first time and/or represented items which were previously returned.)
- The Bank will not charge you more than five (5) overdraft or return item fees in one day
- Repayment of overdrawn balances is expected immediately
- The service is available for checks, ACH items, and recurring debit card transactions
- ATM & everyday debit card transactions may only be authorized with your express consent

If you wish to opt out, contact us at 203.729.4442.

(B on Card) Overdraft Privilege on Card



- The Bank may cover overdrafts caused by ATM and everyday debit card transactions up to your predetermined limit
- You may opt in or out of this feature at any time
- If you choose not to opt in, ATM and everyday debit card transactions that overdraw your account may be declined

If you wish to take advantage of this feature you will need to opt in by completing the enclosed **ATM/Debit Card Overdraft Authorization Form** or submitting the **Overdraft Privilege on Card** form that can be found in Online Banking under **Banking Services**, then **Service Center**, then **Financial Services**.

(C) Overdraft Protection with Overdraft Privilege



- Automatically transfers money from statement savings to checking to cover overdrafts
- The amount you are overdrawn exceeding your statement savings balance may be covered by Overdraft Privilege up to your predetermined limit

(D) No Overdraft Coverage



- If you choose not to participate in either Overdraft Protection or Overdraft Privilege, all transactions that overdraw your account may be returned or declined
- The standard returned item fee is \$30 (includes items presented for the first time and/or represented items which were previously returned.)

We may not pay items if: You do not maintain your account in good standing by bringing your account to a positive balance within every thirty (30) day period for a minimum of 24 hours; if you default on any loan or other obligation of Ion Bank or, your account is subject to any legal or administrative order or levy.

Please note: You may opt in or opt out of any of these overdraft services at any time by speaking to a branch representative or calling a customer consultant at 203.729.4442.

If you have an Overdraft Line of Credit, the Terms and Conditions remain exactly the same.

For more information, refer to section V. Rules for Checking Accounts in the enclosed Consumer Deposit Account Agreement and Disclosures.

¹Savings transfers that exceed regulatory requirements may be subject to excess activity fee.

²Money Market accounts are not eligible.

WHAT'S NEW FOR YOU AS AN ION BANK CUSTOMER

Customer Contact Center

We have friendly live Customer Consultants available to provide assistance and answer your questions. Contact us at **203.729.4442** or **online@ionbank.com**.

Hours

Monday – Friday 7am – 8pm
Saturday 7am – 3pm

Live Chat with our Chatbot, Fiona

On our website homepage at ionbank.com, access Fiona in the lower right corner. Get answers to common questions or click on suggested topics, even ask to be connected to one of our helpful live representatives.



Mailing Address

PO Box 370, Naugatuck, CT 06770-0370

Personal Teller Machines (Coming Soon)



For ultimate convenience, our innovative Personal Teller Machines (PTMs) connect you to a live banker via video to perform real-time transactions even when the branch is closed. You can conduct personal banking from 7am to 8pm Monday through Friday, 7am to 3pm on Saturday as well as four holidays – Martin Luther King Jr. Day, Presidents' Day, Columbus Day and Veterans Day – when most banks are closed. The machines also perform as a 24/7 ATM.

Allpoint

Access 55,000+ Free ATMs Worldwide. Use your Debit Mastercard at any Allpoint ATM surcharge free. Find Allpoint ATMs in many retail locations such as WAWA, CVS, Costco, Target, Walgreens and many more. To find an Allpoint location near you, visit AllpointNetwork.com or download their mobile app from the Apple or Google Play App store.

Apple Pay® and Samsung Pay®

Add your Ion Bank Debit Mastercard to your digital wallet and use your mobile device to pay for purchases with Apple Pay or Samsung Pay.

Online Banking (iBanking) Features

Online Banking offers many additional functions such as Consumer Wire Transfers, secure forms for requests, and Direct Connect with QuickBooks, and online account opening.

FAQs

When will the conversion happen?

The conversion will take place starting Friday, July 8 at 3pm and is scheduled to be complete by Monday, July 11 at 9am.

What are the hours during the conversion?

All branches will be open Friday, July 8 until 3pm, closed Saturday, July 9 and will re-open on Monday, July 11 at 9am.

Online Banking, Mobile Banking and Bank-by-Phone will be unavailable from Friday, July 8 at 3pm until Monday, July 11 at 9am.

Who should I contact with questions I have before the conversion?

If you have any questions before the conversion, call Lincoln 1st at 973.694.0330

Who should I contact with questions I have after the conversion?

Please contact Ion Bank at 203.729.4442 or online@ionbank.com with any questions after the conversion.

What is Ion Bank's Routing Number?

211174178

What is the Bank-by-Phone Number?

888.891.4219

How will I be able to access funds over the weekend?

ATMs – You can make withdrawals, deposits, and payments as you normally do but will not be able to see balance inquiries. Withdrawal limits may be lower than normal during this time.

Debit Mastercard – You can make purchases wherever Mastercard is accepted.

Will my account numbers change?

Your account number(s) will remain the same.

Will my Online Banking User ID and Password change?

Your User ID will remain the same. Your current password will be temporarily reset to your ZIP code and last five digits of your Tax Identification Number (TIN). After your log in, you will be prompted to reset your password and re-accept Online Banking Terms and Conditions. For your protection, our system may challenge you with questions until we get to know you better.

How will I know when my eStatements are ready for viewing?

You will receive an email from "IonBank.(randomly generated letters)@e-notification.net" informing you that your eStatement is available in iBanking.



ion BANK™

IonBank.com • 203.729.4442

Member FDIC  Equal Housing Lender