

## **FREQUENTLY ASKED CUSTOMER QUESTIONS**

**1. Q: Why are The Middlefield Banking Company and Liberty National Bank merging?**

**A:** In addition to outstanding financial strength, the merger of The Middlefield Banking Company (“Middlefield Bank”) and Liberty National Bank will provide additional banking services and added conveniences. Customers will have access to many more branches and ATMs, enhancing personal and commercial banking. In addition, all customers will continue to have access to surcharge-free withdrawals through the MoneyPass® network of ATMs.

**2. Q: When will the two banks be integrated?**

**A:** The banks will be fully integrated operationally on April 24, 2023.

**3. Q: How will this transaction benefit me?**

**A:** Long-term, the combined Middlefield Bank – Liberty National Bank network will offer customers convenient access to their money and easier access to financial professionals through a network of offices that extends throughout Northeast, Central, and West-Central Ohio. Consumer and business customers will be able to bank at 22 branch offices in 12 counties.

**4. Q: What will the combined organization be named? Where will it be headquartered?**

**Who will run it?**

**A:** Liberty National Bank will be merged into Middlefield Bank. Middlefield Bank will remain headquartered in Middlefield, Ohio. Middlefield Bank’s President and Chief Executive Officer, James R. Heslop, II will remain as Chief Executive Officer. Liberty National Bank’s President and Chief Executive Officer, Ronald L. Zimmerly, Jr. will serve as President.

**5. Q: How are Middlefield Bank and Liberty National Bank alike?**

**A:** Established over 120 years ago, Middlefield Bank is an independent, community bank with offices in Northeast Ohio and Central Ohio. Like Liberty National Bank, Middlefield Bank is dedicated to outstanding customer service to the communities it is proud to serve. Middlefield Bank is financially strong, and like Liberty National Bank, offers deposit insurance coverage through FDIC.

**6. Q: What will happen to the Liberty National Bank branches?**

**A:** The Liberty National Bank branches will remain the same. Middlefield Bank signage will begin appearing in December 2022.

**7. Q: Will the merger affect the office hours of the Liberty National Bank branch that I currently use?**

**A:** The branch hours will remain the same at this time.

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**8. Q: Where should a Liberty National Bank customer bank for now?**

**A:** Until the April 24, 2023 conversion, Liberty National Bank customers should continue to bank as usual at their regular branch location.

**9. Q: Will my Liberty National Bank account number change?**

**A:** At this time, we do not anticipate a significant number of changes to existing Liberty National Bank account numbers. Should you be affected by an account number change, you will be contacted by a representative from Liberty National Bank well before the conversion date.

**10. Q: If I am a Liberty National Bank customer, will my account fees or minimum balance requirements change as a result of this transaction?**

**A:** There are slight differences between Middlefield Bank accounts and Liberty National Bank accounts. In all cases, we will place Liberty National Bank customers into the Middlefield Bank account that most closely matches the services and features of their current account. However, you will be notified of any changes to your accounts well in advance.

**11. Q: I have a Liberty National Bank Certificate of Deposit that does not mature for two years. What will happen to it?**

**A:** Your CD will be honored with the same rate and term until it matures, regardless of whether it matures before or after the conversion.

**12. Q: What if I have deposits at both banks? Should I move some for FDIC purposes? How will that work?**

**A:** Like Liberty National Bank, Middlefield Bank offers deposit insurance coverage as provided by the Federal Deposit Insurance Corporation (FDIC). The FDIC also specifies deposit insurance coverage during a bank merger. The deposits from Liberty National Bank continue to be insured separately for at least six months after the merger. This grace period gives a depositor the opportunity to restructure their accounts, if necessary. Certificates of Deposit from Liberty National Bank are separately insured until the earliest maturity date after the end of the six-month grace period. CDs that mature during the six-month period and are renewed for the same term and in the same dollar amount (either with or without accrued interest) continue to be separately insured until the first maturity date after the six-month period. If a CD matures during the six-month grace period and is renewed on any other basis, it would be separately insured only until the end of the six-month grace period.

## **FREQUENTLY ASKED CUSTOMER QUESTIONS**

**13. Q: What will happen to my Liberty National Bank Online and Mobile Banking?**

**A:** You should continue to use your Liberty National Bank Online & Mobile Banking. You will be notified well in advance of any changes that are required by the account conversion. Starting on April 24, 2023, you will need to re-enroll in Middlefield Bank's Online Banking and Mobile Banking app. If you need assistance, please call the Customer Support Center at 1-888-801-1666 or visit our website for additional information at <https://www.middlefieldbank.bank/welcome-liberty>.

