



Question and Answer

1. Will I still have the same account number and routing number? Will my current checks still work? Will I need to change my automatic deposits and payments?

For the vast majority of our customers there will be no change to their account number(s). If you haven't been notified of such a change, your account number(s) will not be changing.

There will also be no change to your routing number. You will be able to continue to use your existing checks and continue with your automatic payments and deposits after the merger date.

2. Will my debit card still work?

Unrelated to the merger, new debit cards are being issued to all customers in the coming months due to a change in our debit card processor. The cards will still be branded as Granite Falls Bank because they will go into service prior to the merger date. The debit cards will continue to work after the merger.

3. Is the Website / Online Banking changing? Will my username and password stay the same?

Yes, the website will have a new web address, www.mybankfm.com. However, you will still be able use the current bank web address, but will be redirected to the new one. The website will have a similar look and feel as the existing one, but things such as color and logos will change.

Your usernames and passwords for Online Banking will remain the same. Each customer that has Online Banking will need to re-establish their security questions and answers after the merger. The first time you log on after June 28, you will be prompted to answer new security questions.

In the rare case where there is a duplicate username, we will contact you prior to merger date and assist you in changing your username.

4. Can I still call my local bank with questions? Is the bank phone number going to change? Will I still get real person when I call?

You are encouraged to call the same location you always have. The telephone number is not changing and you will continue to get a live, local person when you call.

5. Why are you merging the banks?

Merging the banks will allow us to focus even more time and resources on our customers and add more products and services. We, of course, will remain the community bank we have always been, strongly supporting the financial well-being of our customers and the communities we serve. Our motto for this transition is **"Same People, Same Family Ownership, Same Local Decision Making"**.

6. Why are you changing the name? Why FM BANK?

The merger of the banks requires we use the same name at all locations. The name FM BANK is a salute to our history which began at Farmers & Merchants State Bank of Clarkfield, commonly referred to as F&M. While the F in our new name is intended to show a focus on Agriculture (F as in Farmers) and the M a focus on local community businesses (M as in Merchants), our name can also be seen more broadly considering the many consumer products we offer.

7. Did the bank get sold? Is there a change in ownership of the bank?

The bank was not sold. Granite Falls Bank, F&M Bank Minnesota, and Security State Bank are simply being merged into one bank, FM BANK, with the same family ownership (the Lindholm family).

8. Will there be any changes to the staff?

No. The staff and their positions and responsibilities will remain the same.

9. Are you still a local hometown bank or are you just a branch?

We will continue to operate as a community bank as we have in the past, with a local President and local decision making. We will continue to strongly support the financial well-being of our customers and the communities we serve.

10. Will decisions still be made local and will my loan structure stay the same?

Yes.

11. Where are the other branches located? Can I bank at them now too?

Granite Falls, Clarkfield, Olivia and Fergus Falls. Yes, you can use those locations for banking services.

12. Will I need to set up new transfers between my checking and savings in Online Banking?

No, all automatic transfers between accounts will continue with the same schedule.

13. Will the rates change on my loans or CD's?

No, the rates and terms of your existing loans and CD's will stay the same.