



A Guide to Our Systems Upgrade

OUR PROMISE

Whatever the next step in your financial journey looks like, ***we're here*** to help you take it.

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MESSAGE FROM OUR PRESIDENT

Since 1906, F&M Bank has been grounded in a simple philosophy: know our customers, understand their financial goals, and make decisions locally to support the communities we all call home. Effective January 1, 2026, F&M and Volunteer Bank legally unified into a single charter, Lawrence Bank—bringing our shared strengths together to better serve our customers and communities.

While both banks will continue to operate under their trusted, distinct brands, this alignment unites two relationship-driven community banks that have shared common ownership for many years and remain guided by a longstanding commitment to service, integrity, and local decision-making.

By consolidating under a single charter, we're strengthening our ability to serve you with expanded resources, a broader branch network, and enhanced capabilities—delivering solutions more efficiently while preserving the personal service you value and trust. As part of this transition and our core system upgrade, we are also enhancing our Online Banking platform and mobile app to provide faster service, improved digital tools, and a more seamless banking experience.

Together, we are combining greater scale and financial strength with the service mindset that has defined both banks for decades. Our focus remains clear: continue providing responsive, relationship-based banking supported by the resources needed to help individuals, families, and businesses succeed—today and well into the future.

We are dedicated to providing a smooth, well-supported integration. Our team stands ready to answer questions, provide guidance, and ensure you feel informed at every step.

Thank you for the trust you place in us. We're proud to move forward together as 'One Bank. Two Brands'. We look forward to serving you with even greater strength and opportunity.

With appreciation,

John R. Wallace Jr.
President of F&M Brand
F&M, a Lawrence Bank



Moving Forward Together

Middle Tennessee is more than where we do business—it's home. It's a place where neighbors support one another, local businesses grow through strong relationships, and community banking remains personal.

F&M Bank and Volunteer Bank were founded right here in Middle Tennessee—F&M in 1906 and Volunteer in 1977. For generations, both banks have served local families and businesses with a shared belief in relationship-driven banking and local leadership.

For the past seven years, we've operated under the shared ownership of Gaylon Lawrence, Jr., and on January 1, 2026, we officially joined under a single charter as Lawrence Bank and will continue to operate under our trusted local names and brands—preserving the identities and relationships that customers know and value.

By coming together, we're not just growing—we're strengthening our commitment to serve you even better. As part of a larger local banking family, you'll gain expanded resources, enhanced capabilities, and a larger branch network.

Together, we are investing in the future of Middle Tennessee—honoring our history, building on generations of trust, and supporting families and businesses for years to come.



ENHANCEMENTS TO YOUR BANKING EXPERIENCE

Exciting enhancements are coming your way! You'll soon enjoy new tools and services designed to enhance your banking experience.

EXPANDED BRANCH NETWORK

- Enjoy seamless access to an expanded branch network across nine Middle Tennessee counties

UPGRADED ONLINE DIGITAL BANKING EXPERIENCE

- A more intuitive, secure, and feature-rich platform
- Easier navigation and improved user interface
- Faster performance and enhanced security
- Seamless desktop-to-mobile experience
- One unified mobile app for consumer and business

ENHANCED BUSINESS BANKING

- Advanced cash management tools
- Detailed transaction and account reporting
- Streamlined payment processing
- Enhanced fraud detection

NEW MOBILE BANKING APP

- Mobile check deposit
- Alerts to keep you informed of account activity
- Easy fund transfers
- Zelle® for sending and receiving money

WHAT YOU NEED TO KNOW

This **Systems Upgrade Guide** outlines important updates to your accounts and services that may impact your banking experience. Existing deposit accounts may transition to new account products with new names, new terms and features. Online Digital Banking and our Mobile App will be updated to enhance your overall banking experience.

To prepare for these changes, please review the *Important Details at a Glance*, *Our Accounts in Detail*, and the *Frequently Asked Questions* sections of this booklet.

IMPORTANT DETAILS AT A GLANCE

DEPOSIT ACCOUNT DETAILS

Friday, May 29

- New deposit account openings will temporarily be unavailable and will resume on June 8 on our new banking platform.

Monday, June 8

- Some existing accounts will be converted to new account products with updated terms and features, while others will remain unchanged. Please refer to the product charts on pages 11 and 15 for details.
- The new Schedule of Fees on page 16 will take effect.

