
Your Welcome Guide



Look inside: Find answers to your questions about the transition of your United Bank accounts and helpful information about banking with us.



What know-how can do®



Welcome!

As part of the People's United Bank family, you'll have the strength, stability, and resources of one of the region's top financial institutions working alongside you.

We're completely committed to providing innovative options that allow you to engage with us how you want, when you want and deliver the services you need – when you need them.

You can count on us to continue many of the qualities you like best about United Bank – the people, the friendly personal service and the flexibility. Plus, you'll enjoy greater banking convenience with even more branches at your service, including inside Connecticut and New York Stop & Shop locations, ATMs, drive-up tellers, online banking, mobile banking, and telephone banking.

In the following pages, you'll find answers to questions you may have, details about what to expect in the weeks ahead, and everything you need to make the most of banking with us.

We're here to help:



peoples.com/info



**Call our conversion hotline at 1-800-867-5295
7 days a week 7:00 a.m. – 11:00 p.m. ET**



**Visit your nearest branch. Go to peoples.com/branches
to find a location near you.**

Working harder to make your life easier

This welcome guide is designed to help answer questions you may have and provide information about your new accounts and services at People's United Bank. **We've marked any actions you may need to take with a .**

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For detailed information about your accounts, including the terms and conditions that will apply to your accounts at People's United Bank as of April 4, 2020, please refer to the enclosed **Retail Account Disclosure Booklet**, which includes the Consumer Deposit Account Agreement, Schedule of Deposit Account Charges, Deposit Account Schedule of Interest, and Privacy Policy.

Important dates and actions

All times shown here and through this book are Eastern Time.

Over the weekend of April 3, 2020, your accounts and services will convert to the People's United Bank system. For your convenience, we've summarized key dates and actions on this page. Continue reading for additional details and answers to any questions you may have.

Right now

- Continue to bank just as you always have.
- You can use your existing supply of checks until they run out.
- Please confirm your contact information is up-to-date with United Bank to ensure a smooth transition to online and mobile banking (including your mailing address, phone number(s) and email address).

Prior to the conversion weekend

- You should receive your new People's United Bank Debit or ATM Card by March 31, 2020 to replace your open/active United Bank card on file as of January 10, 2020. Keep the card in a convenient location as you will need to activate and begin using it on April 3, 2020.
- For Debit cards and ATM cards, some customers may receive a letter from us with a new PIN number to be used with their People's United Debit or ATM Card beginning April 3, 2020. If you do not receive a PIN letter, you can continue to use the same PIN you used with your United Bank Debit or ATM Card.
- If you do not receive a new People's United Debit or ATM Card by March 31, 2020 (to replace your card on file as of January 10, 2020), please call 1-800-867-5295 for assistance. You may also visit any branch that offers a temporary Debit card starting on April 6, 2020 (go to peoples.com/branches for a list of locations).

Friday, April 3, 2020

- **As of 3:00 a.m. – Your United Bank Debit Card or ATM Card will no longer work.**

As of 5:00 a.m. – You can begin using your People's United Bank Debit or ATM Card. **Please remember your Debit card must be activated before using it for the first time. Refer to the activation instructions included with your card mailer.** ATM cards do not need to be activated. You may now access any People's United Bank ATM using your newly activated Debit card or your ATM card. For Debit and ATM cards, continue to use your same United Bank PIN for your new People's United Bank Debit or ATM card unless you receive a letter from us by March 31, 2020 with a newly assigned PIN. After activating your Debit card, you can, if you wish, change your PIN through the card activation phone line.



- As of 8:00 a.m. – ATMs at United Bank branches will not be available while they are being converted to People's United Bank ATMs.
- As of 3:00 p.m. – All United Bank branches will close in order to begin the process of converting onto the People's United banking system. United Bank Telephone Banking will no longer be available.
- **As of 5:00 p.m. – United Bank's Online Banking will be in inquiry-only mode. United Bank Mobile Banking and Online Bill Pay will no longer be available.**

Weekend of Saturday, April 4 – Sunday, April 5, 2020

- United Bank branches that are regularly scheduled to be open on Saturdays will be open. You can also do your banking at any existing People's United Bank branch.
- ATMs at United Bank branches will not be available while they are being converted to People's United Bank ATMs. Keep in mind, you can use any People's United Bank ATM over the weekend.
- United Bank's Online Banking will be in inquiry-only mode.

Monday, April 6, 2020

- Beginning at 7:00 a.m. - You can access the People's United Bank Telephone, Online, and Mobile Banking systems, including mobile check deposit.
- As of 8:00 a.m. - United Bank Online Banking will no longer be available.
- All branches (including ATMs) will be open for business at their usual time. In all, we have over 400 branches throughout the Northeast. Stop into any one of our branches near where you work or live, or enjoy the convenience of our full-service branches inside Connecticut and New York Stop & Shop locations.
- If you would like to change the PIN on your People's United Debit Card or ATM Card you can do so at a People's United ATM or branch.



If you use your Debit card for automatic payments, provide your new card number and expiration date to any third party (such as a health club or Internet provider) you have authorized to make deductions from your account.



Your preference to receive statements electronically will not carry over. You can re-establish your e-statement election by logging onto online banking and selecting "Documents" and "Change your document delivery methods."

