

January 13, 2023

Dear Valued Customer,

Welcome to United Community Bank! We are excited to let you know that on January 3, 2023, Progress Bank legally merged with United, a community bank with a history of making good things happen for customers and communities for more than 70 years.

Like Progress, United focuses on building strong relationships—with our customers, with our team, and with our communities. United also abides by the same commitment to service and trust valued by Progress, including the promise to “treat customers and employees the way we want to be treated.” United is proud to be ranked #1 in Customer Satisfaction with Consumer Banking in the Southeast according to J.D. Power for eight out of the last nine years, as well as the most trusted consumer bank in the Southeast. Together, our two banks are committed to delivering the same personalized care you enjoy today, but with the added benefit of expanded services to meet your needs, goals, and aspirations.

As a result of the merger, Progress Bank will fully transition to United this April. Our goal is for the transition to be as uncomplicated as your banking experience has always been and for you to feel like a part of our family from the very beginning.

As the integration process begins, our newly expanded team will be working diligently behind the scenes to ensure a smooth transition. At the same time, we understand that you may have questions about your banking services and what this specifically means for you. In a few weeks, you will be mailed a United Community Bank Welcome Guide, which includes a series of materials that will be helpful to you during the final transition of Progress to United in April. In the meantime, please don't hesitate to contact your Progress banker, call us at 1-800-UCBANK1 (1-800-822-2651), or visit us online at [ucbi.com/progress](https://ucbi.com/progress) for more information.

Once again, we welcome you to United Community Bank. We look forward to serving you for many years to come.

Sincerely,

A handwritten signature in black ink, appearing to read 'H. Lynn Harton'.

H. Lynn Harton  
Chairman and CEO  
United Community Bank

A handwritten signature in black ink, appearing to read 'David Nast'.

David Nast  
President and CEO  
Progress Bank

## **ARE MY ACCOUNTS STILL FDIC INSURED?**

Yes. You have a six-month grace period to restructure accounts. Under FDIC rules, for at least six months after the January 3, 2023 merger date, your Progress Bank accounts will be separately insured from any accounts you may already have at United Community Bank. This grace period gives you the opportunity to restructure accounts, if necessary.

Following the initial six-month period, checking and savings accounts will be insured as United Community Bank, but Certificates of Deposit may continue to be insured separately for a longer period as described below.

Certificates of Deposit will be insured separately until the first maturity date after the end of the six-month grace period. Separate coverage may be extended based on opening and renewal dates, maturity dates, and varying terms or amounts.

The basic FDIC insurance amount is \$250,000 for each depositor at each bank. If you have money in both banks, so long as your combined total (including accrued interest) is \$250,000 or less, all your money is fully protected.

Even if the merger results in you having more than \$250,000 in the combined deposits, you may still be fully insured. First, remember that deposits you hold in different “ownership categories” —such as joint, single, and retirement accounts—are separately insured up to \$250,000. That means, for example, that after the merger you could have up to \$250,000 in single accounts and up to \$250,000 in your portion of joint accounts and still be fully insured.

If you have questions about your deposit insurance, please contact us or you can call the FDIC at **1-877-ASK-FDIC** and ask to speak to a deposit insurance specialist.

## **NOTICE OF MORTGAGE TRANSFER**

Through legal merger on January 3, 2023, United Community Bank became the owner of your existing mortgage by acquiring legal title to all debt obligations of Progress Bank. The transfer of ownership will not be reflected in public records. There will be no changes to the terms of your loan as a result of the merger. Please continue to make your payments at any Progress Bank branch or by mail to Progress Bank at 201 Williams Avenue Huntsville, AL 35801-4308.

## **PARTIAL PAYMENT**

As your new lender, United Community Bank accepts payments that are less than the full amount due (partial payments) and we will apply the payment to your loan. The partial payment will be credited to your loan to reduce the interest, principal, and escrow currently due, but will not advance the next payment due date until funds sufficient to satisfy the full payment amount due have been received. If your loan is sold in the future, the new lender may have a different policy. Please contact us at 1-615-221-2020 if you have questions or concerns about your loan payments.