BRANCH RELOCATION AND BRAND CHANGE DETAILS

Friday, June 5

Branch Relocations

The following F&M branches will close at 12:00 p.m. on Friday, June 5, and will reopen on Monday, June 8 at nearby Volunteer locations:

Hendersonville: The F&M branch at 221 Indian Lake Blvd. will move to the Volunteer branch at 323 East Main Street on June 5. Please note that the ATM at the Indian Lake Blvd. location will be unavailable beginning June 1.

White House: The F&M branch at 518 Hwy 76 will move to the Volunteer branch at 2920 Hwy 31 West on June 5. Please note that the ATM at the Hwy 76 location will be unavailable beginning June 1.

Modified Branch Hours

Mt. Juliet: The branch will close early at 12:00 p.m. on Friday, June 5 and will reopen normal business hours on June 8 under the Volunteer brand. This office will continue to operate at its current location, 4151 N. Mt. Juliet Rd.

Springfield: The branch will close early at 12:00 p.m. on June 5 and will resume normal business hours on June 8.

ONLINE BANKING & MOBILE BANKING UPDATE

Important Contact Information:

To help ensure a smooth transition to our new online banking platform, please contact your local branch to update your personal information by **June 4**.

Sunday, May 31

- Enrollment in the current online banking platform will no longer be available.

Thursday, June 4

- Bill payments may not be entered after 5:00 p.m. Previously entered payments will still be processed.

Friday, June 5

- Mobile deposits will not be accepted after 12:00 p.m.
- Access to online and mobile banking services will end at 4:00 p.m.

Friday, June 5 through Monday, June 8

- From 4:00 p.m. Friday to 8:00 a.m. Monday, your online banking and mobile banking services will temporarily be unavailable.

Monday, June 8

- You may log in to the new **online banking** system or your new **F&M mobile banking app** using your existing username and password.
- You'll be prompted to create a new password during your first login. If you experience any difficulties, please contact us at **1.800.645.4199**.
- To use mobile banking, please download the new **F&M mobile banking app**, available in your device's App Store.
- Mobile deposits, bill payments and all other features will be available on your new online banking platform and on your new mobile app.

Our Accounts In Detail

You deserve every advantage to get ahead—personally and professionally. Our tailored consumer and business accounts, backed by local decision-making and personalized support, are designed to move you forward.



Consumer Deposit Accounts

Changes to your personal deposit account(s) listed in the table on the following page will be effective June 8. More information about the accounts can be found in the following pages.

| If your account is: | Your new account will be: |
|---|--|
| Smart Free Checking | Simply Checking¹ <ul style="list-style-type: none"> • Non interest bearing • No minimum balance requirement • \$5 paper statement fee per statement cycle, fee does not apply if enrolled in electronic statements • Unlimited check writing • Free online banking with bill pay • Free debit card |
| 50+ Interest Checking Interest Checking | Simply Interest Checking^{1,2,3} <ul style="list-style-type: none"> • Interest bearing for balances of \$1,000 or more • \$10 monthly service fee waived if you maintain a daily balance of \$1,000 • Unlimited check writing • Free online banking with bill pay • Free debit card |
| Smart Savings Regular Savings 50+ Youth Savings Easy Save | Advantage Savings^{1,2,4} <ul style="list-style-type: none"> • Interest bearing, paid quarterly • \$10 monthly service fee, waived if you maintain a daily balance of \$100 each day of the statement cycle • Monthly service charge waived for minors until age 18 |
| Performance Checking VIP Interest VIP Platinum Performance Money Market | <p>There are no changes to the features and terms specific to these accounts. Standard bank fees will be governed by the new Fee Schedule. Refer to pages 16 and 17 for additional information.</p> |
| <p>If you have a Choice Money Market Account, you will receive information on this account under separate cover.</p> | |

See footnotes on page 12 for additional detail.

ADDITIONAL INFORMATION REGARDING YOUR PERSONAL CHECKING AND SAVINGS ACCOUNTS

¹ **Fees and charges:** Effective June 8, all fees applicable to your account(s) will be governed by the terms outlined in the Fee Schedule on pages 16 - 17.

