



WELCOME GUIDE

Important Information About Changes to Your Account

[Terms and Services for Customers of
Farmers and Merchants Marianna Branch](#)



ARMOR
BANK



Welcome to Armor Bank!

As you may be aware, in October of last year Armor Bank entered into an agreement with Farmers and Merchants Bank to purchase its Marianna Branch including the existing loans and deposits. We are excited to bring local bank ownership back to Marianna, and we want to take this opportunity to welcome you to Armor Bank! We are proud to have you as our future customer and want to make certain you receive the quality of service and personal attention you deserve.

As part of this transaction, your Farmers and Merchants accounts will be converted to Armor Bank's banking systems beginning at the close of business on Friday, February 19, 2021, and continue over the weekend. Your branch will reopen on Monday, February 22, 2021, as Armor Bank. Our goal is to make this transition as seamless and undistruptive as possible so that you can begin to enjoy the products and services we have to offer.

In this Welcome Guide you will find details about the transition including important changes to deposit accounts and other services that will take place, as well as [Key Dates to Remember](#). Please take some time to review this important and time-sensitive information and keep it with you as a reference throughout the next few weeks.

Armor Bank is a full-service community bank currently with seven existing locations throughout Central and Eastern Arkansas. Armor Bank is a financially strong community bank established by local individuals and businesspeople to provide local banking to their customers.

Our mission is to provide quality financial products and services, to create value for our customers, and to serve our communities with integrity and pride. We are active in our communities because we believe that for us to be successful, our communities must be supported. You will be banking with a strong and secure institution that will work hard to earn your trust and loyalty every day.

Customer satisfaction is a top priority at Armor Bank. We will strive each day to exceed your expectations. In all circumstances, we have local bankers ready to assist with any questions or uncertainties that you may have. The local bankers that you know in the Marianna market stand ready to assist and look forward to continuing to serve your banking needs. If you have any questions, please contact the team at (870) 295-3421.

We look forward to serving your banking needs!

Chad May - CEO of Armor Bank





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Conversion Details and Important Changes to Your Accounts and Services

Our system conversion and changes to your account terms and services will take place beginning at the close of business at 5:00 pm on Friday, February 19, 2021, through Sunday, February 21, 2021. During this time, there is nothing you need to do. On Monday, February 22, 2021, you may notice some differences in the way you access your accounts with us as outlined in this Welcome Guidebook.

Debit Cards

Will I receive a new debit card?

Yes. Your Farmers and Merchants debit card will be replaced with an Armor Bank VISA™ Debit Chip Card. Prior to February 19th, you will receive your new card in the mail. Within two to three days after that you will receive your new PIN number in the mail. Please keep your new Armor Bank VISA™ Debit Chip Card and PIN number in a secure place until it is time to activate your new card.

When will my Farmers and Merchants debit card expire?

You can continue to use your Farmers and Merchants debit card until it expires at 5:00 pm on Friday, February 19th. We recommend that you destroy your Farmers and Merchants card at that time.

When can I begin to use my Armor Bank VISA™ Debit Chip Card?

You can activate and begin to use your Armor Bank VISA™ Debit Chip Card after 5:00 pm on Friday, February 19th. **You must activate your card prior to use.**

How do I activate my new Armor Bank VISA™ Debit Chip Card?

Instructions for how you can activate your card and change your PIN will be included with your new card. Please keep these instructions with your card in a secure place until you can activate the card after 5:00 pm on Friday, February 19th.

What are the withdrawal and Point of Sale (POS) limits on my new Armor Bank VISA™ Debit Chip Card?

Your new card limits will be \$1000.00 for POS and \$300.00 for ATM cash withdrawals per day. Please work with your local branch on or after Monday, February 22nd to discuss any changes to your card or limits.

Please note: Transactions conducted after 5:00 pm on Friday, February 19th, through 10:00 pm Saturday, February 20th, may be approved based on your offline limit of \$300.00 ATM and \$300.00 POS. This could result in an overdraft if your account balance is not sufficient to cover the transactions conducted during this time period.



Where will I be able to use my Armor Bank VISA™ Debit Chip Card?

