

Bank First Chetek Office  
Becomes Charter Bank  
Monday, December 14, 2020



Important Information Enclosed

| welcome guide

***Charter Bank***

Locally Connected. Personally Invested.



MEMBER  
FDIC

| [charterbank.bank](https://charterbank.bank)



## | mission

Our Mission is to be a responsive, customer friendly, profitable and growing independent bank.

## | important contact info

General Information: **800-471-4510**  
Chetek Branch: **715-924-4851**  
Online Banking: **charterbank.bank**  
Telephone Banking: **855-329-8278**  
Debit Card Activation: **855-329-8278**  
Email: **info@charterbank.com**

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charterbank.bank





# welcome to Charter Bank

## Hello Chetek!

On behalf of all of us at Charter Bank, I want to welcome you. We are so thrilled to have you join the Charter Bank family! It has been our vision to see Charter Bank continue to grow and we are happy to have found the right branch to make that happen.

On **Monday, December 14**, the Bank First Chetek Office will officially open as a Charter Bank branch. This is an exciting transition that I know will enable us to create community partnerships and valuable experiences for our customers.

**Not Everything is Changing.** While a transition like this does mean that there will be a few changes, there are some great things that won't change. **The staff that you know and trust will remain the same.** They will be able to assist you as you get comfortable with Charter Bank.

Please note that Charter Bank will be acquiring only your deposit accounts. Loans will stay with Bank First. If you are interested in moving your loans to Charter Bank, we would be happy to walk you through our options.

It is our goal to make this transition as seamless as possible for our new customers. We want you to see that Charter Bank works toward being the best community bank, striving for excellence and always exceeding customers' expectations.

Paul Kohler - President & CEO

[charterbank.bank](https://charterbank.bank)



# hello CHETEK!

**Charter Bank**  
Locally Connected. Personally Invested.

Paul Kohler  
President & CEO



# | important dates

| november/december 2020

| mon<br>30 | tue<br>1 | wed<br>2 | thur<br>3 | fri<br>4 | sat<br>5 | sun<br>6 |
|-----------|----------|----------|-----------|----------|----------|----------|
|-----------|----------|----------|-----------|----------|----------|----------|

The ATM will be converted to a Charter Bank ATM on **12/3/20**. There may be times it will be unavailable as it continues to receive updates. Your Bank First debit card will continue to work until **8 pm on 12/11/20**.

| mon<br>7 | tue<br>8 | wed<br>9 | thur<br>10 | fri<br>11 | sat<br>12 | sun<br>13 |
|----------|----------|----------|------------|-----------|-----------|-----------|
|----------|----------|----------|------------|-----------|-----------|-----------|

If you have a checking account, new checks will be mailed to you the week of **12/7/20**. You can start using these checks on **12/14/20**. If you have a debit card, you'll receive your new debit card the week of **12/7/20**. A few days after, you'll receive your PIN. Bank First debit cards will stop working at **8 pm on 12/11/20** and customers can begin using their Charter Bank debit cards at **noon on 12/11/20**. **Be sure to pay attention to the dates included with your new card for activation and when you can start using your card.**

| mon<br>14 | tue<br>15 | wed<br>16 | thur<br>17 | fri<br>18 | sat<br>19 | sun<br>20 |
|-----------|-----------|-----------|------------|-----------|-----------|-----------|
|-----------|-----------|-----------|------------|-----------|-----------|-----------|

**Reopen as Charter Bank** • Online banking will be live • Telephone banking will be live • Begin using checks • Continue to use Charter Bank debit cards

## | what now?

There is nothing for you to do now.

You can keep using your Bank First accounts until the acquisition officially takes place on December 14, 2020. If you have questions along the way, please talk to the dedicated Chetek staff at **715-924-4851** and they will be happy to assist you.

We are committed to making this transition as smooth and stress-free as possible for you!

### Chetek Branch Hours

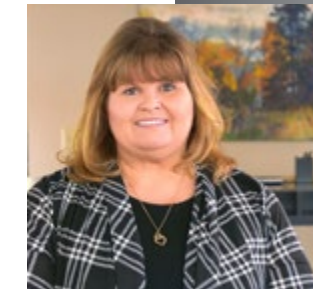
Starting December 14  
Monday - Friday 8:30am - 5pm  
Lobby and Drive-Up

(Lobby may be closed due to Covid-19 mandates. Call or visit the website for updates.)