² **FOR ALL INTEREST-BEARING ACCOUNTS**

Current Rate Information- You can call or visit one of our branches to get current rate(s) and annual percentage yield(s) on any account. **Determination of Rate.** At our discretion, we may change the interest rate on your account at any time. There are no maximum or minimum interest rate limits. **Compounding and Crediting.** Interest will be compounded and credited to your account monthly, except for the Advantage Savings account which is credited quarterly. If you close your account before interest is credited, you will not receive the accrued interest. **Accrual on Noncash Deposits.** Interest begins to accrue on the business day you deposit non-cash items (for example, checks). **Balance Computation Method.** We use the daily balance method to calculate interest. A daily periodic rate is applied to the principal in the account each day.

³ **Simply Interest Checking Rate Information**

Interest will be paid if the daily balance is \$1,000 or more. Your interest rate and annual percentage yield may change. At our discretion, we may change the interest rate on the account at any time. **Minimum Balance Requirements.** A monthly service fee of \$10 is charged each statement cycle the daily balance on any day of the statement cycle falls below \$1,000. The minimum daily balance of \$1,000 is required to obtain the annual percentage yield.

⁴ **Advantage Savings**

Minimum Balance Requirements. A monthly service fee of \$10 is charged each month if the daily balance on any day of the month falls below \$100. The monthly service charge is waived for minors until age 18. **Transaction Limitations.** You may make no more than 6 transfers and withdrawals per statement cycle to another account or to a third party by means of a preauthorized or automatic transfer, or telephonic agreement, order or instruction, or by check, draft, debit card, or similar order made by the depositor and payable to third parties. Internal transfers between your own accounts are excluded. A \$5 excessive transaction fee per withdrawal is charged for withdrawals in excess of 6 per monthly statement cycle.

A photograph of a woman with long dark hair hugging a young child with curly hair from behind. They are outdoors, and the image has a blue tint. The woman is smiling and looking down at the child.

We're dedicated to
supporting our
community
—and the people
who live here.



Business Deposit Accounts

Changes to your business deposit account(s) listed in the table on the following page will be effective June 8. Standard bank fees applicable to these accounts are outlined in our Fee Schedule on pages 16 - 17.

Please note, a \$5 paper statement fee is assessed each statement cycle for paper statements and is waived when the account is set up to receive e-statements.

| If your account is: | Your new account will be: |
|---|---|
| <p>Small Business Checking* Business Checking Plus* Smart Free Business Checking* Commercial Interest Checking*</p> <p>* Accounts without Treasury Management services</p> | <p>Everyday Business Checking</p> <ul style="list-style-type: none"> • Non interest bearing • No monthly service charge • 150 processed items • \$0.25 per processed items in excess • No Treasury Management Services • Processed items: checks, debits, ACH items, deposited items, credits |
| <p>Small Business Checking* Business Checking Plus* Smart Free Business Checking* Commercial Interest Checking*</p> <p>* Accounts with Treasury Management services</p> | <p>Prime Business Checking</p> <ul style="list-style-type: none"> • Non interest bearing • \$15 monthly service charge, waived with \$10,000 average balance • 500 processed items in excess, \$ 0.25 per processed item in excess • Default POS debit card limit of \$5,000 • No ACH origination fee with \$50,000 average balance • Treasury Management Services Available • Processed items: checks, debits, ACH items, deposited items, credits |
| <p>Commercial Checking</p> | <p>Commercial Checking</p> <ul style="list-style-type: none"> • Non interest bearing • \$35 monthly analysis charge • Account analysis item processing fees (earnings credits offset) • Processed items: checks, debits, ACH items, deposited items, credits • Per processed item charges apply • Earnings credit accrued based on balances • Treasury Management services available |
| <p>Business Savings</p> | <p>Advantage Savings</p> <ul style="list-style-type: none"> • Interest bearing, paid quarterly • \$10 monthly service fee, waived if you maintain a daily balance of \$100 each day of the statement cycle • \$5 transaction fee per withdrawal in excess of 6 per month, see footnote 4 on page 12 |
| <p>Choice Business Interest Checking</p> | <p>There are no changes to the features and terms specific to this account.</p> |
| <p>If you have a Treasury Checking or Choice Business Money Market Account, you will receive information on this account under separate cover.</p> | |



