

## *Partnering to Create a Premier Franchise*



## **Merger FAQs**

### GENERAL QUESTIONS

#### **Why is Roscoe State Bank merging with Cornerstone Home Lending?**

Roscoe State Bank and Cornerstone are a perfect match in that each have decades of financial success driven by an unwavering commitment to serve customers and their local communities. Each organization brings its own unique strengths, and the merger allows us to combine those strengths in a way that will expand deposit services, investments and lending to our loyal customers in Nolan and Bastrop Counties. It also enables us to better extend our products to new customers in growing markets. As a result, our existing customers will have access to the newer and better technology in digital banking, enhanced deposit product offerings, more robust commercial lending capabilities, and Cornerstone's nationally recognized mortgage lending offerings. Best of all, this will all be accomplished with the same RSB employees continuing to serve your needs as they do now.

#### **Why Cornerstone?**

For more than 114 years, Roscoe State Bank has focused on building relationships within the community, with an emphasis on serving others. Cornerstone shares that same focus. Established in 1988, Cornerstone is a solid, respected company with thousands of highly satisfied clients who return year after year. Cornerstone's most important goal is to make a positive difference in the lives of others. They are guided by a heart of service, operate with integrity, treat clients with the utmost respect, listen to determine the right products and services that meet their clients' goals, and meet agreed-upon closing and delivery expectations. Cornerstone is known for: passionate and experienced team members that seek to serve others, standard on-time delivery, comprehensive and innovative products and services, and a workplace that is recognized as a "Top Workplace."

#### **When will the merger happen?**

The merger will officially occur once the approval from federal and state regulators is granted. We expect this to happen in 2021.

#### **Will there be a change to the name Roscoe State Bank?**

We plan to continue to use the Roscoe State Bank name in Nolan and Bastrop Counties. The merged organization will be known as Cornerstone Capital Bank and its award-winning mortgage division will continue to be known as Cornerstone Home Lending.

### **What can you tell me about Cornerstone?**

Cornerstone is a family-owned mortgage lending company that was founded in 1988, starting out with five employees in a small office in the Houston area. Like the family banking environment that exists at Roscoe, Cornerstone founder Marc Laird has also been especially dedicated to maintaining a special workplace environment where each team member is treated like family. In fact, Cornerstone has been named by the Houston Chronicle as a “Top Workplace” for 10 consecutive years. With their employee focused approach, Cornerstone has been extremely successful in its mission to “be the best mortgage lender in the country.”

Over its 32 years Cornerstone has grown remarkably, and now has more than 1,500 employees with over 300 lending offices in 23 states. They have a highly successful track record through many different interest rate environments and varied economic situations in the markets they serve. Cornerstone’s most important goal is to make a positive difference in the lives of others.

Cornerstone chose Roscoe because of our unique culture along with our long history of success and service in the community banking industry. Roscoe chose Cornerstone because of their unique culture along with their long history of success and service in the mortgage industry. Together we will be stronger, have a wider range of financial services to offer, and will be more committed to our customers and employees than ever.

## **CONSUMER BANKING QUESTIONS**

### **Will my Roscoe State Bank accounts change?**

No. There will be no changes to your daily experience with Roscoe State Bank. Your accounts will stay just as they are today. In the future we will be able to expand our account offerings and account access tools through the strength of our new partnership. As always, we will keep you informed of anything that could impact or improve your experience with us.

### **Will the Roscoe State Bank employees change?**

No. There will be no elimination of jobs-only new opportunities. The same friendly, professional bankers and local decision makers who work with you today will continue serving you, just as we always have.

### **Will my Roscoe State Bank account numbers, routing numbers or debit card numbers change?**

No. We are not making any changes to your Roscoe State Bank accounts. We will continue to offer you the Roscoe State Bank suite of products, but expect to add new and expanded digital banking and mortgage services in the future.

### **Will my Roscoe State Bank debit cards still work?**

Absolutely. We will not change anything about our debit card functionalities unless we see an opportunity to enhance and improve these services in the future.

**Will my Roscoe State Bank checks still work?**

Yes. There will be no changes to checks and deposit slips. They will continue to be accepted just as they always have.

**Do I need to do anything different to log in to mobile banking, or to use ATMs?**

No. For now, there will be no changes to your logins, debit cards, and associated PINs unless security issues dictate.

**How much notice will I be given if there are changes that affect me?**

For the foreseeable future you can expect little to no changes in your accounts and the way you bank. If there are future changes which affect you, we will let you know as soon as possible and provide details about any necessary adjustments you might need to make. We will also keep you informed about potential improvements to our services as the integration continues.

Watch your email and mailbox in the coming months for any updates or additional information. To make sure you don't miss important communication from us, please check your Online Banking settings through a computer or mobile device to confirm your contact information is up to date. Or, you may contact any member of our friendly staff.

