

We're delighted to have you join the First Bank family.

In December 2022, we announced the purchase of Malvern Bank. We're in the process of finalizing the transition of your accounts, and on September 11, 2023, we'll begin to serve you as First Bank. As a customer of First Bank, you'll find our focus is on providing the highest level of customer service. We've built our success by helping individuals, families and businesses reach their goals, with a community banking philosophy that always puts our customers first.

A smooth transition.

Right now, please continue to bank just as you always have.

At 3:00pm on Friday, September 8, 2023 (also known as the Conversion Date in the enclosed catalog), Malvern Bank branches will close for conversion. Over the weekend, your current accounts will convert to similar accounts at First Bank. To help ensure a smooth transition, we've included detailed information on what you can expect and any actions you may need to take.

- This letter contains a listing of your accounts along with their new First Bank product names as of Monday, September 11, as well as information about what to expect over the transition weekend.
- Read the enclosed *Welcome Guide* to learn more about the features of your new accounts in addition to the services and resources available to you at First Bank.
- Review the *Disclosure Booklet* for the terms and conditions that will apply to your accounts at First Bank.

We're here to help.

This is an exciting time for all of us. We're confident that you will enjoy all that First Bank has to offer!

If you have any questions, please contact us at 833.634.6132, stop into your local branch, or visit www.firstbankpa.com. Again, we look forward to continuing to serve your banking needs and our communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick L. Ryan".

Patrick L. Ryan
President and CEO
First Bank



Please visit www.firstbankpa.com periodically for the most up-to-date information to assist you through the transition.

Key Dates and Information

<p>Thursday, September 7</p>	<ul style="list-style-type: none"> • Mobile Deposit • Online Banking 	<ul style="list-style-type: none"> • Malvern Bank Mobile Deposit will be disabled at 3:00pm • Scheduled recurring online banking transfers will be disabled at 10:00pm. You will be able to recreate them on First Bank Online Banking beginning Monday, September 11
<p>Friday, September 8</p>	<ul style="list-style-type: none"> • Branches 	<ul style="list-style-type: none"> • IMPORTANT: ALL MALVERN BANK LOCATIONS WILL CLOSE AT 3:00 PM ON FRIDAY, SEPTEMBER 8 • PLAN AHEAD: We encourage you to do any banking you may have prior to 3:00pm on Friday. Branches may experience longer lines and extended wait times
	<ul style="list-style-type: none"> • Electronic Banking • Bill Pay 	<ul style="list-style-type: none"> • Online Banking will become unavailable as of 3:00pm • Your Malvern Bank Mobile Banking app will no longer work as of 9:00am • Bill Pay will be disabled at 9:00am
<p>Saturday, September 9– Sunday, September 10</p>	<ul style="list-style-type: none"> • Branches • ATMs 	<ul style="list-style-type: none"> • IMPORTANT: ALL MALVERN BANK BRANCH LOCATIONS WILL BE CLOSED • Malvern Bank location ATMs will be available for use over conversion weekend, and Malvern Bank ATM/Debit card holders will not incur service charges for withdrawals
<p>Monday, September 11</p>	<ul style="list-style-type: none"> • Branches and Electronic Banking 	<ul style="list-style-type: none"> • Malvern Bank ATM/Debit cards will stop working at 2:00am • First Bank ATM/Debit cards will begin working at 5:00am • Malvern Bank branches will open as First Bank branches • All branch locations will be open regular business hours • First Bank Online Banking will be available after 9:00am • First Bank Call Center will be available at 877.821.2265, from 8:30am - 10:00pm Monday - Friday, 8:30am - 5:00pm Saturday, 9:00am-5:00pm Sunday

[ATMs and Debit Cards](#)

Malvern Bank location ATMs will be converted to First Bank ATMs prior to conversion weekend and will be available for surcharge-free use. Beginning September 11, you will have access to any of the 55,000 surcharge-free ATMs on the Allpoint network. You can find Allpoint locations by using the Branch & ATM locator on our website or visiting www.allpointnetwork.com.

You will receive a new First Bank ATM/Debit Card prior to conversion weekend. Your new card can be activated any time after you receive it. However, you will not be able to utilize your new card for transactions until 5:00am on Monday, September 11. Until that time, please continue to use your existing card and PIN. Your Malvern Bank ATM/Debit Card will work throughout the system conversion weekend; however, transaction limits may be different.