After the initial activation, you may use your new Armor Bank VISA™ Chip Debit Card at any retail or online merchant that accepts Visa, at any Armor Bank ATMs. Our Armor Bank ATM locations can be found on page 13 of this Welcome Guide or refer to our website at www.armor.bank.

Will I need to change automatic payments tied to my Farmers and Merchants debit card?

Yes. You will need to notify these vendors that charge your account based on your debit card number. You will need to provide them your Armor Bank VISA™ Chip Debit Card number for payments due on or after Friday, February 19th.

Your Deposit Accounts

Will my Farmers and Merchants checks that I currently use still work?

Any checks written on or before February 19th will be considered valid (assuming sufficient funds in the account). After that date you will need to use Armor Bank checks that will be mailed to you free of charge prior to the conversion. Armor Bank has a different bank routing (ABA) number than Farmers and Merchants Bank, so your existing Farmers and Merchants checks that are written after February 19th will no longer be valid at that time. **Armor Bank's routing (ABA) number is 284170141.**

Will I get new checks?

Yes. Armor Bank will send one package of new checks free of charge on all checking accounts prior to the conversion. Be on the lookout to receive these in the days leading up to February 19th.

Will my Checking, Money Market and Savings Account number(s) change?

Yes. Although almost every account will maintain the same base numbers as the existing account number, most will have a few digits added to the beginning of the account number. You will receive a separate mailing indicating your new account number. For those customers receiving new checks from Armor Bank's check vendor, Harland Clarke, your new account number will be included in that mailing.

Will anything change on my Certificate(s) of Deposit (CDs) and Individual Retirement Accounts (IRAs)?

Yes. Your account number will change in a similar manner as the checking, money market and savings accounts described above. You will receive a separate mailing indicating your new account number.



Will my Draft/Direct Deposit or Automated Clearing House (ACH) entries be affected?

Yes. Any transactions such as auto drafts, direct deposits or ACH's that are linked to your Farmers and Merchants account will need to be updated with your new Armor Bank account information. Armor Bank has a different routing number than Farmers and Merchants Bank, and your account number will be different as well. Please update your information with your payees, employer, etc. for any transactions that will be scheduled after the conversion date of Friday, February 19, 2021. Beginning Monday, February 22, 2021, auto drafts, direct deposits and ACH transactions will need to be directed to your new routing number and account information with Armor Bank. We encourage you to verify that ACH transactions scheduled for the week of conversion have been made with your payees.

Do I need to do anything if I receive Social Security Benefits?

If your social security benefits are received by direct deposit, please notify the social security office of your new routing and account number. Beginning February 20, 2021, direct deposits need to be made to your account information with Armor Bank. Be sure to allow enough time to process the change prior to the conversion on February 19, 2021.

Will I still have Overdraft Protection?

If you currently have overdraft services, it will transfer; however, the terms and conditions may have changed. Details about your new program fees can be found on page 10 in this Welcome Guide and additional details are included in the enclosed disclosure.

If you have any questions, our team at Armor Bank is ready to help you by calling us at (870) 295-3421, or visit any Armor Bank office where we can assist you in person.

Interest on Accounts

How will my interest be paid on my Checking and Savings account(s)?

Your interest accrued with Farmers and Merchants Bank will be paid on your final statement from Farmers and Merchants Bank. Your interest will then begin accruing with Armor Bank immediately after your final statement from Farmers and Merchants Bank on conversion weekend.

Fixed Interest Rate

A fixed interest rate will be paid on CDs and IRAs per your stated current Farmers and Merchants terms and conditions until maturity. You will receive a maturity notice prior to the CD maturity/renewal. Following the maturity, you will have 10 days to either renew the existing CD at Armor Bank's current rates for the term of the CD or select another option. See the enclosed Terms and Conditions for important disclosures and any additional details.



Electronic Banking

Will I receive detailed instructions on Online Banking enrollment and features?

Online banking customers will receive additional information in the mail and through email regarding their online accounts prior to Friday, February 19th. Please read the information thoroughly. This information will include changes to your online banking credentials.

Will my Online Banking automatically convert?

Online Banking WILL NOT automatically convert. You will need to enroll in Armor Bank Online Banking and be approved for security purposes.

When and how do I enroll in online banking?

