



April 9, 2021

Dear Valued Customer,

We want to let you know that we have changed the date to roll out our new banking system.

On Monday, May 3, 2021, the new mobile app will be available for download, and with this change, we will also include the rollout of a brand-new product, SmallBizPay. This new feature will allow customers to use their Small Business Bank mobile app to manage credit card payments right in their bank account. We will be sharing more about SmallBizPay very soon.

For our new schedule, we will migrate our internal banking system beginning at 5 p.m. central time April 30, 2021. **We anticipate that banking services will be temporarily unavailable starting at 5 p.m. central time on April 30th and continuing until 9 a.m. central time on Monday, May 3rd.**

SBB Pay customers may continue to make payments until 5 p.m. Central Time on April 28, 2021. Please plan ahead and submit any payments needed before 5 p.m. on April 28th. If you have payments scheduled after April 28th, you will need to reschedule these payments in the new mobile app beginning May 3rd. Payees and payments will not automatically transfer to the new mobile app.

We apologize for the delay but are excited for our customers to begin to use the new banking tools that we've built just for you.

Thank you for your business, and for allowing Small Business Bank to help with your banking needs.

Sincerely,

Customer Service Support Team
Small Business Bank