Answers to top questions you may have



Q. What will my new account at People's United Bank be like?

A. We have matched your account to the People's United Bank account with the most similar features and benefits. In many cases, we will waive monthly service charges for a limited period, so you have time to make sure the account features and benefits fit the way you use your account the best. See the listing on the back of the enclosed letter for the name(s) of your account(s) at People's United Bank as of April 4, 2020. Please review the appropriate sections in this welcome guide for highlights of your account, as well as the enclosed **Retail Account Disclosure Booklet** for the terms and conditions that will apply to your accounts at People's United Bank.

Please note:

- People's United Bank accounts cannot be set up as "Joint without rights of survivorship." These accounts will convert as "Joint with rights of survivorship." Please refer to page 5 of the enclosed **Retail Account Disclosure Booklet** for more information.
- We also do not support accounts that require the signature of two or more persons for a withdrawal or check drawn on the account. For more information, see page 4 in the enclosed **Retail Account Disclosure Booklet**.

Q. What about my account numbers and checks?

A. For most of our customers with checking, money market, savings, CDs, and IRA accounts, account numbers will remain the same. **If your account is being assigned a new account number, you will be notified in a separate mailing prior to April 4, 2020.**

All customers, regardless of whether you are assigned a new account number, can use their existing checks after conversion. When you re-order checks through People's United Bank, they will include the People's United Bank logo as well as your new Routing Transit Number (221172186).

If you order checks through a third party, please make sure you use the new Routing Transit Number (221172186).

Q. Will I receive a new debit, ATM or credit card?

A. Existing and active* Debit and ATM cardholders will receive new People's United Bank cards by March 31, 2020. Credit card customers can continue to use their active existing United Bank credit card. See the following pages for additional details.

Q. Can I use the same PIN that I used with my United Bank Debit or ATM Card with my new People's United Debit or ATM Card?

A. Continue to use your same United Bank PIN for your new People's United Bank Debit or ATM Card unless you receive a letter from us by March 31, 2020 with a newly assigned PIN.

Q. Can I change the PIN on my People's United Debit Card or ATM Card?

A. Yes, if you would like to change the PIN on your People's United Debit Card or ATM Card, you can do so at a People's United ATM or branch beginning April 6, 2020. You will also have the opportunity to change the PIN for your Debit card through the card activation line after activating it on April 3.

Q. Will my direct deposits and/or automatic debits continue?

A. Yes. If you have Social Security, payroll, or other funds deposited electronically to your account, these direct deposits will continue without interruption, as will any automatic debits from your account.

Q. How will my transactions post?

A. Your transactions will be re-ordered at the end of the business day to post your deposited items before your withdrawals to help prevent overdraft fees. To view the complete posting order, please see the **Retail Account Disclosure Booklet**.

Q. I have a safe deposit box – will there be any changes?

A. The terms of your safe deposit box rental agreement remain the same. You will continue to receive an annual notice regarding your safe deposit box rental fee. Previously established auto debits to pay your rental fee will continue.

Q. Will I continue to receive my statements electronically?

A. Your eStatement preference will not carry over.



On or after April 6, 2020, you can enroll in our eStatements service by signing on to online banking and selecting "Documents" and "Change your document delivery method."

Q. When will my online statements and notices be available?

A. Upon enrollment in eStatements, all statements and notices will be available the week of May 4, 2020. Historical statements and notices will be added throughout the month of April, as available. If you should need a copy of your statement before it becomes available online, you can request a copy by contacting our conversion hotline at 1-800-867-5295.

Q. Will my 2019 tax forms be available through People's United Online Banking?

A. Tax forms may not be available prior to April 15, 2020. On or after April 6, 2020, you can enroll in electronic tax forms by signing on to online banking and selecting "Documents" and "Change your document delivery method" in the Tax Forms section.



If you don't have your form(s) in hand, we encourage you to print your tax forms prior to April 3, 2020 through the United Bank online banking system.

*Active cards are those issued or used in the 12 months prior to January 10, 2020.

Your Debit, ATM and Credit cards

New Debit cards and ATM cards

United Bank Debit and ATM Cards will stop working as of 3:00 a.m., Friday, April 3, 2020. If you currently use a Debit or ATM card, you will be mailed a new People's United Bank card as a replacement by March 31, 2020. If you have not received your card by this date, please call 1-800-867-5295. You may also visit any branch that offers a temporary debit card starting on April 6, 2020 (go to [peoples.com/branches](https://www.peoples.com/branches) for a list of locations).



You can activate your new Debit card any time after 5:00 a.m., on Friday, April 3, 2020. ATM cards do not require activation.

Your 4-digit PIN: Continue to use your same United Bank PIN for your new People's United Bank Debit or ATM Card unless you receive a letter from us by March 31, 2020 with a newly assigned PIN. You will also have the opportunity to change the PIN for your Debit card through the card activation line after activating it on April 3. Debit and ATM card PIN changes can also be made at any People's United ATM or branch beginning April 6, 2020.

