



## CHARTERBANK & RESURGENS BANK MERGER Q & A

### ABOUT THE MERGER

#### Q. Why have CharterBank and Resurgens merged?

A. On June 1, 2017, it was jointly announced that CharterBank and Resurgens Bank signed a definitive agreement to merge. On September 1, 2017, CharterBank and Resurgens Bank will merge to create a stronger community bank. In addition, the merger will provide added convenience to the customers of both banks. Having already expanded along the I-85 corridor and into some of the outlying metro areas in the last several years, the next logical step was to move into the higher growth area of Metro Atlanta.

#### Q. What should I know about CharterBank?

A. CharterBank opened in 1954 as a savings and loan association to help our neighbors fulfill their dreams of home ownership. CharterBank is headquartered in West Point, GA and currently has \$1.5 billion in assets, \$700 million in loans, and approximately 50,000 checking accounts.

Additionally, CharterBank has 20 branches in the following communities: Buckhead, Smyrna, Marietta, Carrollton, Lagrange, Newnan, Norcross, and West Point, Georgia; Milton, Pace, and Pensacola, Florida; and Auburn, Opelika, and Valley, Alabama.

#### Q. Will Resurgens Bank change their name to CharterBank?

A. Yes, as of September 1, 2017 Resurgens Bank in Tucker and Decatur will be known as CharterBank.

#### Q. How are CharterBank and Resurgens Bank alike?

A. This was an excellent opportunity to combine two well-respected community banks that share a deep commitment to customers and local communities. We both maintain similar core values of integrity, relationship banking, and value-added service. This merger will allow us to serve customers with more resources and proven stability, while preserving the spirit of local community banking.





**Q. Will my current bankers continue to serve me?**

A. You will continue to see the same friendly and familiar faces serving you.

**Q. How will the merger impact me as a customer of Resurgens Bank?**

A. We are working toward a seamless transition. Until full conversion of all systems, you will see minimal changes to your day-to-day banking. However, after September 1, 2017, when applying for a new loan, deposit account, credit card or other services you will be presented with CharterBank's products. You can look for updates from us directly, or on our website – [www.charterbank.net](http://www.charterbank.net).

**Q. After the merger will everything be centralized at CharterBank's headquarters in West Point, GA?**

A. Most back office operations will be centralized, but Resurgens Bank will maintain local decision making and continue a strong community presence.

**Q. Is CharterBank active in the communities it serves?**

A. Yes. CharterBank is committed to the communities we serve. Our people are active, engaged and focused on making our surrounding area a better place to live and work. You will often find us volunteering at local schools, supporting local organizations, active in the chamber, and present at many community events.

**Q. Will CharterBank continue to support local Resurgens Bank community organizations?**

A. Yes. CharterBank will continue to support local community organizations in the Tucker / Decatur area.





**Q. Where can I learn more about CharterBank's products and services?**

A. You can learn more at [www.charterbank.net](http://www.charterbank.net). You can also call CharterBank toll-free at 800.763.4444 or contact one of our branch locations.

**ACCOUNTS AND SERVICES INFORMATION**

**Q. Will my account number change?**

A. Unfortunately, a very small number of account numbers will change. CharterBank will work closely with these customers to ensure their banking transactions are not impacted. If your account is affected, you will receive a letter with further instructions.

**Q. What will happen to the branches located in Tucker and Decatur?**

A. All branch locations will remain open.

**Q. Will ATM locations change?**

A. No. The Resurgens Bank ATMs will be branded as CharterBank ATMs.

**Q. Will my bank statement look different than what I have now?**

A. Yes. After we complete the systems integration on February 23rd, you will begin to receive CharterBank formatted statements.





**Q. When will I receive my final Resurgens Bank statement?**

A. All checking and savings account customers will receive a paper copy of their statement in February.

**Q. Will I still be able to use my Resurgens Bank checks or will I receive new ones?**

A. You may continue to use your existing Resurgens Bank checks. Please Note: If you receive a letter indicating that your account number will change, be sure to follow the instructions included in the letter. If you did not receive a letter, please continue to use your current Resurgens Bank supply until your next check order. At that time, your checks will be updated to reflect CharterBank's name and routing and transit number.

**Q. Will my account fees change?**

A. Some fees may change and information regarding any product and service fee changes will be included in the disclosures mailed to you in the coming weeks.

**Q. Will my direct deposit be affected?**

A. If your account numbers do not change your direct deposit will not be affected. If you do receive a new account number you will need to set up your direct deposit again reflecting the new number. Again, we anticipate very few that will need a new account number.

**Q. What about automatic deduction of payments from my Resurgens Bank deposit account?**

A. All previously authorized automatic payments will continue as normal. Please use CharterBank's routing number to set up future automatic payments or transfers after February 23rd, 2018.

**Q. Will I receive a new check card on or before February 23rd, 2018?**

A. Yes. You will receive a CharterBank MasterCard® check card along with usage instructions prior to February 23rd, 2018. Until then you may continue to use your Resurgens Bank Visa check card.





**Q. Will I have access to CharterBank's online banking?**

A. Yes. You will receive a letter with detailed information and can begin using CharterBank's Online Banking on Monday, February 26th, 2018.

**Q. Will I need to set up my payees in CharterBank's bill pay?**

A. We are working through the details on this process and will provide additional information as we move through the conversion process.

**Q. Will I need to re-enroll to receive electronic statements?**

A. Yes. Regulatory requirements stipulate that you re-enroll in our online statement service. A letter will be mailed to all current online banking customers outlining step-by-step instructions.

**Q. Will I have access to Telephone Banking services with CharterBank?**

A. Yes. CharterBank's 24-Hour Telephone Banking service, FirstLine, provides quick access to your deposit and loan accounts. Simply call 866.529.8600 to begin using this service on or after Monday, February 26th, 2018.

**Q. What is the routing number for CharterBank?**

A. 261170876