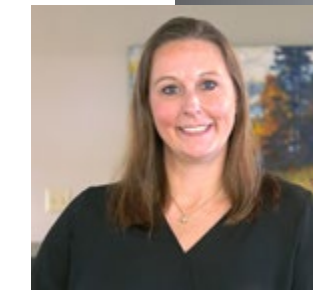
charterbank.bank



**Rick**  
Retail/Mortgage Banker  
715-924-4851



**Peggy**  
Personal Banker  
715-924-4851



**Melissa**  
Teller Supervisor  
715-924-4851



**Michell**  
Teller  
715-924-4851

| chetek staff

# get to know Charter Bank

**Charter Bank, headquartered in Eau Claire, Wisconsin,** is invested in the success of our customers, community and employees. From business loans and personal banking services to strong internal core values, everything we do is focused on the customer.

**Independently owned,** Charter Bank is a community bank that emphasizes local operations and local decision-making. We have continued to expand since our opening in 1980, adding two branches in Minnesota. With an asset size just over \$1 billion, Charter Bank continues to work toward being the best community bank, striving for excellence and always exceeding customers' expectations.

**When you bank locally,** you're invested in the community, contributing to the welfare of your neighbors, and building a legacy of prosperity for future generations. Charter Bank helps to power the local small businesses, influencing job growth one loan at a time. We're rooted in the community, ensuring a stake in the financial success and strength of the families and communities we serve.

**As Charter Bank looks to the future,** we will continue to focus on value-based services and an exceptional customer experience. We will also focus on expanding our reach in Wisconsin. **We are excited to bring new customers into the Charter Family.**

[charterbank.bank](http://charterbank.bank)

## core values

### COMMUNITY PARTNERSHIP

We are a community bank whose employees take pride in providing a caring and welcoming environment. We strive to improve the well-being of the citizens of our communities and share prosperity through our involvement and stewardship. We have a passion for supporting our community through leadership in civic and professional organizations. Our selfless spirit and pursuit of continuous improvement creates stability for our stakeholders.



### TEAMWORK

We understand the talents of every employee are important and will exercise trust, passion, decency and selflessness to make Charter Bank successful. We value employees who do a good job. We cheerfully work together, respect one another and are accountable for our actions, resulting in effectively listening to each other while keeping an open mind.



### INTEGRITY

We respect one another and behave with professionalism in everything we do. We do the right thing and keep our commitments, to remain trustworthy to our stakeholders. We will not engage in any unethical, dishonest behavior or deceptive business practices for profitability.

### CUSTOMER COMMITMENT

We are friendly, responsive and empowered to find innovative and creative ways to satisfy our customers. Our "customer first" focus keeps us searching for fresh ideas to create partnerships and do the right thing. Our courteous and empathetic mindset enables us to create a positive experience for the customer that builds loyalty.



### FAMILY-SPIRITED

We are a humble, fun-loving bank family with a caring and supportive spirit that communicates with transparency. We work to maintain a positive work-life integration that is so important to each employee's well-being. Our diverse workforce celebrates employee and organization success leading to loyalty and devotion.





## | personal checking accounts

If your current Bank First Account type is:

Your new **Charter Bank Account** type will be:

Simply First Checking  
Student First Checking  
Military First Checking  
Military First Rewards  
Senior First Checking  
First Rate Checking  
Money Market  
Money Market Elite  
Health Savings Account

**Totally Free Checking**  
**Totally Free Checking**  
**Direct Interest Checking**  
**Direct Interest Checking**  
**Classic Interest Checking**  
**Premium Rewards Checking**  
**Money Market**  
**Money Market**  
**Health Savings Account**

## | personal savings accounts

If your current Bank First Account type is:

Your new **Charter Bank Account** type will be:

First Savings  
Savings Elite  
Kids Club  
Holiday Savings

**Savings Account**  
**Savings Account**  
**Savings Account**  
**Savings Account**

To ensure a smooth transition to Charter Bank, we will convert your Bank First account(s) to the Charter Bank account that most closely matches it.