Daily transaction limits:

- Debit Card Plus - POS \$4,000, ATM \$1,010
- Debit Advantage - POS \$10,000, ATM \$1,510
- Health Savings Debit Card - POS \$4,000, ATM \$1,010
- ATM Card - ATM \$1,010
- ATM Card Linked to Checking* - POS \$250, ATM \$1,010

* People's United Bank does not offer ATM cards linked to checking accounts. However, if your United Bank ATM Card is currently linked to your checking account, your new ATM card will continue to be linked to your new People's United checking account.

Transaction postings: Debit and ATM card transactions will be reflected in your available balance, but will not appear in your online history until the following day.



Recurring payments: If you have provided your current Debit card number to a third party (such as a health club or Internet provider) to authorize deductions from your account, please notify the third party of your new People's United Bank Debit Card number and expiration date on or after April 6, 2020.

Card Features

Rewards: With your new People's United Bank Debit Card, shop at participating merchants and receive statement credits automatically to your People's United checking account within days of your purchase. For more information, go to www.my-debitrewards.com and be sure to register to see offers when your new card arrives.

Set up new Debit card controls and alerts.

Manage your People's United Debit Card with mobile banking at People's United Bank. Once you've signed up for mobile banking, simply select "More" on our mobile app, then select "Card Controls" to enroll. Once enrolled in Card Controls, you can set up the following Card Alerts:

- Turn your card "on" or "off" anytime.
- Set limits on transaction amounts.
- Limit the type of merchants where the card can be used.
- Receive real time push notifications to your device when your Debit card is used.
- Restrict transactions to certain locations or geographic regions.

See page 11 for sign-up instructions for mobile banking.

To learn more about your People's United Debit Card, visit [peoples.com/debitcard](https://www.peoples.com/debitcard)

ATMs

Access your accounts, quickly and conveniently, at over 600 People's United Bank ATMs throughout the Northeast. Plus, for your convenience, ATM transfers made before 7:00 p.m. on a business day are available the same day, and ATM deposits made before 7:00 p.m. on a business day are available the next business day. A business day is Monday - Friday, excluding federal holidays.



Please note: United Bank ATMs will not be available as of 8:00 a.m. on Friday, April 3 through Sunday, April 5, 2020, while they are being converted to People's United Bank ATMs. After 5:00 a.m. on Friday, you may access any People's United Bank ATM using your activated People's United Bank Debit Card or ATM Card.

People's United Bank is not a participating member of the Allpoint ATM network. The surcharge-free benefit offered with United Bank ATM and Debit Cards will be discontinued as of April 3, 2020.

United Bank Credit Card

Continue to use your United Bank Credit Card as you normally do. You will not be re-issued a People's United Bank branded card. The card will continue to be issued by Pinnacle Bank. Continue to make payments to Cardmember Services, PO Box 306005, Nashville, TN 37230-6005. If you have any questions, please contact customer service at 855-401-4743.

Online and Mobile Banking



Manage your finances with online banking

- Access your checking, savings, money markets, and CDs – as well as People’s United Bank loans and mortgages. You can see all of your accounts in one place – 24 hours a day, 365 days a year.
- Transfer funds between your deposit accounts. You can make transfers today or schedule them up to one year in the future.
- Pay your bills today or in the future. Bill Payment is easy to use – and it’s free!
- Use Person-2-Person Pay to send money to another person using just a mobile number or email address – it’s free!
- Check your account balance and view transaction history.

Plus, bank on the go with mobile banking

- Pay bills and manage bill payment payees.
- Check account balances.
- Manage debit card controls and alerts.
- View transaction history.
- Transfer funds between People’s United Bank accounts.
- Send money electronically to another person without a fee using just a mobile number or email address – fast and free with Person-2-Person Pay.
- Deposit checks from your mobile device using Mobile Check Deposit.
- Log in with Touch ID/Face ID for supported Apple devices.

Verify your contact information

Please double-check the contact information on file for you at United Bank. Having your latest contact information when your account moves to People’s United Bank will help you:

- Authenticate your login when accessing your account via online or mobile banking.
- Receive real-time alerts on password and username changes.
- Receive (if enrolled) online account activity and balance alerts.

It's easy to get started with Online and Mobile banking

First-time login to online banking on or after 7:00 a.m. on April 6, 2020.

Go to

Go to peoples.com. From the Login box, select "Personal" and enter your United Bank User ID. Then select "Login".

For your security

You'll receive a text message* or phone call with a security code to continue. Do not share this security code with anyone. We will not call you to ask for it.
Note: Prior to April 3, 2020, please confirm that your contact information - including your mobile phone number and home phone number - are correct to ensure you are able to receive this text and/or phone call.

Enter

Enter your temporary password: PuBK (case-sensitive) and the last four digits of the Social Security Number of the person who created the original United Bank profile. For example, if the Social Security Number is 123-45-6789, your temporary password will be PuBK6789. You'll be prompted to choose a new password for future use.

Using online banking and bill payment after your first-time login.

Go to

Go to peoples.com and enter your User ID. You will continue to use your existing United Bank User ID.

For your security

You may receive a text message* or phone call with a security code just as you did the first time you logged in. Our security system is designed to detect any change in your login behavior.

Enter

Enter your password. You'll then be able to access your accounts, re-establish eStatement election and set up and pay bills.

