

WE'RE UPGRADING OUR TOOLKIT

COMING MAY 21-24

First and Last Name
Street Address
City, State Zip



Dear Valued Customer,

Northfield Savings Bank has been hard at work preparing a major system upgrade. This is a once-per-generation initiative. We are building robust technology architecture to efficiently process the growth we have experienced and scale to additional capacity.

Our new core processing system will ultimately enhance our already well-regarded customer service as our team is equipped with new tools. We have been conducting test conversion work and important training for our staff as we manage the project. We are in close partnership with our core system provider and a deeply experienced conversion implementation advisor. We have representatives from all areas of the bank intensively engaged to ensure all functions dependent on the core system transition well during the conversion.

The new technology will go live on **Monday, May 24**. Much of it will happen behind the scenes, but here's what you can expect in the conversion weekend leading up to the live date:

- **Friday, May 21:** We plan to close at our normal time of 5 p.m. Conversion work begins after hours.
- **Saturday and Sunday, May 22 and 23:** Online and mobile banking will be unavailable. Please make any transfers and payments before 5 p.m. on Friday, May 21.
- **Monday, May 24:** All systems are scheduled to be back up and running as usual.

Our objective is to have you experience minimal interruption during the conversion period. Information security is our top priority. Your account privacy will be protected throughout.

All technology projects of this magnitude involve an adjustment period. That is why we will have spent a full year prior to the live date carefully working through all dependent applications, identifying potential issues, and running through two trial conversions before crossing over to the new platform.

Please make sure we have your current contact information (phone number, email address and mailing address) on file with the bank to ensure timely communications from us about this upgrade.

We will continue to provide updates as we move toward the live date. Please visit us at www.nsbvt.com/system-upgrade which can be located under **Customer Support** (navigation tab on the home page) for the latest postings on the project.

We are grateful for your confidence in NSB. Thank you in advance for your patience, particularly as we go into the weekend of May 21-23 and begin operating under the new system on May 24.

We are confident that the many new features will allow us to serve you well for a generation to come.

All my best,

Thomas S. Leavitt / President & CEO