Beginning Monday, February 22nd, you may enroll in Armor Bank Online Banking by following the instructions in the special mailing. You can expect special assistance from our Armor branch staff on Monday, February 22nd and thereafter if you need assistance.

Can I use Mobile Banking?

Yes, you can use mobile banking once you are enrolled in Online Banking. Armor Bank offers Mobile Banking which allows you to view account history and balances, make deposits, make transfers between your Armor Bank accounts 24 hours a day, 7 days a week and also includes Bill Pay. You can download the Armor Bank smart phone app and begin accessing Mobile Banking on Monday, February 22nd. The app is available for both Android and iOS operating systems and can be found in the iPhone app or Google play store.

When is the last day I can send a Bill Pay payment through Farmer and Merchants?

February 8, 2021, is the last day you can pay a bill through Farmers and Merchants Bill Pay. For payments scheduled during the conversion weekend, please check with your payees to ensure payments are received.

What do I need to do with my Bill Pay Payees list and Bill Pay transaction history?

Before February 19, 2021, at 5:00 pm you need to print out your list of Bill Pay payees and Bill Pay Transaction history and store in a secure place. The Farmers and Merchants branch team is available if you need assistance.



Do I need to sign up for Armor Bank Bill Pay?

After you have signed into online banking, you can easily enroll for Armor Bank Bill Pay. Bill Pay is accessed through Armor Bank Online Banking by simply clicking on the option for Bill Pay and following the on-screen prompts. Your current payees, recurring payments and payment categories on Farmers and Merchants Bill Pay **WILL NOT** transfer to the Armor Bank Bill Pay system with this conversion. As a result, you will need to set up your payees in the Armor Bank Online Bill Pay system and you will also need to re-enroll for any bills delivered via Electronic Bill Presentment.

If you need assistance, please visit your Armor Bank office or call (870) 295-3421.

We strongly recommend you print or save any Farmers and Merchants history and other information you may need for your records prior to Friday, February 19th. Transaction History will begin on the Armor Bank Bill Pay system on Monday, February 22nd.

Do you have Telephone Banking?

Armor Bank offers Telephone Banking, and you will be able to begin using it on Monday, February 22nd. The number for Armor Bank's Telephone Banking is **877-673-5543**.

Does Armor Bank offer Remote Deposit Capture?

Yes. Armor Bank offers Remote Deposit Capture for business customers. If you would like to set up Remote Deposit Capture for your business, please contact Armor Bank after Monday, February 22nd to set up a time for our bankers to provide information and training on the Armor Bank Remote Deposit Capture system.

Does Armor Bank offer Mobile Banking for Business?

Yes. The Armor Bank Business smartphone allows you to view account history and balances, make deposits and make transfers between your Armor Bank accounts 24 hours a day, 7 days a week. You can download the Armor Bank Business smart phone app and begin accessing Mobile Banking on Monday, February 22nd. The app is available for both Android and iOS operating systems and can be found in the iPhone app or Google play store.

Bank Statements

When will I receive my bank statement(s)?

For personal and business statements, you will receive a final Farmers and Merchants statement with account activity through Friday, February 19th.

For personal statements, your first Armor Bank statement following the February 19th transfer will be processed on or around March 15th.

For business statements, your first Armor Bank statement following the transfer on February 19th will be processed on Friday, February 26th. Cut off dates for business statements will be the last business day of each month.



Can I sign up for Electronic Statements?

You will need to elect for electronic statements when setting up Armor Bank Online Banking. You can view activity on your online banking account (if activated) beginning Monday, February 22nd. If you are not currently receiving your statements electronically, you can sign up for electronic statements through Armor Bank Online Banking.

All electronic statements are produced on the cycle date specific to your account. Please sign in to your Armor Bank Online Banking to view statements.

Loans

Will anything change with my Loan Accounts(?)

There will be no changes to the rate or term of your loan as a result of this conversion. You can continue to make payments in person at your branch, through mail, ACH or wire transfer. Similar to the deposit accounts, your loan account number will change as well.

Your current account number will likely change slightly by adding digits to the beginning of the number. You will receive information about your new account number prior to conversion in a separate mailing.