Bring online banking to your mobile device.

Download



Download our mobile app on or after April 6, 2020. If you were only using the United Bank app to access your accounts, **you will need to login to online banking first and set your permanent password prior to enrolling in the consumer mobile app.** Follow first-time login instructions above.

Delete

If you currently use mobile banking, be sure to delete your United Bank app.

Note

You must be an online banking user to have mobile banking access.

*Standard message and data rates may apply.

Preview all you can do online. Go to peoples.com/info today.

Additional Online and Mobile Banking information

Online transfers

- If you currently have an existing recurring transfer between two United Bank accounts, these transfers will convert automatically and continue without interruption.
- Transfers to non-United Bank accounts will convert automatically and continue without interruption.



Scheduled and recurring loan payments from non-United Bank accounts will not carry over and need to be re-established using a People's United account to fund the payment.

Person-2-Person



Your existing Person-2-Person payment contacts will need to be re-established.

Checking account history and prior statements

Transaction activity from March, April and going forward will be available as of April 6, 2020. Once you have enrolled in eStatements, beginning May 2020, the historical statement archive will be available. **If you wish to keep any prior information for tax purposes (including 1099-INT, 1098 and other tax documents), access the United Bank online banking system to download and print the information you need to keep, before 4 p.m. on Friday, April 3, 2020.**

eStatements



If you currently only receive statements electronically, your eStatement preference will not be carried over and your statements will be mailed. If you receive statements via mail and through eStatements, only your paper statements will continue. You can enroll in our eStatement service by signing on to online banking on or after April 6, 2020 and selecting "Documents" and "Change your document delivery methods."

Online bill payment

If you currently use online bill payment at United Bank, it is important to note that at People's United Bank, the amount of a payment is debited from your account when the bank processes your payment – not when payment is delivered to the merchant. Please be sure funds are in your account when payments are processed.

- All online bill payments that are currently scheduled will continue to be paid. These can be viewed in the Bill Pay "Activity" tab.
- Your existing bill payment payees will carry over.
- Your existing eBills will need to be re-established.
- Bill payment delivery time is 2 - 5 business days.
- Bill payment cut-off is 9:00 p.m.
- Six months of historical bill payment activity will be converted and available when you first access online banking on April 6, 2020.

Mobile deposits

Mobile deposits can be made through the United Bank mobile banking app up until 5:00 p.m. on April 3, 2020.

Texts and balance alerts to your phone or email address



You will need to sign up for these services on or after April 6, 2020, through online banking at peoples.com.
Note: Transaction Activity Alerts are not real-time.

Quicken® customers



To update your Quicken WebConnect or Direct Connect settings as of April 6, 2020, please refer to the detailed instructions available online at peoples.com/quicken.

Telephone Banking



Welcome to Telephone Banking - 1-800-894-0300

- Obtain information about your accounts and recent account activity, including CDs, debit cards, and more.
- Transfer funds between accounts that have been set up for transfers.
- Press 0 to connect to a banking professional 7:00 a.m. to 11:00 p.m., 7 days a week.

First time call in beginning on or after 7:00 a.m. on April 6, 2020:

Call	1-800-894-0300
Enter	Enter your account number. Debit card numbers cannot be used to access Telephone Banking at People's United Bank.
Set up	Use the last four digits of your Social Security Number as your temporary password. You'll be asked to set a four-digit Customer Access Code (CAC) of your choosing. If you have joint account holders, you each must select a different CAC. If you are already a People's United Bank Telephone Banking customer, please enter your current Customer Access Code (CAC) when prompted, no need to set a new one.

For a special preview.

Simply call **1-800-894-0300** and enter the following when asked for your account number:
9999999999 (ten 9s)

You'll be connected to a special preview of the many functions and capabilities available beginning April 6, 2020.

For a demonstration of our loan telephone banking system, please call **1-800-525-1006**; choose option 1 and enter the following when asked for your account number:

7777777777 (ten 7s)

Personal Checking Accounts



At People's United Bank, we offer a variety of checking solutions that allow you to manage your everyday finances easily and conveniently. Below is information about your account at People's United Bank. To see our full range of account options, please visit us at [peoples.com](https://www.peoples.com) or stop by a branch.

Your personal checking account offers you:

- **Free** People's United Debit Card
- **Free** People's United Online Banking and Bill Payment
- **Free** Mobile Banking
- **Free** use of over 600 People's United Bank ATMs
- **Free** Telephone Banking

Please refer to the back of the accompanying letter for your new account name. See the enclosed **Retail Account Disclosure Booklet**, which includes the Consumer Deposit Account Agreement, Schedule of Deposit Account Charges, and Deposit Account Schedule of Interest for additional account information.