Fee Schedule as of June 8, 2026

| | |
|---|---------|
| Cashier's Check Fee (per Item) | \$ 7.50 |
| Charge Off / Collection Fee..... | \$ 25 |
| Chargeback Fee (per item)..... | \$ 10 |
| Debit Card Replacement Fee | \$ 10 |
| Dormant Account Charge per month | \$ 5 |
| Escheat Fee (per unclaimed account sent to the state of Tennessee)..... | \$ 25 |
| Foreign/Canadian Item Collection Fee | \$ 25 |
| Levy/Garnishment Fee (per levy or garnishment) | \$ 100 |
| Loan Payment Returned (per item)..... | \$15 |
| Overdraft or Non-sufficient Funds (NSF) Charges: | |
| NSF - Paid Item ^{1,2} | \$ 35 |
| NSF -Return Item ^{1,2} | \$ 35 |
| Daily Overdraft Charge ³ (per business day, beginning the 3rd business day after account is overdrawn) | \$ 5 |
| Overdraft Transfer Set-up fee (to set up an automatic transfer from a linked account to cover overdrafts) ... | \$ 5 |
| Research Fee (per hour; minimum charge \$25)..... | \$ 25 |
| Special Handling Fee ⁴ | \$ 25 |
| Statement Re-Print Fee (per statement)..... | \$ 5 |
| Statement: Paper Statement Fee ⁵ | \$ 5 |
| Statement Fee: front and back check images (per statement)..... | \$ 2 |
| Stop Payment Fee | \$ 35 |
| Wire Transfer Fee: Domestic Incoming..... | \$ 12 |
| Wire Transfer Fee: International Incoming..... | \$ 40 |
| Wire Transfer Fee: Domestic Outgoing via any branch location..... | \$ 20 |
| (consumer and non-Online Cash Management initiated wires) | |
| Wire Transfer Fee: Domestic Outgoing via Business Online Cash Management | \$ 20 |
| (for business customers only, enrolled in Online Cash Management) | |
| Wire Transfer Fee: International Outgoing | \$ 50 |

Fee Schedule

(continued...)

External ATM Fee – This fee applies to ATMs outside our bank's network or in another country. The fee is set by the ATM operator and passed through to you. The amount varies depending on the ATM provider and location. We do not impose additional fees for external ATM use. Customers can avoid this fee by using our bank's ATMs or MoneyPass® network ATMs.

¹ This fee applies when a transaction is processed without sufficient funds in the account, resulting in an overdraft or return. Some common examples of transactions for which overdraft charges may be imposed include check, ACH transactions, ATM withdrawals, debit card or electronic payments. No fee is charged if the account is overdrawn by less than \$25. The Return Item Fee is assessed for each item, each time an item is presented or represented. There is no limit to the number of Returned item fees that are assessed on an item.

² The maximum amount of NSF charges and daily overdraft charges on consumer checking accounts is \$145 per business day. *BankOn* accounts are not eligible for *Overdraft Privilege Service* and NSF Return Item fees are not charged.

³ No daily overdraft fee is charged if the account is overdrawn less than \$25.

⁴ The special handling fee applies when the bank facilitates the transfer of automatic payments and checks from your previous account to your new account with us for a specified period of time.

⁵ Fee applies to 'Simply Checking', and business deposit accounts, if not enrolled in e-statements. BankOn account has a reduced fee.

Frequently Asked Questions (FAQ)

We're with you every step of the way as we upgrade our systems to bring you a better banking experience. If you have questions that aren't addressed here, please feel free to give us a call or stop by your local branch.

General Banking FAQ

What is a systems upgrade?

A systems upgrade is a planned transition from an old technology platform to a new one, ensuring data is transferred securely, operations continue smoothly, and you receive enhanced, reliable service. As part of this process, we will also be upgrading F&M's online banking platform. Once complete, customers will enjoy expanded access and convenience—you'll be able to visit any F&M or Volunteer branch to conduct your banking.

Why is F&M going through a systems upgrade?

F&M is going through a systems upgrade to bring all customers, accounts, and services onto one unified core banking platform with Volunteer. This upgrade allows us to streamline operations, strengthen system reliability, and deliver a more consistent and convenient experience across every location. By operating on a single system, we can serve you faster, introduce new features more efficiently, and expand access—including the ability for customers to visit any F&M or Volunteer branch for their banking needs.

When will the systems upgrade occur?

Our systems conversion will begin on Friday, June 5. While a few services may temporarily be unavailable over the weekend of June 5 – 8, rest assured everything will be back up and running on Monday, June 8.

Will I have access to any new branch locations after the systems upgrade?