Beginning Monday, February 22nd, you can call any Armor Bank location to set up auto draft if desired. Please use the following information:

By Mail:	Armor Bank 33 W Main Street Marianna, Arkansas 72360
By ACH:	Armor Bank ABA # 284170141 Account Number: Your Armor Bank loan number
By Wire Transfer:	Armor Bank ABA # 284170141 Account Number: 130820001 Further Credit To: Your Armor Bank loan number

Other Services

What will happen to my safe deposit box?

You will keep your existing Safe Deposit Box. At the time of annual renewal, we will send you a renewal notice. Please see our Fees and Services Schedule on page 10 for our annual rental fees.

Will I still have access to Night Drop services?

Night Drop services will continue uninterrupted. A bank representative will contact you about setting up a new contract.

If I want to do Bank by Mail what do I need to do?

Mailing of transactions will continue uninterrupted. You can mail to 33 W Main Street, Marianna, Arkansas 72360.



Account Summary Guide

At the close of business on Friday, February 19th, your current account(s) will be converted to Armor Bank. As previously outlined in this Welcome Guidebook your account type and its features may be updated. Please refer to the information beginning on page 11, which shows current accounts that will have changes. Affected accounts are shown in the first column. In the next two columns, you will find the new account name and its terms and features. For detailed information regarding your new account, please refer to the Terms and Conditions enclosed with this guidebook.

If you have any questions, our team at Armor Bank is ready to help you by calling us at (870) 295-3421, or visit one of our Armor Bank offices.

FEE CHART

Account Activity Printout	\$2.00 Per Page
Account Research & Balancing Assistance	\$28.00 Per Hour
ATM 1st 2 cards	No Charge
ATM Additional Cards	\$10.00 Each
ATM Debit w/ AB Card at Non-AB Machine	No Charge
ATM Debit w/ Non-AB card at AB Machine	\$2.00 Per Transaction
ATM Replacement Card	\$10.00
Cashier's Check	\$5.00 Per Check
Check Cash (Not On Us Check)	\$5.00 Per Check
Closing Account Within First 60 Days	\$25.00 Per Request
Direct Teller 877-673-5543	No Charge
Dormant Account Charge	\$5.00 Per Account Per mo.after 12 mos. inactivity
Fax Service Fee	\$3.00 Per Page
Garnishment	\$50.00
Insufficient Funds/Overdraft	\$30.00 Each
Lamination - Legal Size	\$3.00 Per Request
Lamination - Letter Size	\$2.00 Per Request
Levy on Account	\$50.00
Paper Statement	Refer to TSD
Photocopy Fee	\$.50 Per Page
Research Copies	\$2.00 Per Page
Return Deposited Item	\$5.00 Per Item
Safety Deposit Box Drilling	Determined by Federal Protection
Safety Deposit Box Lost Key	\$20.00 Per Key
Safety Deposit Box Rent ("10x10")	\$65.00 Per Year
Safety Deposit Box Rent ("3x5")	\$20.00 Per Year
Safety Deposit Box Rent ("3x10")	\$30.00 Per Year
Safety Deposit Box Rent ("5x5")	\$35.00 Per Year
Safety Deposit Box Rent ("5x10")	\$40.00 Per Year
Safety Deposit Box Rent ("7x10")	\$50.00 Per Year
Stop Payment	\$30.00 Each
Wire Transfers - Domestic Incoming	No Charge
Wire Transfers - Domestic Outgoing	\$25.00 Per Wire
Wire Transfers - International Incoming	\$40.00 Per Wire
Wire Transfers - International Outgoing	\$50.00 Per Wire