If you wish to review other account options, please speak with Charter Bank staff at the Chetek Branch beginning December 14, 2020. They will assist you in selecting an account that meets your needs. **You can also find additional account offerings on our website, in this packet or the enclosed disclosure statement.**

All Bank First certificates and IRAs will automatically transfer to Charter Bank. **Interest rates and maturity date will not change.**

Prior to maturity, renewal notices will be sent to you and will detail any new rate and term information.

## | business checking accounts

If your current Bank First Account type is:

Your new **Charter Bank Account** type will be:

Small Business Checking  
Basic Business Checking  
Premium Business Checking  
Business Money Market  
Business Money Market Elite

**Totally Free Business Checking**  
**Totally Free Business Checking**  
**Commercial Checking**  
**Business Money Market**  
**Business Money Market**

**See Business Account Details on page 15.**

Our Business Bankers can help you find the right fit and product mix for you and provide a **FREE account analysis!**

## | certificates and IRA information

### Certificate of Deposit - Bank First

### Charter Bank

7 Month CD Special/6 Month Renewal Term  
15 Month CD Special/12 Month Renewal Term  
17 Month CD Special/18 Month Renewal Term  
23 Month CD Special/24 Month Renewal Term  
3 Year Easy Rise CD  
35 Month CD Spl/36 Month Renewal Term  
48 Month CD  
5 Year Easy Rise CD  
59 Month CD Spl/60 Month Renewal Term

6 Month CD  
12 Month CD  
18 Month CD  
24 Month CD  
36 Month CD  
36 Month CD  
36 Month CD  
60 Month CD  
60 Month CD

### Individual Retirement Accounts (IRA) - BF

### Charter Bank

15 Month IRA CD Special/12 Month Renewal Term  
17 Month IRA CD Special/18 Month Renewal Term  
23 Month IRA CD Special/24 Month Renewal Term  
24 Month IRA Add On CD  
24 Month IRA CD  
3 Year Easy Rise IRA CD  
36 Month IRA CD  
59 Month IRA CD/60 Month Renewal Term

12 Month IRA  
18 Month IRA  
18 Month IRA  
18 Month IRA  
18 Month IRA  
2 ½ Year IRA  
2 ½ Year IRA  
2 ½ Year IRA

# Charter Bank account details

## Totally Free Checking

In need of a checking account that doesn't offer interest? There are a few reasons you may need this type of account and if you do, this account is available for you with our personalized service.

**Features:**

- No minimum balance
- Unlimited check writing
- Receive monthly imaged copies of all checks presented during the statement cycle
- **FREE** Online Banking & Bill Pay
- **FREE** Mobile Banking
- **FREE** eStatements
- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®
- First box of checks are **FREE**

## Premium Rewards Checking

If you keep a little higher balance in your checking account, this account is for you. With all the same great checking account features that our other accounts have, you can access your money at any time and also earn interest on your balance when you have Direct Deposit.

**Features:**

- **2.02% APY** (on first \$14,999.99)
- **.10% APY** (\$15,000.00 and over)
- **FREE** Online Banking & Bill Pay
- **FREE** Mobile Banking
- **FREE** eStatements
- **FREE** Checks
- Receive monthly imaged copies of all checks presented during the statement cycle

**Fees:** • A service charge of \$6.00 will be imposed every monthly statement cycle if the balance falls below \$1,500.00 any day during the statement cycle.

## Direct Interest Checking

Earn interest with the convenience of direct deposit or any automatic payment.

**Features:**

- Unlimited check writing
- Receive monthly imaged copies of all checks presented during the statement cycle
- **FREE** Online Banking & Bill Pay
- **FREE** Mobile Banking
- **FREE** eStatements
- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®
- First box of checks are **FREE**
- Interest compounded and credited monthly
- Interest is calculated using the daily balance method

## Classic Interest Checking

A perfect account for customers age 50 and over. This account is interest bearing and allows you to use all the services you need to access your money.

**Features:**

- Unlimited check writing
- Receive monthly imaged copies of all checks presented during the statement cycle
- **FREE** Online Banking & Bill Pay
- **FREE** Mobile Banking
- **FREE** eStatements
- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®
- **FREE** checks
- Interest compounded and credited monthly
- Interest is calculated using the daily balance method

- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®
- Interest compounded and credited monthly
- Interest is calculated using the daily balance method

## Money Market

A checking account with the features of a savings account. Money Market accounts offer a higher rate than most checking accounts so you can earn a higher rate on your balance. If you need money, it's easy to access this account to get what you need without being locked in with a long-term investment such as a Certificate of Deposit.

