



## **Sussex Bank & Community Bank of Bergen County Merger Frequently Asked Questions**

**Q. When was the merger completed?**

A. January 4, 2018.

**Q. How will this merger affect my ability to transact business with Sussex Bank and Community Bank of Bergen County?**

A. There will be no change until our operating systems are consolidated on March 26, 2018. You should continue to make payments and deposits at your respective branch locations.

**Q. How will the bank merger impact customers?**

A. Customers will experience minimal changes in their day-to-day banking. Given the similarities between the banks' business models, we anticipate a smooth transition. In fact, we anticipate a more comprehensive scope of services offered by both banks.

**Q. Will Community Bank of Bergen County locations be changing their name to Sussex Bank?**

A. All branch locations will continue to operate under their existing names until further notice.

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

A. If there are any account changes, customers will receive direct communication in advance along with detailed instructions to ensure a smooth transition. In the event there are any duplicate checking account numbers, we will provide those customers with a complimentary order of new checks to reflect this change.

**Q. Will I need new checks and/or deposit slips?**

A. You may continue to use your existing checks and deposit slips.

**Q. Will this affect my direct deposit?**

A. There will be no changes to your direct deposit at this time.

**Q. Will my online banking, bill pay or debit card services change?**

A. There will be no changes to your services at this time.

**Q. Will any branch or customer support hours change?**

A. There will be no change in branch or customer support hours.

**Q. Will my funds availability change?**

A. Your funds availability will stay the same until further notice.

**Q. Who can I contact with any additional questions?**

A. Contact your local branch personnel or Commercial Loan Officer with any additional questions.