**Is your account
the right fit?**

**Beginning April 6, 2020,
visit your local branch to speak
with a banker if you feel another
checking account would be
a better option for you.**

Your New People's United Account Name	Balance/Activity Requirements*	Account Highlights
Plus Checking	<p>No monthly service charge:</p> <ul style="list-style-type: none"> When you maintain a minimum Daily Balance of \$1,000 or more in your Plus Checking account <p>OR</p> <ul style="list-style-type: none"> The account owner is 65 years or older <p>OR</p> <ul style="list-style-type: none"> You receive 1 or more electronic direct deposits of your pay or your federal benefit payment such as Social Security, into your Plus Checking <p>Otherwise, a \$10 monthly service charge will apply. (This fee will be waived for a limited time.)</p>	<ul style="list-style-type: none"> Access to over 600 People's United ATMs Cash Back Rewards¹ Free check images with Online and Mobile Banking Access to preferred rates on Plus CDs Access to complimentary linked Savings and Money Market accounts Free eStatements (you must re-enroll for eStatements in online banking); \$3 monthly fee for paper statements. This fee will be waived for a limited time. Does not earn interest
<p><i>Former Free for Life Checking accounts will continue to enjoy free basic check orders, no-charge paper statements and no monthly service charge for an extended period, subject to change at the bank's discretion.</i></p>		
Advantage Checking	<p>No monthly service charge when you:</p> <ul style="list-style-type: none"> Maintain a Combined Average Balance of \$7,500 or more² at People's United Bank <p>Otherwise, a \$25 monthly service charge will apply. (This fee will be waived for a limited time.)</p>	<ul style="list-style-type: none"> Free personal checks³ Free, unlimited use of non-People's United Bank ATMs⁴ Unlimited rebate of out-of-state ATM surcharges⁵ Free Cashiers Checks Free wire transfers Access to preferred rates on Plus CDs Access to complimentary linked Savings and Money Market accounts Free check images with online and mobile banking Free check images included in monthly statements. (You must re-enroll for this service) Does not earn interest
Advantage Plus Checking - Available only to accounts opened in Massachusetts branches	<p>No monthly service charge when you:</p> <ul style="list-style-type: none"> Maintain a Combined Average Balance of \$7,500 or more² at People's United Bank <p>Otherwise, a \$25 monthly service charge will apply. (This fee will be waived for a limited time.)</p>	<ul style="list-style-type: none"> Same benefits as Advantage Checking, plus tiered interest rates paid on the following balances: <ul style="list-style-type: none"> \$0-\$9,999.99 \$10,000-\$24,999.99 \$25,000-\$49,999.99 \$50,000+ Interest compounds daily and is credited monthly⁶
Student Plus Checking	<p>No monthly service charge:</p> <ul style="list-style-type: none"> If primary or secondary owner is age 23 or under <p>OR</p> <ul style="list-style-type: none"> You maintain a minimum Daily Balance of \$1,000 or more in your Student Plus Checking account <p>Otherwise, a \$10 monthly service charge will apply. (This fee will be waived for a limited time.)</p>	<ul style="list-style-type: none"> Two free ATM transactions at non-People's United ATMs per statement cycle⁷ Free check images with online and mobile banking Free eStatements (you must re-enroll for eStatements in online banking); \$3 monthly fee for paper statements. This fee will be waived for a limited time. Does not earn interest

Additional checking options available to you at People's United Bank.

People's United Bank Account	Balance/Activity Requirements*	Account Highlights
ePlus Checking	<p>No monthly service charge when you:</p> <ul style="list-style-type: none"> Complete ten (10) or more electronic payment transactions that post to your ePlus Checking account during your statement cycle <p>Otherwise, a \$10 monthly service charge will apply</p>	<ul style="list-style-type: none"> Access to over 600 People's United ATMs Cash Back Rewards¹ Free check images with online and mobile banking Preferred rates on Plus CDs Complimentary linked Savings and Money Markets Free eStatements Does not earn interest
Premier Advantage Checking	<p>No monthly service charge when you:</p> <ul style="list-style-type: none"> Maintain a Combined Average Balance of \$75,000 or more⁸ at People's United Bank <p>Otherwise, a \$30 monthly service charge will apply</p>	<ul style="list-style-type: none"> Free personal checks³ Free, unlimited use of non-People's United Bank ATMs⁹ Unlimited rebate of international and domestic ATM surcharges¹⁰ Free U.S. dollar wire transfers Free check images included in monthly statements. (You must re-enroll for this service) \$55 credit on safe deposit rental¹¹ Free Cashier's Checks Preferred rates on Plus CDs Complimentary linked Savings and Money Markets No annual fee for new Personal Credit Lines¹² 0.25% Home Equity Line of Credit discount with Auto Deduct¹³ Home Equity Line of Credit annual fee waived for 1st year¹³ Tiered interest rates paid on the following balances: <ul style="list-style-type: none"> \$0-\$24,999.99 \$25,000-\$49,999.99 \$50,000-\$99,999.99 \$100,000+ <p><i>Interest compounds daily and is credited monthly⁶</i></p>

Products and fees may vary by state. Visit your local branch for details.

* Please refer to the Schedule of Deposit Account Charges section of your **Retail Account Disclosure Booklet** for more information

¹ Actual merchant offers will vary by geographic area and will vary from time to time. Most cash back credits will be received by the next business day, but it could take up to a week depending upon the merchant.

² \$25 monthly service charge waived when you maintain a Combined Average Balance of \$7,500 or more in personal deposit or CD accounts, Home Equity or Home Equity Line of Credit balances and/or investments held at People's Securities, Inc.† (PSI) during your statement cycle. Insurance, annuities, and investments that you may have purchased through PSI that do not appear on your PSI account statement are not included in your Combined Average Balance.