**Features:**

- Receive monthly imaged copies of all checks presented during the statement cycle
- **FREE** Online Banking
- **FREE** eStatements
- **FREE** Telephone Banking
- First order of checks is **FREE**
- Interest compounded and credited monthly
- Interest is calculated using the daily balance method

**Fees:**

- A service charge of \$10.00 will be imposed every monthly statement cycle if the balance falls below \$1,000.00 any day during the statement cycle

## Savings Account

Our most popular savings account, it's easy to save a little or a lot in this account. With a low minimum balance, you can save what you need, when you need to by easily transferring to and from this account or visiting us in person to make withdrawals.

With the ability to have multiple savings accounts, you can even establish more than one for different savings needs and name them accordingly (vacation savings, cabin down payment, etc).

**Features:**

- Quarterly statements (Monthly statement if there is electronic activity)
- **FREE** Online Banking
- Access to account with your ATM card
- **FREE** eStatements
- **FREE** Telephone Banking
- Interest compounded and credited quarterly
- Interest is calculated using the daily balance method

**Service Charges:**

- A fee of \$6.00 will be imposed every quarter if the balance falls below \$50.00 any day during the statement cycle

## Health Savings Account

If you have a high-deductible health care plan, a Health Savings Account (HSA) gives you the ability to save money for current and future medical expenses. You retain all rights to your HSA even if you change employers, and it can grow like a regular savings account even if you don't have medical expenses.

With debit cards and Online Banking available with this account, you can easily access your money when it's time to pay those medical expenses.

**Features:**

- **FREE** Online Banking
- **FREE** eStatements
- **FREE** Telephone Banking
- **FREE** Debit Card

Please see the enclosed Your Deposit Account consolidated disclosure statement, beginning on page 17, for full account disclosures.



# hello CHETEK!

Our Business Bankers can help you find the right fit and product mix for you and provide a **FREE account analysis!**

## INVESTED.

Invested  
Locally.  
Invested in  
Your Business.

Charter Bank  
Business Services



**Charter Bank**  
Locally Connected. Personally Invested.

[charterbank.bank/business](https://charterbank.bank/business)

## Charter Bank business account details

### Commercial Checking

Our Commercial Checking is our most popular business checking account for mid to large size businesses or businesses that want to use Treasury Management services and products such as ACH, Positive Pay, Remote Deposit, etc. This account is eligible for an earnings credit based on the current market interest rates and is calculated each month on the average collected balance in the account.

The earnings credit is then applied as an offset on your monthly service charges. If the earnings credit is less than the total activity fees, the difference is your monthly service charge.

#### Features:

- **FREE** Basic Online Banking
- **FREE** Mobile Banking
- **FREE** eStatements
- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®

#### Service Charges:

- \$8.00 Monthly Maintenance
- \$0.20 per check and other debits
- \$0.085 per check deposited
- Currency & Coin
  - \$.20 Per \$100
  - \$.05 Per coin roll

### Business Interest Checking

Business Interest Checking is an interest-bearing checking account offered to sole proprietors and non-profit organizations.

#### Features:

- 1,000 **FREE** monthly transaction items
- Up to \$10,000 currency deposited per month **FREE**
- **FREE** Basic Online Banking
- **FREE** Mobile Banking
- **FREE** eStatements
- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®

#### Service Charges:

- \$6.00 fee will be imposed every statement cycle if the balance falls below \$1,500.00 any day of the statement cycle

### Business Money Market

Combine the benefits of a savings account with the convenience of a checking account. Money Market accounts offer a higher rate than a traditional savings account but offers your business more flexibility when needing to access your money.

#### Features:

- **FREE** Basic Online Banking
- **FREE** eStatements
- Monthly imaged copy of all checks presented during the statement cycle

#### Fees:

- A service charge of \$10.00 will be imposed every monthly statement cycle if the balance falls below \$1,000.00 any day during the statement cycle
- A service charge of \$5.00 will be charged for each withdrawal in excess of six during a monthly statement cycle

### Totally Free Business Checking

Created with your small business in mind, this account does not have any monthly maintenance fees or charges to help put more money back into your business.

