



March 9, 2018

Re: Changes to your Mobile Banking

Community Bank will move to a new Mobile Banking platform effective March 22, 2018 at noon CT. We are providing this letter to outline the changes that will occur and the steps needed to access our new Community Bank application to conduct your mobile banking.

Here is what you need to know:

- The new app will allow you to select a future date to make an internal or external transfer.
- You will temporarily be unable to access USD Bill Pay through the Mobile Banking application until the later part of 2018. A separate communication will be provided once this enhancement is available.
 - To perform USD Bill Pay transactions in the interim, please access your online banking account through an Internet browser.
- Mobile text alerts will be discontinued. We will continue to provide email alerts. If you opt to receive these:
 - Alerts currently sent to your mobile phone must be set up as new alerts to your email address.
 - To set up new alerts, access your online banking account through an Internet browser, provide a valid email address, and select the desired alerts. Your requested alerts will be sent to your email address.
- The text banking feature to obtain your balance and recent transactions will be discontinued. You may continue to view your balance or recent transaction detail by logging into your online banking account or the new Community Bank mobile app.

Here is what you need to do:

- On or after March 22, 2018, please download our new Community Bank app from the iTunes Store or Google Play, accept the terms and conditions, and continue to enjoy the following features through your mobile device, along with the new enhancement described above:
 - View account summary and details
 - Make transfers to your other Community Bank accounts
 - Make transfers outside of Community Bank or to another Community Bank customer

We are here to help

We appreciate the opportunity to serve your financial needs. If you have any questions about the above, please visit DoDCommunityBank.com for more information, contact your local Community Bank banking center during operating hours, or call us at 1-800-239-9427, Monday-Friday, 0800-1800 CST, excluding U.S. holidays. We appreciate your patience as we continue to enhance the mobile banking experience and apologize for any inconvenience this may cause.