Yes, beginning June 8, you'll have access to all Volunteer branch locations – bringing our total to 28 branches covering 9 counties. You may visit www.volunteer.bank for a full list of Volunteer branch locations.

General Banking FAQ

(continued...)

Will ATM access remain free at participating branches and networks?

Yes. You will continue to have free ATM access at all F&M branch locations, all Volunteer branch locations, and any ATM in the MoneyPass® network. The MoneyPass® network includes over 40,000 ATMs nationwide, giving you broad, convenient fee free access. If you use an ATM outside of F&M branches, Volunteer branches, or the MoneyPass® network, external fees may apply. To find nearby MoneyPass® ATMs, visit www.moneypass.com.

Will I continue to be reimbursed up to \$20 for Foreign ATM fees?

No. The nationwide out of network ATM surcharge reimbursements (up to \$20 per month) will no longer be offered. However, you will continue to have free ATM access at all Volunteer and F&M branch locations, as well as at any ATM in the MoneyPass® Network, which includes more than 40,000 ATMs nationwide. External ATM fees may apply if you use an ATM outside of our branches and the MoneyPass® Network. Visit www.moneypass.com to find nearby MoneyPass ATMs.

Will products and services change?

Yes. As part of the systems upgrade process, some products and services will be updated with new account names and enhanced features to better serve you. As an F&M customer, you will continue to enjoy access to a wide variety of banking products—and even more options moving forward. For detailed information about these updates, please review the Personal and/or Commercial & Business Accounts sections of this guide.

What should I do if I have accounts at both F&M and Volunteer?

If you haven't already been contacted, please reach out to your local banker at either F&M or Volunteer for guidance and next steps.

Will telephone banking service continue?

Yes. You will continue to enjoy our telephone banking service.

Will my statement cycle change?

Most account statement cycles will be updated as part of our systems upgrade. However, Performance Checking statement cycles will remain the same.

Going forward:

CONSUMER ACCOUNTS

Checking: Statement cycles will end on the 15th of each month.

Savings and Money Market: Statement cycles will end on the last business day of each month.

COMMERCIAL ACCOUNTS

Statement cycles will end on the last business day of each month.

PERFORMANCE CHECKING ACCOUNTS

No change — statement cycles will continue to end on the 3rd Tuesday of each month.

Will there be any changes to my safe deposit box?

No. Your box number will stay the same and your current keys will continue to work just as they do today. Billing will remain the same and annual auto payments will continue.

*For Hendersonville and White House Customers:

Yes. If you currently have a Safe Deposit Box at F&M Hendersonville and White House offices, please note the following:

Please visit us by **Friday, May 29, 2026**, to close or transfer your box.

Boxes not closed or transferred by that time will be opened in accordance with bank procedures, and the contents will be securely transferred to the Volunteer Hendersonville and White House offices, respectively.

As a thank you for relocating your box, you may open a Safe Deposit Box at our Volunteer location at no charge for the first 12 months.

Will my account statements change?

No. Your account statements will stay the same.

*For Hendersonville, White House and Mt. Juliet customers:

Yes. The appearance of your statement will change, reflecting the Volunteer logo, but account details and content will remain the same.

Online & Mobile Banking FAQ

Should I expect any updates to my online banking?

Yes. We will be converting to our new online and mobile banking systems during the weekend of June 5. Online banking will be unavailable starting at 4:00 p.m. on Friday, June 5, and is expected to be back online by 8:00 a.m. on Monday, June 8. Thank you for your patience and understanding during this upgrade.

Will I need to delete my current mobile app and download a new one?

Yes. Please delete your current F&M Mobile app prior to Monday, June 8.

Beginning Monday, June 8 at 8:00 a.m., customers currently using mobile banking will need to download the new **F&M app** on their devices to continue accessing their accounts.

If you have questions about downloading the mobile app, please contact your local branch. We will be happy to assist you.

***For Hendersonville, White House and Mt. Juliet Customers:**

Yes. Please delete your current F&M Mobile app prior to Monday, June 8.

Beginning Monday, June 8, at 8:00 a.m., customers currently using mobile banking will need to download the **Volunteer app** on their devices to continue accessing their accounts.

If you have questions about downloading the mobile app, please contact your local branch. We will be happy to assist you.

Will I need to update my password on the new F&M mobile app?

