

# Collinsville Bank

Serving communities since 1853

## QUESTIONS YOU MAY HAVE

### **Why did Collinsville Bank decide to rebrand?**

The goal of our rebrand is to unify our identity in our branches and online so that it more accurately represents the wide range of services we offer. For over 166 years we have provided banking services to the Collinsville/Canton area and have proven to be a well-respected, conservative and stable bank. We have maintained financial stability and a superior reputation while transforming alongside our customers. We have focused on adding new services to meet the complete banking needs of our customers: business loans and lines of credit, home equity loans, mortgages, online banking, online account opening, etc. One will see that our updated branding better reflects Collinsville Bank's deep roots with the community, our continuing commitment to the community and the Bank's steady growth.

### **Why did the Bank remove "Savings Society" from our name to become Collinsville Bank?**

Collinsville Bank provides many more products and services than the savings accounts that were the foundation of the bank more than 166 years ago. The new name more accurately reflects how we have changed. Mortgage banking continues to be a core strength at Collinsville Bank, but we also offer many services for business banking customers, including Treasury Services for our commercial customers.

### **Has Collinsville Bank been bought by another bank?**

No. Please be assured that the bank you have known for years has not changed ownership. We are still a mutual bank and still a member of the Connecticut Mutual Holding Company.

### **Does this change the FDIC insurance coverage for my accounts?**

No. The FDIC insurance coverage will not be affected by this change. Your accounts continue to be backed by the full faith and credit of the United States government. For more information on FDIC insurance coverage visit [www.fdic.gov](http://www.fdic.gov)

### **Will electronic debits and credits be affected by the name change?**

No. Electronic debits and credits including social security, gym memberships, phone bills, etc. will not be affected by the name change.

### **Is the Bank's Routing Number going to change?**

No. The Bank's routing and transit numbers (RTN) will stay the same.

### **Collinsville Bank has a new logo and tagline. What do they represent?**

The new logo and tagline represent who we are: solid, stable and reliable. They show our connection to the community and our shared growth with you. We want to be there for our customers at every stage of financial growth, from your first savings account to funding a business, or helping you own your first home or your dream home. For over a century, we have remained financially conservative, yet we are vibrant and growing.

### **Why are we still seeing the old logo or old name in some places?**

The transition will take time, but soon you will be seeing our new name on our Branch signage, your bank statements, checks and all other bank items.

## **How does the name change and new branding impact Collinsville Bank's customers?**

The only way you will be affected by our new name and branding is that you will have a better understanding of the services we provide and the benefits of banking with us. We also hope you will recognize that we are here as a resource for you as you move through the stages of your life. We are accessible in person as well as online and we still want you to think of us as your friendly community bank.

## **Can I continue to use my old Collinsville Savings Society checks?**

Yes. You can continue to use your existing Collinsville Savings Society checks. The next time you place a check re-order through the Bank you will see the new logo.

## **Will I be receiving a new ATM or MasterMoney Debit Card?**

No. Your current ATM or MasterMoney Debit Cards will continue to work until your current card expires. When the card is re-issued you will see the new logo.

## **Who will I make my loan payments payable to?**

Checks should be made payable to Collinsville Bank, but the Bank will still accept checks written to Collinsville Savings Society.

## **Has the Bank's website address changed?**

Yes. The Bank's website address has changed to [www.CollinsvilleBank.com](http://www.CollinsvilleBank.com). If you have the old website address bookmarked, for the next 6 months you will be automatically redirected to the new website.

## **How do I access Internet Banking?**

You will find the login for your online banking in the same section of the homepage on the new website. Your login and password credentials have not changed, nor have any automatic transfer or bill payment accounts you have saved.

## **Has the mobile banking app changed?**

Yes. The updated app featuring Collinsville Bank's name and logo is available for users at iTunes and Google Play. Depending on your phone's settings, it may appear automatically as an app update. Your login and password credentials have not changed.

## **Have your wire transfer instructions changed?**

No. Our routing and transit number (RTN) used for wires have not changed. However, the new Collinsville Bank name should be used with the existing RTN.

## **Is Collinsville Bank's staff or contact information changing as a result of the rebrand?**

The individual staff members at each branch will remain the same. Email addresses will be the same with the exception that the "@collinsvillesavings.com" extension has been replaced with "@collinsvillebank.com".

## **What is next for Collinsville Bank?**

Collinsville Bank will continue to grow to exceed the needs of those we serve and provide the same level of superior customer service. The Bank will be building an additional branch at Post Office Square, Main Street, Farmington, CT; to be completed in first quarter of 2020. We are looking forward to serving our communities in the coming years.

**For any other questions you may have, please feel free to call us at (860) 693-6936, (860) 693-5912, or visit us at one of our convenient locations.**