#### Features:

- 1,000 **FREE** monthly transaction items
- Up to \$10,000 currency deposited per month **FREE**
- **FREE** Basic Online Banking
- **FREE** Mobile Banking
- **FREE** eStatements
- Cash Management and Bill Pay
- **FREE** ATM or instantly issued debit card which can be set up in your Mobile Wallet so you can pay with your phone using Apple Pay®, Google Pay® or Samsung Pay®

#### Service Charges:

- No Monthly Maintenance Fee



# | debit cards

Your Bank First Debit Card will be replaced with a Charter Bank MasterCard Debit/ATM Card.

- If you have a Bank First debit card, you will receive a Charter Bank debit card around **December 7, 2020**. Your PIN will be received by mail a few days later. You may activate your new card beginning **December 11 at noon**, and begin to use it.
- Your debit card number will change. That means you will have to update any automatic payments or stored card information with your new debit card number. We apologize for this inconvenience!
- Your new debit card can be activated by calling **855-329-8278**, select option 4 and then option 1. You can use the same PIN you have now or you may select a new one. You can change your PIN during activation.

## When will my Bank First Debit Card stop working?

Your Bank First debit card will remain active until **December 11, 2020 at 8:00pm**. Your new Charter Bank debit card will start working on **December 11, 2020 at noon** after you have activated it.

At that time, please destroy your Bank First card for security purposes. Please refer to the debit card mailing you will receive with your new card for specific details. Use your debit card to make purchases anywhere MasterCard is accepted or go to any ATM to access your accounts to withdraw cash, check your balance or transfer funds.

charterbank.bank

# | electronic banking changes

**Online Banking** | Bank First's Online and GoBank Mobile Banking will allow limited access beginning December 11, 2020 and throughout the weekend. If you have loan accounts with Bank First, you will continue to be able to access those accounts through Bank First's Online and GoBank Mobile Banking. **Charter Bank's Online and Mobile Banking services will become available Monday, December 14, 2020.**

**Great News** | Your username will be the same as you currently use with Bank First! Your password will be set to the last 4 digits of your Social Security Number. At your first login, you will be prompted to select a new password. You will also be prompted to agree to our online service agreement.

**Business Hub** | Charter Bank's Business Online Banking platform is called Business Hub. Please visit [charterbank.bank/business/business-hub](https://charterbank.bank/business/business-hub) for helpful resources on your new online banking service.

**Personal Online & Mobile Banking** | Charter Bank will offer similar functionality and capabilities to the platform you are currently utilizing with Bank First. With Charter Bank's electronic banking,

- Access deposit account and loan balances
- Initiate the transfer of funds between banks with Bank to Bank transfers
- Send money through Zelle®
- Sign up for eStatements - View up to 18 months of account statements
- Deposit check with Mobile Check Deposit
- Budgeting tools
- Place stop payments
- Set up account alerts
- Download account information into your money management system
- Manage your online account info, such as login, account names, and more
- Review detailed history of your accounts including, Checks Cleared, Deposits, Debit Card transactions

**Online Bill Pay** | Bank First's Bill Pay will remain active until Friday, December 11. At this time, Bill Pay will be disabled until Charter Bank's Bill Pay system becomes available on Monday, December 14. Bill Pay data converted from Bank First to Charter Bank will include customer profile information, bank account(s), payees, future dated payments, and recurring payments. However, history and person-to-person (PopMoney) information will not convert.



# | other product & service changes

## free ATM access

You will continue to have access to MoneyPass® ATM Network. This network gives you access to hundreds of surcharge-free ATMs in Wisconsin and nationwide.

Use Charter Bank's Mobile App or website to find an ATM near you.

## MoneyPass®

- Look for the MoneyPass® logo and use your Charter Bank debit card surcharge-free.
- Easy-to-find ATMs on Charter Bank's Mobile App or website.



## safe deposit boxes

There's no better place to safely keep your important documents or valuables than a safe deposit box at Charter Bank.

You will still enjoy access to your safe deposit box with Charter Bank after the conversion. Charter Bank will honor your current Safe Deposit Box contract you have with Bank First. We will be updating paperwork. At the end of your year, your rate will move to Charter Banks Safe Deposit Box rates.

If you have questions regarding your box size and pricing, please contact us during regular business hours.

## checks

Charter Bank will send you checks for your new Charter Bank checking account the week of December 7. Please begin using these new checks on December 14, 2020.