**14. Q: If I am a Liberty National Bank customer, will I need to alert my payroll department if I have direct deposit?**

**A:** No. Since checking account numbers are not changing, you will not have to make any immediate changes to direct deposit instructions. On April 24, 2023 transition date, Middlefield Bank suggests updating your payroll records with your employer of the new Middlefield Bank routing number: 041210448.

**15. Q: Will my direct deposits, automated payments, and transfers remain the same?**

**A:** Until the account conversion on April 24, 2023, these services will all continue for you without interruption. When your accounts convert to Middlefield Bank, so will your direct deposits and almost all automated payments and transfers. If there are any payments or transfers that we become aware of that we cannot convert, we will notify you in advance. Additional information will follow specific to Online Banking bill pay transactions.

**16. Q: I heard that I may use my Liberty National Bank Debit Card at Middlefield Bank ATMs without charge. Is this true?**

**A:** Yes. You can use your existing card at any Middlefield Bank ATM without paying any ATM surcharge fees soon after the legal closure, which is expected to occur on December 1, 2022.

**17. Q: I am a corporate banking customer. Will I continue to work with the same Liberty National Bank sales and client service team members?**

**A:** Yes. Please continue working with the banker who currently services your account.

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**18. Q: What does Middlefield Bank do to protect my personal and account information?**

**A:** At Middlefield Bank, the information provided to us by our customers is paramount to the trust relationship we have with each account holder. To ensure the integrity, confidentiality, and availability of this information Middlefield Bank has developed policies and procedures to guard against unauthorized access and disclosure of this information. These practices provide guidance for the digital safeguards in place such as antivirus, encryption, access control, user management, change control, and storage. These digital controls are complimented by physical security controls. Additionally, Middlefield Bank uses industry-accepted software that is tested for compatibility and regularly updated with the most recent patches and updates. Records are retained as outlined within the Middlefield Bank Records Retention Manual in accordance with applicable state laws and federal regulations.

**19. Q: Where do I go for more Middlefield Bank information?**

**A:** We'll be providing regular updates on the status of the Liberty National Bank merger with Middlefield Bank via <https://www.middlefieldbank.bank/welcome-liberty>. If you have any questions, you may speak with an experienced Customer Support Agent at 1-888-801-1666.

**20. Q: My mortgage is with Liberty National Bank now. Will it get sold?**

**A:** Your mortgage servicing will be transferred to Middlefield Bank after the transition on April 24, 2023. You will be notified in advance of this change. Should any mortgages be sold in the future, you will be notified well in advance.

**21. Q: Will the merger affect my existing Liberty National Bank loan?**

**A:** This merger has no impact on existing loan rates, terms, and conditions.

**22. Q: Will I continue to make Liberty National Bank loan payments at the same address?**

**A:** Liberty National Bank customers should continue to make loan payments as usual. If there is a change at a later date, you will be informed well in advance.

**23. Q: Can I still use my current payment book?**

**A:** Yes. Continue to use your same payment book. Any changes in the future will be communicated in a timely manner.

## **FREQUENTLY ASKED CUSTOMER QUESTIONS**

**24. Q: Will my Liberty National Bank monthly statements change?**

**A:** As of December 1, Liberty National Bank customers will begin receiving paper statements and Electronic Statements ("E-Statement") under the Middlefield Bank logo in the same format you are used to receiving.

After the system conversion on April 24, 2023, Liberty National Bank customers will begin receiving a statement from Middlefield Bank. Liberty National Bank customers who currently receive an E-Statement will need to re-enroll in Middlefield Bank's Online Banking platform and sign up for E-statements to continue to receive their E-Statements. There will be a few differences in the way your statement appears.

**25. Q: When will I receive statements for my checking, savings, or money market account(s)?**

**A:** You will receive a final statement from Liberty National Bank within two (2) weeks of the account transition date on April 24, 2023. This statement will be generated at the close of business that day and will cover your account activity during the period from your previous statement date through Friday, April 21, 2023. If you receive an E-statement, you will need to re-enroll in the Middlefield Bank Online Banking platform after the systems conversion on April 24, 2023. If you need assistance, please call the Customer Support Center at 1-888-801-1666 or visit <https://www.middlefieldbank.bank/welcome-liberty>.

If you receive a paper statement, your next statement will be issued by Middlefield Bank and will list your account activity from the date of the account conversion of April 24, 2023, through your next statement date. From then on, your account statements will be mailed to you on approximately the same date as before the system conversion.

**26. Q: Can I still use my Liberty National Bank checks?**

**A:** Yes. Please continue to use your existing checks. Liberty National Bank checks will still be accepted for a period of time after the conversion.