³ Certain check styles are free. For all other styles, you will receive a \$15 credit each time you order checks from People's United Bank. Shipping and handling charges apply for Advantage Checking customers.

⁴ People's United Bank will not charge you when you use a non-People's United Bank ATM.

⁵ People's United Bank will rebate to you all domestic out-of-state ATM fees other banks may charge when making an ATM cash withdrawal. Tax reporting may apply.

⁶ Interest Rates are variable and subject to change without notice.

⁷ People's United will not charge you the first two times you use a non-People's United ATM each statement cycle to make a transaction against your checking account.

⁸ \$30 monthly service charge waived when you maintain a Combined Average Balance of \$75,000 or more in personal deposit or CD accounts, Home Equity or Home Equity Line of Credit balances and/or investments held at People's Securities, Inc.† (PSI) during your statement cycle. Insurance, annuities, and investments that you may have purchased through PSI that do not appear on your PSI account statement are not included in your Combined Average Balance.

⁹ People's United will not charge you a fee.

¹⁰ People's United will rebate to you all domestic and international ATM surcharges you may incur when making an ATM cash withdrawal. Tax reporting may apply.

¹¹ Safe deposit box contents are not FDIC insured. One \$55 credit toward the annual rental fee per household.

¹² Application and approval required.

¹³ Auto Deduct Rate: The 0.25% rate discount applies to Home Equity Line of Credit rates with auto deduct from a People's United checking account. If you receive a credit line, and you continue to make your payments using auto deduct from your People's United checking account, your margin will be .25 percentage points lower than if you do not meet this condition. If you do not meet this condition, your margin will be increased by 1/4 of 1% (0.25%). This will result in an increase in your interest rate and Annual Percentage Rate of 1/4 of 1% (0.25%). Rates are subject to change without notice. There is a \$75 annual fee, which is waived for the first year of the loan with this offer. All applications are subject to credit approval. Other terms and conditions apply. This offer may be withdrawn at any time.

Overdraft Protection

At People's United Bank, we offer tools to help you avoid overdrafts and overdraft fees. Plus, we offer solutions that provide you with the protection and coverage you need if an overdraft does occur.

If you have set up Overdraft Protection from a Savings account or Overdraft Line of Credit that service will continue. Overdraft protection from Savings will transfer the exact amount to cover your overdraft, subject to your available balance, and charge your Savings account any applicable fees (Please refer to the Schedule of Deposit Account Charges section of your **Retail Account Disclosure Booklet** for more information).

Please note that if you do not have enough funds to cover items presented for payment against your account, we will pay overdrafts at our sole discretion. We do not guarantee a standard coverage amount for your account, and we do not guarantee that we will always pay any type of transaction.

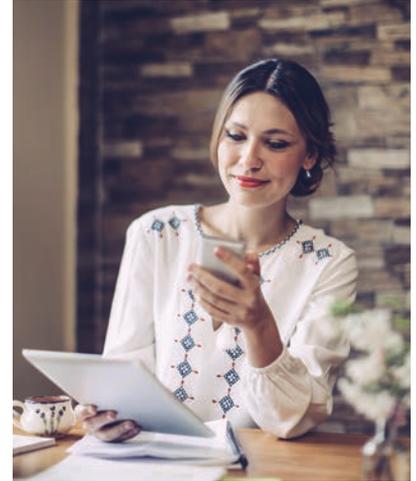
If you have granted United Bank permission to pay ATM and one-time debit card transactions, those elections will remain intact at People's United Bank. For more information, refer to the enclosed *Overdrafts and Overdraft Protection* brochure. This brochure will help you decide which services and plans are right for you. It also defines terms important for understanding the balance information we provide to you.

Your United Bank Overdraft Line of Credit

If you have an Overdraft Line of Credit, it will become a People's United Personal Credit Line. Overdraft protection from a Personal Credit line transfers as much as is needed up to the available balance to cover any overdrafts, subject to your credit line limits. There are no fees for transfers. You will receive information separately on the terms and conditions of your Personal Credit Line.

Funds Availability

In general, check deposits will be available the next business day, excluding those made on a Saturday and Sunday or federal holiday. For more information, see the Funds Availability Policy in the enclosed **Retail Account Disclosure Booklet**.



Bank from the palm of your hand.

People's United Bank mobile banking lets you bank wherever and whenever you want, right from your mobile device. It's easy, safe, and convenient. Just download our mobile app on or after April 6, 2020.

† Investment and Insurance Products:

- Not Insured by FDIC or any Federal Government Agency
- May Lose Value
- Not a Deposit of or Guaranteed by a Bank or any Bank Affiliate

Investment and insurance products are offered through People's Securities, Inc. a Broker/Dealer, member of FINRA and SIPC, an insurance agency and a registered investment advisor. People's Securities, Inc. is a subsidiary of People's United Bank, N.A. ("People's United").

Personal Savings and Money Market Accounts

Earn interest on your money while maintaining easy access to your funds with your People's United Bank savings account or money market account. Below is additional information about your account at People's United Bank. To see our full range of account options, please visit us at peoples.com or stop by a branch.