At that time you should destroy any remaining Bank First checks you have. To reorder checks, please use the Charter Bank website at [charterbank.bank](https://charterbank.bank).

The routing number for Charter Bank is **091812430**.



To take advantage of thousands of surcharge-free ATMs across the United States, **we encourage you to download the Charter Bank app.**

## mortgage loans

Taking out a mortgage loan is a big undertaking! Whether you're a first-time home buyer, or a seasoned home buying veteran, our Mortgage Loan experts at Charter Bank are ready to help you finance the right home for you.

### At Charter Bank we offer:

- Competitive interest rates and closing costs
- Prompt, local loan approval
- Local servicing on some loan products
- Various loan types

## home equity line of credit

Use your home's equity to finance home improvements, take a vacation, cover college expenses, purchase a new car or pay off higher interest consumer debt.

Our dedicated team of bankers will work with you every step of the way to get the home of your dreams.

To get started today, access our Mortgage Center online at [charterbank.bank/mortgage](https://charterbank.bank/mortgage).

Or call your local office today to learn more!

# | mortgages

**GET TO KNOW**  
the Charter Bank  
**MORTGAGE**  
**DREAM TEAM**  
[charterbank.bank/mortgage](https://charterbank.bank/mortgage)





## consumer loans

Charter Bank offers a wide variety of Consumer loan products to meet the needs of almost any borrower. Consumer loans can help you with the vacation or grown-up toy of your dreams or other large purchase.

### Charter Bank Offers:

- Home Equity Lines of Credit
- Auto Loan (New and Used)
- Loan secured by certificates
- Overdraft Protection
- Lot Loans
- Real Estate Loans
- And more!

## commercial loans

We have a variety of business loans available to meet the specific and unique needs of your business. Our local decisions allow us to see more than just the numbers with your business. We take the time to see the whole picture to better understand you, your business and your overall goals.

### With our personalized service, we can help you with:

- Lines of Credit
- Commercial Real Estate
- Term Loans
- Short-term Working Capital
- Construction Loans
- Equipment Loans
- Business Credit Cards

Talk with one of our Personal or Business Bankers today to see how we can provide you with a customized loan that fits your needs!

# | loan products

# | frequently asked questions

## electronic banking

### What is the Charter Bank website?

Charter Bank's website is: [charterbank.bank](https://charterbank.bank). You can visit our website at any time for some frequently asked questions and a link to this guide as well.

### How do I log into my online banking?

Charter Bank's Online and Mobile Banking services will become available Monday, December 14, 2020.

Great news: Your username will be the same as you currently use with Bank First!

Your password will be set to the last 4 digits of your Social Security Number. At your first login, you will be prompted to select a new password. You will also be prompted to agree to our online service agreement.

Charter Bank's Personal Online Banking platform will offer similar functionality and capabilities to the platform you are currently utilizing with Bank First. Charter Bank's Business Online Banking platform is called Business Hub.

Please visit: [charterbank.bank/business/business-hub](https://charterbank.bank/business/business-hub) for helpful resources.

### What will happen to my Bill Pay account?

Bank First's Bill Pay will remain active until Friday, December 11. At this time, Bill Pay will be disabled until Charter Bank's Bill Pay system becomes available on Monday, December 14.

Bill Pay data converted from Bank First to Charter Bank will include customer profile information, bank account(s), payees,

future dated payments, and recurring payments. However, person-to-person (PopMoney) information and history will not convert.

### Will I continue receiving eStatements if I am currently enrolled with them at Bank First?

If you are currently enrolled in eStatements **you will not need to re-enroll** in them through Charter Bank online banking. You will receive a final paper statement from Bank First dated December 11, 2020. You will begin receiving Charter Bank statements each month thereafter.

Charter Bank statements cycle at the end of the month and you will be notified by email when it is available for viewing.

## personal banking

### Will there be changes to my personal deposit accounts?

The current names, features, and benefits of your Bank First deposit accounts will be converted to similar Charter Bank deposit accounts. Please refer to the "Important Account Changes" section on page 10 of this Welcome Guide for more information.

**Be sure to download  
the Charter Bank App!**



# | frequently asked questions

## personal banking cont.

### **Will automatic transfers, automatic loan payments, and direct deposits continue to work?**

**Internal Transfers:** Charter Bank will re-establish automatic transfers and loan payments you had set up.

**Debit Card:** If payments were set up via your debit card, those will need to be updated with your new debit card information beginning December 14, 2020.