Yes. As part of our enhanced security measures, you will be prompted to create a new password the first time you log in. Simply follow the on screen prompts in online banking or within the new mobile app to set your new password.



Online & Mobile Banking FAQ

(continued...)

Will my consumer mobile deposit limit change?

No. Your \$3,000 mobile deposit limit will remain the same.

Will my commercial mobile deposit limit change?

Yes. Your commercial mobile deposit limit will be increased to \$10,000.

Will I have access to my transaction history in online and mobile banking?

Yes. If you are registered for online banking, after the systems upgrade you will have access to your transaction history for the current calendar year and the previous year.

Will my online Bill Pay payee information transfer?

Yes. Your payees and any scheduled payments will automatically transfer to the new system. Once you log in to online banking, please review your Bill Pay information to ensure everything transferred correctly. Please note: only payees set up in the Bill Pay system as of Thursday, June 4 will be included in the transfer.

Will my online Bill Pay history transfer?

Consumer Customers: Yes. Bill payment history will be available beginning at 8:00 a.m. on Monday, June 8.

Business Customers & Commercial Customers using Treasury Management (ACH, wires, Positive Pay, RDC) services: No. Bill payment history will not transfer to the new system. To ensure access to your history, please print or download any bill pay history you may need before June 5.

Will my scheduled and recurring online bill payments transfer?

Consumer Customers: Yes. Your scheduled online bill payments will be transferred as part of the systems upgrade.

Business Customers & Commercial Customers using Treasury Management (ACH, wires, Positive Pay, RDC) services: Our goal is to transfer all of your scheduled and recurring online bill payments to the new online banking platform, and we are working hard to ensure that happens. However, to ensure access to your list of scheduled and recurring payments, please print or save any scheduled and recurring payments you may need before June 5.

Will the alerts I have set up in online banking (ex. low balance, merchant, type of transaction) carry over?

No. Online banking alerts will not transfer automatically and will need to be re-established after the update. We recommend reviewing your account alerts before 4:00 p.m. on Friday, June 5, and noting any alerts you wish to continue using. For your convenience, please consider taking screenshots or printing your current alert settings to have a reference when setting them up again.

Will my eStatements still be available?

Yes. If you're enrolled in eStatements, you will continue to receive them electronically. We aim to have your last two years of statements available by June 8, though there may be a brief delay the week following the systems upgrade. To ensure immediate access during the transition, please print or save any statements you may need before June 5.

Personal Accounts & Services FAQ

Will my personal account numbers stay the same?

Yes. Your account numbers will remain the same.

Can I continue using my current checks?

Yes. You may continue using your current supply of checks and preprinted deposit slips.

Can I continue using my current debit card?

Yes. You can continue using your current debit card as usual.

Will my debit card limits change?

The daily Point-of-Sale (POS) limit will increase to \$5,000 and the daily ATM withdrawal limit will increase to \$800.

Will my debit card PIN stay the same?

Yes. Your debit card PIN will remain the same.

Will I need to change my direct deposit, social security disbursements or any other automatic payments?

Yes. Beginning June 8, automatic deposits or payments should be updated to reflect the new routing number, 064102999.

IMPORTANT NOTE: Please do not use the new routing number before June 8. Doing so earlier may cause your payments or deposits to be declined.

I have automatic payments or transfers set up on my account. Will they continue, including Bill Pay and account transfers?

Loan payments and third-party drafts:

Yes. Your automatic payments, including loan payments, third-party drafts, and Bill Pay payments, will continue uninterrupted. For example, if your electric company automatically pulls your payment from your account each month, those payments will continue as they do today. No action is required on your part. However, we recommend reviewing your payment details after the systems upgrade to ensure everything is accurate and up to date. If you notice anything unusual, our team will be happy to assist you.

Online Banking transfers:

Please note that any recurring transfers you set up within Online Banking will not transfer to the new system. This includes transfers you created between your own accounts, such as savings to checking or checking to loan. If you have these types of recurring transfers in place, you will need to set them up again once the new Online Banking system is live.

How will the conversion dates and the shortened statement cycles for the Performance Checking account impact my rewards interest?

During the conversion period, your statement cycle will run from May 19 through June 7, and a new cycle will begin on June 8 and end on June 16. For these two shortened cycles, the higher interest rate will be paid, even if you do not meet the qualifying requirements.

Will my loan number stay the same?

Yes. Your loan number(s) will stay the same.

