

Core Connection



<Date>

Hello,

At Oak View National Bank, we are always on the lookout for better ways to connect our customers with the very best financial products and services. We are excited to announce we have partnered with a best-in-class core operating system to better serve your banking needs. This technology upgrade will take place May 21, 2021 through May 23, 2021. Below, please find more information on what a core conversion is and what this means for you.

BUILDING A BETTER SYSTEM

The core operating system stores data, protects customer information, and handles day-to-day banking functions such as account opening, posting transactions, and originating and servicing loans. This includes how you access your account through Online and Mobile Banking, at the branch, or with your debit card.

CONNECTING YOU TO A BETTER EXPERIENCE

This upgrade will enable us to continue to provide the customer-centered relationship banking experience you love, and will give us a platform on which to provide the modern digital financial tools you require.

SAFETY & SECURITY

Keeping your information private and secure is always our top priority. The core conversion process will not compromise your information in any way.

BETTER BANKING, FOR YOU

Our new core operating system will allow us to operate more efficiently and provide you with better services. After May 23, 2021, we will have many new and improved features and benefits we look forward to sharing with you.

Over the next few months, you will receive communications from us to walk you through anticipated changes, answers to frequently asked questions, and the timeline for the upgrades to the core operating system. If you are not already an Online Banking user with Oak View, we suggest you sign up for this service now to ensure we have your current email address ahead of the upgrade. We will provide updates on the process through mail, email and our website.

We anticipate a smooth transition and thank you in advance for your patience as we build our new and improved operating system. If you have any questions, please contact us or visit our website for more information. Our team is ready to answer any questions you may have.

A handwritten signature in black ink that reads 'Michael A. Ewing'.

Michael A. Ewing
Vice Chairman and CEO