[Online Banking](#)

The Malvern Bank Online Banking system will no longer be available beginning Friday, September 8, at 3:00pm. Scheduled recurring online banking transfers will be disabled on Thursday, September 7 at 10:00pm. Please be sure to download any history or statements you may need prior to this time. You will be able to access First Bank's Online Banking system on Monday, September 11 at 9:00am.

First Bank's Online Banking is nearly identical to Malvern Bank's, with separate modules for Personal and Business customers. Online Banking for personal accounts and business accounts will be accessible from our website homepage at www.firstbankpa.com.

Please note that, as a security measure, Online Banking users who have not logged in to Online Banking over the previous six-month period must re-enroll for access to Online Banking.

ACTION REQUIRED: First Time Login Instructions

All customers will be required to establish Multifactor Authentication (MFA) as an extra layer of security upon initial login.

Personal customers: All user profiles will carry over to the new system. For specific information on your first time login, please refer to the accounts letter you received or contact your local branch.

Business customers: All user profiles will carry over to the new system. For specific information on your first time login, please refer to the accounts letter you received or contact your local branch.

[Bill Pay](#)

Personal customers: Payees, scheduled payments, and Bill Pay history from your Malvern Bank Online Banking system will carry over to First Bank.

Business customers: Great news - First Bank Business Online customers have access to Online Bill Pay. See important information on the last page.

[Automatic Transfers](#)

Personal customers: Malvern Bank internal account-to-account recurring automatic transfers will convert over to First Bank. One-time transfers with an effective date after September 8 will need to be recreated after accessing First Bank's Online Banking for the first time. External transfers and external accounts will need to be reestablished in First Bank's Online Banking system.

Business customers: Account-to-account recurring automatic transfers will not convert and will need to be recreated.

[Mobile Banking](#)

ACTION REQUIRED: Download the First Bank Mobile App

Malvern Bank mobile deposit will be disabled on Thursday, September 7 at 3:00pm, and the Malvern Bank mobile app will no longer work as of Friday, September 8 at 9:00am. You may download the First Bank mobile apps at any time before and after conversion; however, you will not be able to sign up in the app until Monday, September 11 at 9:00am. In order to access First Bank mobile banking, you will need to download the appropriate First Bank mobile app from the Apple Store or Google PlayStore.

There are two separate mobile apps available: FB OnTheGo-Retail for personal accounts and FB OnTheGo-Business for business accounts.

Please refer to the Online Banking first-time login instructions above to sign into mobile banking for the first time.

Quickbooks and Quicken

More information on converting your Quicken/Quickbooks products can be found on our website. Visit www.firstbankpa.com for instructions.

Statements

You will receive two statements in September — one will be a final statement from Malvern Bank with activity up to and including September 8, and one will be from First Bank on your new statement cycle. First Bank statement cycles are on the 15th and 30th of each month.

eStatements

All Malvern customers will need to re-enroll in eStatements on the First Bank Online Banking system and accept First Bank's Terms & Conditions.

Telephone Banking

Malvern Bank Telephone Banking will stop working at 3:00pm on Friday, September 8. You will be able to begin using the First Bank Telephone Banking system at 9:00am on Monday, September 11. For specific information on your first time login to Telephone Banking, please refer to the accounts letter you received or contact your local branch.

Additional Information for Our Business Customers

Cash Management Customers

Business customers who currently have cash management services have been assigned a dedicated banker to ensure a smooth transition.

Online Banking for Business Customers

All user profiles will carry over to the new system. For specific information on your first time login, please refer to the accounts letter you received or contact your local branch.

Bill Pay for Business Customers

First Bank offers free Bill Pay for business customers. To set up Business Bill Pay, you must be a user of First Bank Business Online Banking.

ACH Originators

ACH Origination file transmission will no longer be available beginning Wednesday, September 6 at 3:00pm. Recurring ACH transactions will need to be setup on First Bank Online Banking. Pre-existing NACHA-formatted templates will carry over to the First Bank system. ACH files cannot have an effective entry date past September 8, 2023.

Remote Deposit

There will not be any interruption or changes to the current remote deposit system at this time. You may continue to make deposits as you normally would.

Online Wire Transfers

Online wire transfers will no longer be available beginning Thursday, September 7 at 4:00pm. Any wires with effective dates scheduled past this date will not occur and will need to be set up upon completion of conversion. Recurring scheduled wires will need to have the first occurrence reestablished on First Bank Online Banking, which will be available on Monday, September 11 at 9:00am.