Personal Accounts & Services FAQ

(continued...)

Will my loan or line of credit account statement change?

No. Your account statements will stay the same.

***For Hendersonville, White House and Mt. Juliet customers:**

Yes. The appearance of your statement will change, reflecting the Volunteer logo, but account details and content will remain the same.

Will the terms of my loan or line of credit change?

No. The terms of your loan and/or credit line will remain the same.

Will my loan notifications change?

Yes. Previously, you may have received a rate change notice any time the interest rate on your loan adjusted. Going forward, you will only receive a rate change notice if you specifically request one from your banker – or if it is required by your product.

If you were previously issued a coupon book, you will begin receiving a loan payment notice after June 8. You may continue using your existing coupon book.

Will I still be able to send my loan payments to the same address?

Yes. Loan payments should continue to be mailed to:
F&M, 2081 Wilma Rudolph Blvd., Clarksville, TN 37040

Will there be any changes to my F&M consumer credit card?

No. Your card and card number will remain the same.

Will there be any changes to my certificate of deposit (CD) account?

No. The terms of your CD will remain the same. At renewal, terms and conditions may change.

If I currently receive my CD interest by check or my required minimum distribution (RMD) by check, can I continue to receive these after the conversion?

No. Effective June 8, CD interest checks and RMD checks will no longer be issued. These payments can be automatically deposited into one of your bank accounts. If you would like to set up an account for these deposits, please contact us and we will be happy to assist.

Will I continue to receive Overdraft, NSF, or CD Interest notices by mail?

No. After conversion, daily Overdraft and NSF notices and CD Interest notices will no longer be mailed. This information will continue to be available through your account statements and online, mobile, and telephone banking.

Will F&M continue to have the Smart Swipe Program?

No. The Smart Swipe Program will be discontinued as of June 8, 2026.

Can I continue to use my home equity line of credit (HELOC) checks?

Effective June 8, we will no longer accept HELOC checks; however, any HELOC checks used during a temporary transition period will continue to post to the account.

Commercial & Business Banking FAQ

Will my business account number change?

In most cases, your account number will stay the same. If any change is needed, we will reach out to you directly and guide you through the process.

Can I continue using my current business debit card?

Yes. You can continue using your current debit card as usual.

Can I continue using my current business checks?

Yes. You may continue using your current supply of checks and preprinted deposit slips.

Will my commercial loan number stay the same?

Yes. Your commercial loan number(s) will remain the same.

Will my loan or line of credit account statement change?

No. Your account statements will stay the same.

***For Hendersonville, White House and Mt. Juliet customers:**

Yes. The appearance of your statement will change, reflecting the Volunteer logo, but account details and content will remain the same.

Will the terms of my loan or line of credit stay the same?

Yes. The terms of your loan or line of credit – including all interest rates – will remain exactly as stated in your loan agreement.

Will auto draft payments from my deposit account to my commercial loan continue?

Yes. As part of the systems upgrade, any existing automatic payments will continue as usual.

Will I still be able to send my commercial loan payments to the same address?

Yes. Loan payments should continue to be mailed to:
F&M, 2081 Wilma Rudolph Blvd., Clarksville, TN 37040

Will my business debit card limits change?

The daily Point-of-Sale (POS) limit will increase to \$5,000 and the daily ATM withdrawal limit will increase to \$800.

To Our Treasury Management Customers:

Additional information regarding your Treasury Management services—including ACH, Wires, Remote Deposit Capture, Positive Pay, Purchase Card, and Payroll Card programs—will be provided in a separate communication in the coming weeks.

PROTECT YOURSELF FROM FRAUD AND SCAMS

Your security is our top priority. During times of change, fraudsters may attempt to take advantage by posing as bank representatives. Please review the important reminders below to help keep your information safe.

IMPORTANT NOTICE

We will never call, text, or email you asking for:

- Your Online or Mobile Banking username or password
- Your full Social Security number
- Your full account number
- Debit card number, PIN, or security code
- One-time passcodes or verification codes

If you receive a request for any of this information, it is likely a scam.

What You Should Do

Do not respond to suspicious calls, texts, or emails.

Do not click links or download attachments from unknown or unexpected sources.

Contact your local F&M branch directly if you are unsure about any communication.