DEPOSIT MAPPING

Farmers and Merchants Bank >>> Armor Bank

Your Account Was:	Your Account is Now:	Features of the Armor Account:
Green Checking Platinum Checking	Armor Freedom Checking	Unlimited check writing; Free Online Banking; Free E Statement; Free Bill Pay; Free Direct Deposit; Free Debit Card; \$2 fee per month paper statements; \$100 min. to open
Silver Checking	Armor Interest Checking	All one tier; Earns interest; Unlimited check writing; Free Online Banking; Free E Statement; Free Bill Pay; Free Direct Deposit; Free Debit Card; \$1000 min. bal. or \$10 monthly fee
Gold Checking	Armor Gold Checking	59.5 years of age or older; No monthly service fee; Unlimited Check writing; FREE EStatements or Imaged Paper Statements; 50 free checks; 20% Discount on Safe Deposit Boxes; Pharmacy/Vision discount cards; Additional benefits including ID Protection and Cell Phone insurance; \$100 min. to open
Money Market	Armor Money Market	Tier 1 = \$250-\$24,999 Tier 2 = \$25k-\$249,999 Tier 3 = \$250k-\$399,999 Tier 4 = \$400k+ \$2,500 min. to open; \$2,500 min. bal. or \$10 fee; \$6 fee per debit over six per month
Simple Savings	Armor Regular Savings	No charge for up to nine debits per quarter; \$6 fee per debit over nine per quarter; Compounded quarterly; Quarterly paper statements; \$100 min. to open; \$100 min. bal. or \$6 fee quarterly
Lucky Duck Super Savings	Armor Young Savers	25 years of age or younger; No charge for up to nine debits per quarter; \$6 fee per debit over nine per quarter; Earns interest on balance over \$100; Compounded quarterly; \$10 min. to open; Quarterly paper statements;
Christmas Club	Armor Christmas Club	Distributions in late October; \$10 min. to open
Small Business Checking Commercial Business Checking Bronze Checking	Armor Business Checking	\$100 minimum to open; No interest paid; 100 checks per month; 10 cents/check over Free Online Banking; Free E Statement; Free Debit Card; No charge for paper statements
Business Interest Checking Public Funds	Armor Business NOW Checking	\$100 minimum to open; Interest paid; \$600 min. bal. or \$10 monthly fee 100 checks per month; 10 cents/check over Free Online Banking; Free E Statement; Free Debit Card; No charge for paper statements



Key Dates to Remember at a Glance

Receive Online Banking/Bill Pay information in mail:	Prior to February 8
Receive Armor Bank VISA™ Debit Chip Card:	Prior to February 8
Receive PIN in mail:	2-3 days after card is received
Last day to schedule online payments through F&M Bank:	February 8
Print list of Bill Pay Payees:	Prior to February 8
Conversion Weekend:	February 19th-21st
Farmers and Merchants Bank Final Statement:	February 19 th , end of business day
Begin to use Armor Bank debit card:	February 19 th , after 5:00 pm
Destroy Farmers and Merchants Bank debit card:	February 19 th , after 5:00 pm
Begin to use Armor Bank Online and Bill Pay:	February 22
Begin using Armor Bank Mobile Banking:	February 22
Armor Bank business statements mailed:	Last Day of the Month
Armor Bank electronic statements are available:	Vary based on acct
Armor Bank personal statements are mailed:	March 15 th

Questions?

We hope this information has been helpful in guiding you through our upcoming conversion. We look forward to having you as our customer and continuing to serve all your financial needs.

If you have any questions, our team at Armor Bank is ready to help you by calling us at (870) 295-3421, or visit one of our Armor Bank offices.



Armor Bank Branch and ATM Locations

In addition to your new Armor Bank branch, you will now have the following Armor Bank locations and ATM's to conduct your banking:

Forrest City

715 North Washington
Forrest City, AR 72335
Phone: (870) 633-1525

Express Branch Bank

3200 North Washington
Forrest City, AR 72335

Jonesboro

1402 E Highland
Jonesboro, AR 72401
Phone: (870) 336-1757

Marked Tree

214 Hester Parker Drive
Marked Tree, AR 72365
Phone: (870) 358-6000

Little Rock

Riverdale Office

2300 Cottondale Lane, Suite 250
Little Rock, AR 72202
Phone: (501) 406-9099
No ATM

Cantrell Branch

7401 Cantrell Road
Little Rock, AR 72207
Phone: (501) 406-6060

Trumann

445 Highway 463 S
Trumann, AR 72472
Phone: (870) 483-8444

Tyronza

230 S Main Street
Tyronza, AR 72386
Phone: (870) 487-2161
No ATM

Contact Us

Phone: Marianna Branch
870-295-3421

Armor Bank Home Office
870-633-1525 or
844-47-ARMOR (844-472-7667)

Website: www.armor.bank



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ALWAYS READY.

Member
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