**ACH:** If your transfers occurred via ACH, you will want to reach out to each employer and company to provide them with your account number and Charter Bank's routing number. You can locate your account number on your checks, it is the middle number, or through online and mobile banking. The Charter Bank routing number is 091812430.

### **Will my account number(s) change?**

In most cases, account numbers will remain the same. There are a small number of duplicate account numbers between the two banks. We have worked with these customers prior to the conversion to change those account numbers.

### **Will overdraft protection from my savings to my checking still work?**

Yes. If you have a sweep set up from one deposit account to your checking account that will remain set up for you.

### **Will service charges associated with my account change?**

Depending on your account, your service charges may change. Please review the Charter Bank checking and savings account products on pages 12 - 14 of this guide as well as the accompanying disclosures for specific information.

Maintenance fees for your deposit accounts will be waived for the month of December.

### **Will interest rates and maturity date on my CDs and IRAs remain the same?**

Your interest rate will remain the same until its maturity date. The maturity date will remain the same. You will receive a notice of renewal approximately 14 days in advance of the maturity date. You will have 10 days after maturity to contact us to change the term, add money, or cash out your CD.

If you have an IRA, Charter Bank will be reaching out to you to obtain updated paperwork.

### **What happens if I have a Health Savings Account?**

Your existing Health Savings Account will be transferred to Charter Bank. A Charter Bank HSA debit card will be sent to you prior to December 14, 2020. Charter Bank will be reaching out to you to obtain updated paperwork.

## personal loans

### **Will the acquisition affect my existing Bank First loan?**

Charter Bank is not acquiring any loan accounts with this acquisition. If you are interested in moving your loans to Charter Bank, we would be happy to walk you through our options.

### **My loan payment is automatically deducted from my deposit account. Will that service continue?**

Yes, we will reestablish automatic loan payments for you, so it is deducted from your new Charter Bank account.

## business banking

### **Will I be able to continue to originate ACH?**

If you are able to originate ACH with Bank First, we are transferring that service over to Charter Bank. We will be reaching out to you to introduce you to the new system the week of December 7.

### **Will there be changes to my business deposit accounts?**

The current names, features, and benefits of your Bank First deposit accounts will be converted to similar Charter Bank deposit accounts. Please refer to the "Important Account Changes" section on page 11 of this Welcome Guide for more information.

### **Will automatic transfers, automatic loan payments, and direct deposits continue to work?**

**Transfer Internally:** Charter Bank will re-establish automatic transfers and loan payments you had set up.

**Debit Card:** If payments were set up via your debit card, those will need to be updated with your new debit card information beginning December 14, 2020.

**ACH:** If they were ACH, you will want to reach out to each employer and company to provide them with your account number and Charter Bank's routing number. You can locate your account number on your checks, it is the middle number, or in Business Hub. The Charter Bank routing number is 091812430.

### **Will my account number(s) change?**

In most cases, account numbers will remain the same. There are a small number of duplicate account numbers between the two banks. We have worked with these customers prior to the conversion to change those account numbers.

### **Will service charges associated with my account change?**

Depending on your account, your service charges may change. Please review the Charter Bank checking and savings account products on pages 12-15 of this guide as well as the accompanying disclosures for specific information.

## business loans

### **Will the acquisition affect my existing Bank First loan?**

Charter Bank is not acquiring any loan accounts with this acquisition. If you are interested in moving your loans to Charter Bank, we would be happy to walk you through our options.

### **My loan payment is automatically deducted from my deposit account. Will that service continue?**

Yes, we will reestablish automatic loan payments for you, so it is deducted from your new Charter Bank account.

### **What treasury management services does Charter Bank offer?**

Wires, ACH Filters, Positive Pay, ACH Origination, Remote Deposit capture to name a few. If you are interested in learning more please give us a call.

## Why Charter Bank?

"Exceptional customer service  
and products you will love!  
**Welcome to Charter Bank."**

Paul Kohler - President & CEO





welcome



Chanhassen  
455 Pond Promenade  
Chanhassen, MN 55317



Chaska  
706 Walnut Street  
Chaska, MN 55318



Chetek  
621 2nd Street  
Chetek, WI 54728



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