We're Here to Help

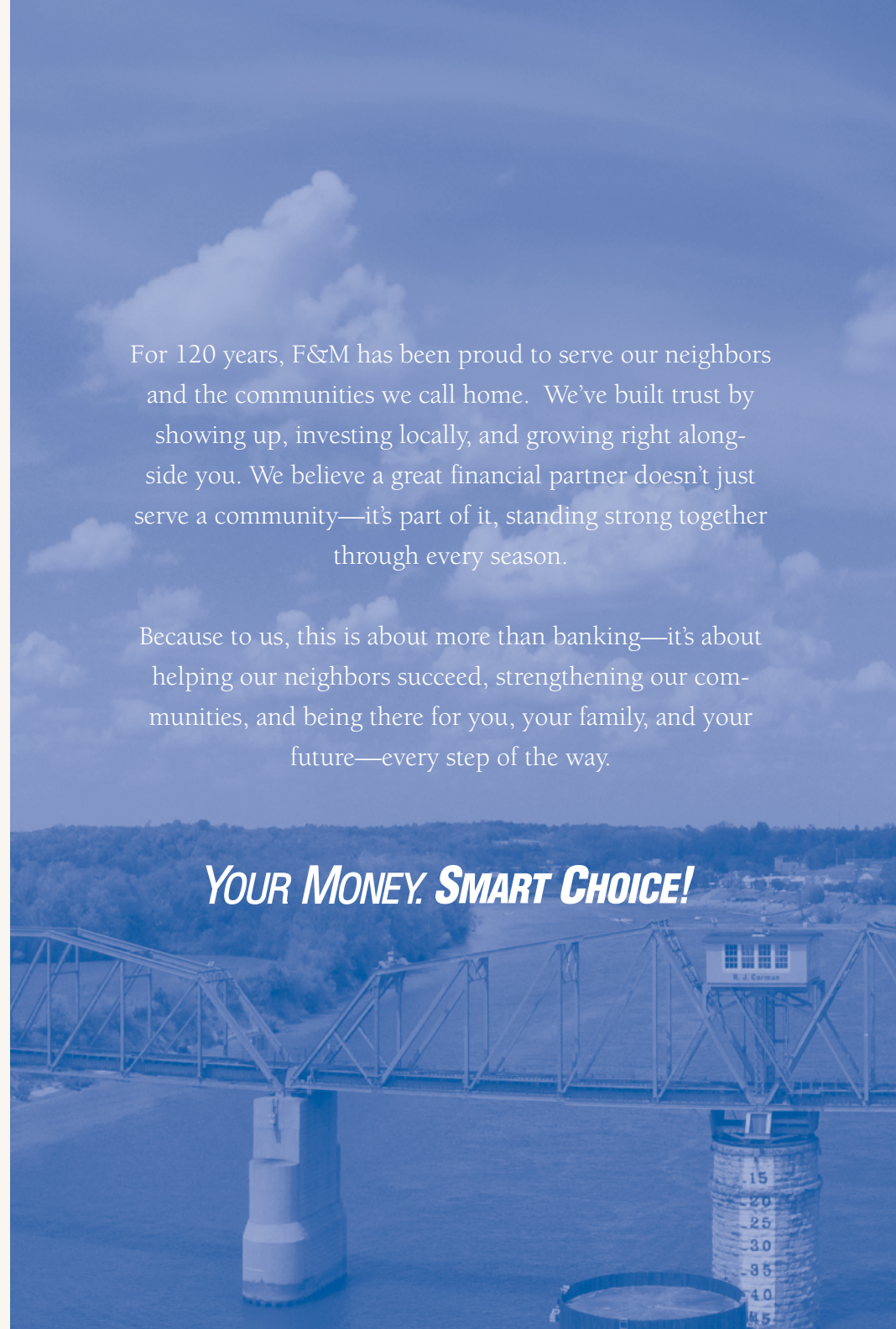
If something doesn't feel right, trust your instincts and contact your local F&M branch directly. Our team is always happy to help verify legitimate communications and answer your questions.

Stay safe and secure — thank you for banking with us.

For 120 years, F&M has been proud to serve our neighbors and the communities we call home. We've built trust by showing up, investing locally, and growing right alongside you. We believe a great financial partner doesn't just serve a community—it's part of it, standing strong together through every season.

Because to us, this is about more than banking—it's about helping our neighbors succeed, strengthening our communities, and being there for you, your family, and your future—every step of the way.

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