**Can I use Cornerstone Home Lending for my mortgage needs today?**

Our existing Roscoe State Bank mortgage professionals will remain a best option for access to top tier service for your mortgage needs. Our merger with Cornerstone means that Roscoe mortgage staff will be gaining additional tools and access to a broader range of mortgage resources. Based on Cornerstone's long history of success in this industry, we believe this will lead to more competitive and diverse options for our Roscoe customers who want the best when it comes to mortgage financing. It is one of many reasons we are excited about this new partnership.

**Will I be able to make deposits, payments or other transactions on my Roscoe account through Cornerstone locations?**

At this time, there are no Cornerstone branded bank branch locations. However, work will begin immediately to develop the Cornerstone Capital Bank network which, over time, will bring additional banking conveniences to our account holders as a result. We will keep you informed as this exciting expansion develops.

**Do I need to make sure my pay check, automatic pension, or Social Security deposits continue? Will I need to change my payroll direct deposit?**

No. Your automated deposits will continue to work as they always have. Direct deposits and Automated Clearing House (ACH) transfers will remain unchanged.

**What about my online Bill Pay functions?**

You don't need to change your bill pay setup at this time. For now, there will be no changes to bill payment or account transfer functions through our online and mobile banking platforms.

However, we do have future plans to improve and enhance those platforms as technology and security advances become available. If and when these improvements are available, we will make you aware.

**What about loan payments?**

For now, there will be no changes on how and where you make your loan payments. All existing automated loan payment functions will remain intact.

**What impact will this transition have on the local community?**

Roscoe and Cornerstone both have long track records of working to make a difference in the communities we serve, not only through providing outstanding loan and deposit services but also by volunteering and investing back into our local community. We strongly believe this merger will not only help us to expand services and products offered in our markets but will also elevate our ability to make a difference in the lives of our neighbors and the communities around us. We look forward to sharing those plans with you soon.

**Will phone numbers and contact information for Roscoe change?**

For now, you can continue to bank with Roscoe as you always have. Our hours of operation will remain the same and you can still use our same phone numbers and other existing communication options. Online Banking websites and other phone or fax numbers have not changed either, though we expect to rollout more robust online options soon. If there are any changes in the future, we will let you know well in advance.

## **BUSINESS AND COMMERCIAL BANKING QUESTIONS**

**Will my Roscoe State Bank business account numbers, routing numbers or debit card numbers change?**

No. We are not making any changes to your Roscoe State Bank business accounts. We will continue to offer you the Roscoe State Bank suite of products and eventually include our new and expanded digital banking products.

**Will my Roscoe State Bank commercial checks still work?**

Yes. There will be no changes to checks and deposit slips, and they will work just as they always have.

**Will my Roscoe State Bank commercial loan terms remain the same?**

Yes. The merger will not cause any changes to existing commercial loans through Roscoe, and you will continue to be served by the same friendly lending staff in your local branches. Any automated loan payments already in effect will remain unaffected, and you may still make payments or ask questions related to your loan account the same way you always have.

**Will there be any changes to my SBA or PPP loans? Will there be changes to my loan forgiveness application?**

The merger will have no impact on loans of this type. Any changes to SBA programs would only come from SBA. The same professional bankers who have worked with you on PPP loans to this point will continue to guide you, including through the forgiveness process.

**Will I need to change my BillPay setup?**

No. You do not need to change any of your BillPay settings at this time. We do anticipate future enhancements to our online banking services, but for now there will be no changes to online and mobile banking bill payments.

**Do I need to do anything different to log in to mobile banking or to use ATMs?**

No. For now, there will be no changes to your logins, debit cards, and associated PINs unless security issues dictate.

**Will my Treasury Management or Remote Deposit services be affected?**

No. Your existing functionality will remain in place. In the future we expect this new partnership will allow us to offer even more robust digital treasury management and remote deposit services, and we will let you know well in advance if any future improvements would require a change to your existing processes.

**How much notice will I be given about changes that affect me?**

For the foreseeable future you can expect little to no changes in your accounts and the way you bank. If there are future changes which affect you, we will let you know as soon as possible and provide details about any necessary adjustments you might need to make. We will also keep you informed about potential improvements to our services as the integration continues.

Watch your email and mailbox in the coming months for any updates or additional information. To make sure you do not miss important communication from us, please check your Online Banking settings through a computer or mobile device to confirm your contact information is up to date. Or, you may contact any member of our friendly staff.

**Will my commercial loan banker change?**

No. You will continue to bank with the same friendly and dedicated employees at Roscoe that you are accustomed to.

**Will my loan go through new approval channels outside of Roscoe markets?**

No. Our loan approval and credit underwriting process will remain the same, and John Jay will continue to be involved in local decision-making. John will also sit on the Board of Directors following the merger.