



FAQ's

Q. Will there be any immediate changes?

A. Currently, the most noticeable change for customers is the bank's name and signs. However, we look forward to a technology upgrade on April 22, 2024, that will continue to bring improvements to your Digital Banking experience, as well as the introduction of new products and services.

Q. In the interim, until the technology upgrade, can I do my banking at any CBI Bank & Trust location?

A. No. We encourage you to continue to use your regular (former SENB Bank) office for all your banking needs until April 22, 2024.

Q. Will account numbers change?

A. We will work hard to minimize any changes to account numbers.

Q. Will I get a new debit card?

A. Details about debit cards will be provided in the coming months. Continue to use your current card until you are notified of a change.

Q. What about loans, CDs, and IRAs?

A. There will be no changes to the rates or terms you currently have.

Q. Will my deposits continue to be insured by the FDIC?

A. Yes. Your deposits continue to be FDIC insured up to the applicable limits allowed by law.

Q. How will the merger affect my deposit coverage if I had deposits at both SENB Bank and CBI Bank & Trust prior to the merger?

A. Deposits from both banks are separately insured for six months after the date of the merger. This grace period gives depositors the opportunity to restructure his or her accounts, if necessary.

CDs (including IRA CDs) at SENB Bank and CBI Bank & Trust are separately insured (up to applicable limits) until the earliest maturity date after the end of this six-month grace period. CDs that mature during the six-month period are renewed for the same term and in the same dollar amount (either with or without accrued interest) continue to be separately insured until the first maturity date after the six-month period. If a CD matures during the six-month grace period

and is renewed on any other basis, it would be separately insured only until the end of the six-month grace period.

Q. What about Direct Deposit or Automatic payments?

A. Both will continue without interruption.

Q. Can I still use my Online Banking and Mobile Banking?

A. Yes. There will be no changes until the upgrade on April 22, 2024. We will continue to notify and educate customers before this transition.

Q. Will any banking centers be closed?

A. No.

Q. Will the staff be the same at the banking center?

A. Yes.

Q. I would like to learn more about CBI Bank & Trust and the CBI banking family.

A. Great! We have a corporate profile of our parent company, Central Bancshares, Inc. for your review available on our bank website at <https://online.flipbuilder.com/pejy/ufhn/>. It provides a good general summary of our organization. Our bank website, at www.cbibt.com, has additional information including details on our current products and services.