Tip: Beginning April 6, 2020, talk to us about how we can link your savings account to a checking account for added benefits.

Please refer to the back of the accompanying letter for your new account name. See the enclosed **Retail Account Disclosure Booklet**, which includes the Consumer Deposit Account Agreement, Schedule of Deposit Account Charges, and Deposit Account Schedule of Interest for additional account information.

Your New People's United Bank Account	Balance/Activity Requirements	Account Highlights
Statement Savings	<p>No monthly service charge:</p> <ul style="list-style-type: none"> When you maintain a Daily Balance of \$500 or more <p>OR</p> <ul style="list-style-type: none"> When the primary account owner is under 18 or over 65 years of age <p>Otherwise, a \$5 monthly service charge will apply. This charge will be waived for a limited time after conversion.</p>	<ul style="list-style-type: none"> A stand-alone savings account, and a great way to begin a savings program Earn interest on all your balances Interest compounds daily and is credited monthly¹
Advantage Savings	<p>No monthly service charge when you:</p> <ul style="list-style-type: none"> Maintain a linked open Advantage Checking Account <p>OR</p> <ul style="list-style-type: none"> Maintain a Daily Balance of \$500 or more in your Advantage Savings Account <p>Otherwise, a \$5 monthly service charge will apply</p>	<ul style="list-style-type: none"> Earn interest on all your balances Complimentary savings account linked to your Advantage Checking account Interest compounds daily and is credited monthly¹
Personal Money Market Checking NOT AVAILABLE FOR NEW ACCOUNTS	<p>No monthly service charge when you:</p> <ul style="list-style-type: none"> Maintain a Daily Balance of \$1,000 or more <p>Otherwise, a \$12 monthly service charge when you have paper statements or \$10 monthly service charge when you have eStatements</p>	<ul style="list-style-type: none"> Limited check-writing capabilities Up to 6 fee-free withdrawals/transfers per statement cycle Tiered interest rates paid on the following balances: <ul style="list-style-type: none"> \$0-\$2,499.99 \$2,500-\$9,999.99 \$10,000-\$24,999.99 \$25,000-\$49,999.99 \$50,000-\$74,999.99 \$75,000-\$99,999.99 \$100,000+ Interest compounds daily and is credited monthly¹

Your New People's United Bank Account	Balance/Activity Requirements	Account Highlights
Health Savings	<p>No monthly service charge:</p> <ul style="list-style-type: none"> When you maintain an Average Daily Balance of \$1,000 or more <p>OR</p> <ul style="list-style-type: none"> Have a linked Advantage Checking, Advantage Plus Checking, Premier Advantage Checking or Wealth Advantage Checking <p>Otherwise, a \$5 monthly service charge will apply</p>	<ul style="list-style-type: none"> A special account used to pay for current and future medical expenses while providing tax advantages to the owner No-fee HSA Debit card Free eStatements, (you must re-enroll for eStatements in online banking); \$3 monthly fee for paper statements². This fee will be waived for a limited time. Tiered interest rates paid on the following balances: <ul style="list-style-type: none"> \$0-\$4,999.99 \$5,000-\$49,999.99 \$50,000-\$99,999.99 \$100,000+ Interest compounds daily and is credited monthly¹
Retirement Money Market	<ul style="list-style-type: none"> No minimum balance requirements No monthly service charges 	<ul style="list-style-type: none"> An account that can be used to help you save for retirement Tiered interest rates paid on the following balances: <ul style="list-style-type: none"> \$0-\$2,499.99 \$2,500-\$9,999.99 \$10,000-\$24,999.99 \$25,000-\$49,999.99 \$50,000-\$74,999.99 \$75,000-\$99,999.99 \$100,000-\$249,999.99 \$250,000+ Interest compounds daily and is credited monthly¹

Please refer to the back of the accompanying letter for your new account name. See the enclosed **Retail Account Disclosure Booklet**, which includes the Consumer Deposit Account Agreement, Schedule of Deposit Account Charges, and Deposit Account Schedule of Interest for additional account information.

Products and fees may vary by state. Visit your local branch for details.

¹ Interest rates are variable and subject to change without notice.

² Monthly paper statement fee of \$3 waived if you are an owner of an open Advantage, Advantage Plus, Premier Advantage, or Wealth Advantage Checking Account.

Certificates of Deposit (CDs) and IRAs (Individual Retirement Accounts)



Your CD accounts will continue with the same rate and terms until maturity.

- A renewal notice will be sent to you 20 days prior to the maturity date of your CD. Confirmation notices will not be sent after renewal. For renewal information, simply call us or stop by your local branch.
- There will be a 10-day grace period, beginning on the maturity date for all CDs, during which changes may be made to the account.
- When available, non-IRA CDs that are "Plus CDs" will appear on your monthly combined checking statement; all other non-IRA CDs will receive a statement at the end of each calendar year.

IRAs

- Your IRA accounts will remain the same, and IRA distributions will continue as before.
- All IRA accounts will receive a quarterly statement, and they will no longer appear on your combined checking statement.

Attention IRA Plan Owners

People's United Bank, N.A. has become the Successor Custodian for your IRA plan.

