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**BANKFIRST**

October 14, 2021

Dear Valued Customer,

We are writing to share important news about The Citizens Bank of Fayette.

**It was announced today that The Citizens Bank of Fayette has agreed to merge with BankFirst Financial Services**, based in Columbus, Mississippi. The merger is expected to close by the end of 2021, following customary regulatory approvals.

The Citizens Bank of Fayette board of directors and employees have been honored to serve you for the last 108 years, and now, as a member of the BankFirst team, we plan to continue our commitment of offering extraordinary service and personalized financial solutions to you, our customers. When it became apparent that we needed a strong, strategic partner, the Citizens Bank board members committed themselves to seek out the best partner for our customers and our community. We found that partner in BankFirst. Their history, culture and commitment to the communities they serve are very much the same as ours. We share a belief that the best banking model is one where decisions are made locally, in the communities they serve. We also have many common processes and procedures which will make the transition smooth and efficient.

Other than the change in ownership, it will continue to be "business as usual" for our Citizens Bank team and customers. We encourage you to continue banking as you have been accustomed. **The same team of local Citizens Bank bankers will continue to be here to serve you, before, during, and after the merger and name change.**

Over the next few months, we will keep you informed of our progress toward our merging with BankFirst. Enclosed you will find a page of Frequently Asked Questions that answers some common questions that arise during this process. If you have additional questions, please visit with us.

As always, we want you to know we appreciate your business and value you as our customer and as our friend. It is a privilege to continue to serve you.

The Citizens Bank of Fayette and BankFirst have come together. **You, our customer, will always come first.**

Sincerely,

John C. Robertson  
Chairman of the Board



Visit [www.TCBOF.com](http://www.TCBOF.com) for the most up-to-date information about the merger progress.

## **Who is BankFirst Financial Services?**

BankFirst offers a full range of financial solutions, including commercial loans, consumer banking, mortgage loans, and treasury management services. BankFirst, chartered in 1888 in Macon, MS is a \$1.8 billion financial institution that is locally owned, controlled and operated with 30 branch locations across Columbus, Flowood, Hattiesburg, Jackson, Macon, Madison, Newton, Starkville, and West Point, Mississippi; and Addison, Aliceville, Arley, Bear Creek, Carrollton, Curry, Double Springs, Gordo, Haleyville, Lynn, Northport, and Tuscaloosa, Alabama, including its corporate headquarters in Columbus and corporate operations in Macon. BankFirst also operates a mortgage loan office in Oxford, Mississippi, and loan production offices in Biloxi, Brookhaven, and Oxford, Mississippi. Learn more at [www.bankfirstfs.com](http://www.bankfirstfs.com).

## **Why did The Citizens Bank of Fayette (“Citizens Bank”) choose BankFirst?**

With BankFirst, we found a partner that is like us and will continue the focus on our local communities and exceptional products and services. Our Citizens Bank team of local professionals will continue to be here to serve you before, during, and after the transition. We will update you along the way with the specific dates of the transition and when the Citizens Bank offices will convert to BankFirst.

## **Is there anything I need to do today?**

No, there is no change and your accounts and services will continue to work as they do today. Please continue to access your accounts as you currently are accustomed to doing and continue to contact your local Citizens Bank branch for any of your banking questions or needs.

## **When will my accounts transition to BankFirst?**

All deposits, loans and other products services will transition to BankFirst at conversion which is tentatively scheduled for mid-year 2022; there is nothing you need to do, please continue to use your Citizens Bank accounts as usual.

## **Will my Citizens Bank debit card continue to work?**

Yes, your debit card will continue to work as it does today. There is no need to order a new debit card. At the appropriate time, you will receive a BankFirst debit card to replace your current Citizens Bank debit card. With the conversion tentatively scheduled for mid-year 2022; we will notify you well in advance of the card being sent.

## **Will my Citizens Bank checks continue to work?**

Yes, your checks will continue to work. At the appropriate time after the conversion in mid-year 2022, your checks will change to the BankFirst logo when an order is placed and include updated account information.

## **Will my online and mobile banking change?**

Your online and mobile banking services will not change for the time being and you will continue to access your Citizens Bank online banking at [www.citizensbankfayette.com](http://www.citizensbankfayette.com). Sometime during the mid-year 2022, you will receive information regarding the transition to BankFirst’s online and mobile banking platforms. We anticipate this to be a seamless transition.

## **Where do I send my loan payments?**

Continue to send your loan payments to Citizens Bank as you have always. We will notify you in the mid-year 2022 when and if any payment information changes. The existing terms of your loan will remain the same and will require no action on your part.