- This designation does not change any of the other terms or conditions specified in the Custodial Account Agreement for your IRA.
- Your current beneficiary designation(s) remain in effect.
- You can continue to bank at our branches as you have in the past to transact on this plan and all other accounts you have with us.
- It's not necessary for you to sign or return anything to us to have this amendment notice apply to your IRA plan.
- We suggest you keep this booklet with the materials you received when you opened your IRA.

Loans

Including Home Equity Loans, Home Equity Lines of Credit, Personal Loans, Auto Loans and Mortgages.

No change • Your current credit line amount and terms and/or loan terms and conditions will remain the same.

Prior to April 4, 2020 • You will be notified of your new account number in a separate mailing.

NEW as of April 4, 2020 • Loan servicing telephone number: 1-800-525-1006.
• Address for mailing payments:
P.O. Box 205, Brattleboro, VT 05302-0205.

Third party loan payments • If you use a third party to make your loan payment, notify them of your new account number, payee and payment address.
• If your mortgage payment is made to a third party servicer and you currently mail your payment to an address other than P.O. Box 4142, Woburn, MA 01888-4142, continue to make your payment to the address noted on your mortgage statement.

Home Equity Line of Credit Checkbook • You will be mailed a supply of new checks.
• Use your current checks until you receive the new supply. Then, destroy your old United Bank line of credit checks.
• United Bank line of credit checks will continue to be processed through the end of April 2020.

Loan history • Loan history prior to April 4, 2020 will no longer be available online. Please refer to your past statements or call customer service at 1-800-525-1006 for assistance.

Statements • You will receive a statement in early May detailing account activity from January 1, 2020 through April 3, 2020. Keep this information for your records.
• Year-end history statements will no longer be provided. Save your monthly statements for your records.



Scheduled and recurring loan payments from non-United Bank accounts will not carry over and need to be re-established using a People's United account to fund the payment.

Additional updates

Account statements

Your account statements will have a new, easy-to-read look.

- Your final statement from United Bank will include account activity from your last United Bank statement date through April 3, 2020.
- For CDs and Retirement Money Markets: Owed interest from your last interest posting date to your next interest posting date will be paid on your next monthly cycle at People's United Bank.
- For all other interest-bearing accounts: Interest will be paid through April 5, 2020 on your final United Bank statement. The remaining interest for April will be paid in your next People's United Bank statement.



If you currently receive eStatements electronically, your eStatement preference will not be carried over and you will only receive paper statements. You can re-enroll in eStatements by logging into online banking on or after April 6, 2020 and then selecting "Documents" and "Change your document delivery methods."

Passbook accounts

Your account will convert to a statement account. Prior to conversion in mid-March, we will produce and mail to you an account statement for your passbook which will include any no-book transactions you may have made but that have not been updated to your passbook. If additional no-book transactions are made prior to April 3, 2020, a final statement will be produced on April 3, 2020.

Interest rates

Interest rates on your People's United Bank account are comparable to your United Bank account. You will be able to see the rate on your account after conversion by logging into online banking, viewing your statement, calling the call center or visiting a branch.

Check images

Check images are available for free through online and mobile banking. If you are converting into a Plus Checking, Student Checking, Health Savings Account (H.S.A.) or Personal Money Market Checking, there is a \$3 monthly fee to receive Check Images on your paper statement in addition to the \$3 paper statement fee. If you would like to receive Check Images on your statement, you will need to contact the call center or visit a branch to make an election to receive Check images on your paper statements.

Alternate seasonal addresses

If you have a seasonal address on file, your instructions will transfer but only for the next time they're scheduled to be in effect.



After that, when it's time to switch addresses, you will need to complete a new seasonal address form at your local People's United branch.

Wire Transfers

- Incoming wire transfers on or after April 4, 2020 should be directed to People's United Bank as follows:
 - **Domestic:** Provide the People's United Bank RTN 221172186, your account number and your name as it appears on the account.
 - **International:** Provide SWIFT address PESBUS33, your account number and your name as it appears on the account.
- For outbound wire payments originated at a branch, you will need to provide your full wiring instructions.
- Wire fees will be charged to accounts at end of day, not at the time of occurrence.



Building Financial Confidence Since 1842



We know you have a choice of banks. Why us? It's simple really; it starts with our values, our attitude and our way of doing business. No two customers' needs are the same, and neither is our approach. We pride ourselves on our ability to be a full-service bank that views each customers' financial health through a holistic lens, not a transactional one.

For our customers

It means the confidence of working with an experienced and trusted partner – the commitment and capability of the individuals and teams who serve you. It means knowing that your banking, credit and wealth needs will be professionally addressed through long-term relationships and solutions that make a difference.

For our communities

It means a stable local presence with a history of consistent investment and engagement. It means contributing to build a community that is greater than the sum of the individuals in it.

The result is simple – financial well-being, customized to help every customer achieve their unique financial and personal goals.

We're here to help if you have questions or need assistance.

For more information or to connect directly:

 [peoples.com/info](https://www.peoples.com/info)

 Call our conversion hotline at 1-800-867-5295
7 days a week 7:00 a.m. – 11:00 p.m. ET

 Visit your nearest branch.
Go to [peoples.com/branches](https://www.peoples.com/branches) to find
a location near you.

