



# HORICON BANK MARKESAN STATE BANK MERGER FREQUENTLY ASKED QUESTIONS

## When is the merger taking place?

**October 15, Markesan State Bank will officially be merged with and operate as Horicon Bank. Until then it is business as usual for HB and MSB customers alike.** Sword Financial Corporation, our holding company, announced the closing of its merger with Markesan Bancshares, Inc. on July 1st. Markesan State Bank & Horicon Bank branches will close at 5:00pm on Friday, October 11. All branches will be closed on Saturday, October 12 and Monday, October 14. On Tuesday, October 15, all 19 branches will reopen as Horicon Bank locations.

## Will any of Markesan State Banks' branches be closing?

Horicon Bank is not planning to close any Markesan State Bank branches.

## Will my Markesan State Bank banker transfer to Horicon Bank with this transition?

Our goal is minimal disruption to the already great service Markesan State Bank employees have extended to their loyal customers. Customers may see new faces in MSB branches during and after the transition time as we prepare for the merger.

## What do I need to do as a Markesan State Bank customer?

**No action is required.** It will be important to be sure all your contact information is up-to-date with Markesan State Bank (address, phone numbers – home and mobile, and email). A **Horicon Bank Welcome Packet** will be mailed to you in early September that will inform you of what to expect and any actions you may need to take.

## Can I open my Horicon Bank accounts before the transition?

There is no need to open a new Horicon Bank account prior to the October conversion. All of your MSB accounts will automatically transfer in October. Horicon Bank and Markesan State Bank strive to help you through this transition and make the process as smooth as possible.

## What will happen to my Markesan State Bank accounts?

Your Markesan State Bank account remains the same until October. Your **Horicon Bank Welcome Packet** will include more information about your new Horicon Bank account.

## I have a checking account, what all changes?

**Good news, your checking account number will remain the same!** The account number you currently have at Markesan State Bank will convert and be the same account number at Horicon Bank. More account specific details will be a part of the **Horicon Bank Welcome Packet**.

## Can I continue using my Markesan State Bank checks and deposit slips?

Since your checking account number will remain the same after the October conversion, you may continue using your Markesan State Bank checks and deposit slips. There is no need to order new checks until your supply is low. Check orders placed in October and going forward will receive Horicon Bank checks.

For more details information regarding your accounts and services, visit a branch near you, call us at 888.343.3040 or visit [horiconbank.com](http://horiconbank.com).



**HORICON BANK**



### **Will my direct deposit continue to work after the October conversion?**

Yes. If you receive social security, payroll or other ACH direct deposits into your account, you will not notice any disruption of service. There is nothing you need to do, as your deposits will automatically be transitioned to your Horicon Bank accounts upon conversion.

### **Will I need to change any automatic withdrawals or payments that come out of my account?**

No. Your automatic payments and withdrawals will transfer to Horicon Bank making the transition easy and convenient upon conversion. The only exceptions are if you have payments set-up using your Markesan debit card number or through Markesan Online Bill Pay. In those instances you will need to update payment information and for bill pay enroll in Horicon Bank's Bill Pay service and set-up your payees and payments.

### **I have a Markesan State Bank debit card; will that continue to work in October?**

Your Markesan State Bank Debit/ATM card will continue to work through October 14. You will receive a new Horicon Bank debit card by early October—before the transition of your account to Horicon Bank. You may activate your Horicon Bank debit card upon receipt; however, you will not be able to use it until October 15, 2019.

### **Will my debit card PIN change?**

Yes. You will receive debit card activation instructions with your new card and a PIN mailer with your new number. You will have the ability to change your PIN to the same PIN you have today by going to any of our Horicon Bank ATMs. Or you can contact our helpful Customer Support Center at 888.343.3040 for help changing your PIN. We will waive any fees associated with changing your PIN over the phone.

### **Will I need to change any automatic debits or recurring payments that I've set up with my debit card?**

Yes. If you have automatic payments set up directly with your Markesan State Bank debit card, you will need to revise those payments starting October 15, using your new Horicon Bank Debit Card, which will have a new debit card number. More information will be provided with your new debit card to help you with this transition.

### **What should I do with my old Markesan State Bank Debit Card?**

Your existing Markesan State Bank debit/ATM card will remain active through October 14. Your new Horicon Bank debit/ATM card will start working on October 15. At that time, please destroy your Markesan State Bank card for security purposes.

### **Does Horicon Bank charge me to use an ATM with my debit card?**

Horicon Bank does not charge customers to withdraw money from an ATM. You may incur a fee from a non-network ATM, charged by that provider at time of withdrawal. You can avoid an ATM fee by using one of more than 32,000 ATMs nationwide as part of the MoneyPass or ATM Access Network. Also ask how you could receive ATM rebates with a qualifying checking account!

### **Will I receive my account statement on the same day I did with my Markesan State Bank account?**

You will receive one last Markesan State Bank account statement after business close October 11, this may be a partial statement depending on your statement date. Your next statement will be from Horicon Bank. Statement cycle dates may change depending on the type of account you have. Your first account statement may be a partial statement depending on statement cycle dates.

For more details information regarding your accounts and services, visit a branch near you, call us at 888.343.3040 or visit [horiconbank.com](http://horiconbank.com).

### **Will I have to re-enroll to use Internet Banking and Bill Pay?**

Yes, you will need to enroll in the new Horicon Bank services. You will be able to enroll after September 16th to start familiarizing yourself with the new system and enroll in eStatements. No balances will show in Internet Banking until October 15th. **Horicon Bank Welcome Packet** includes step-by-step enrollment instructions.

### **Will I have to re-enroll to receive my banking statements electronically (eStatements)?**

Yes, you will need to enroll for eStatements in Horicon Bank Internet Banking. You will be able to enroll after September 16th to start familiarizing yourself with the new system and enroll in eStatements. No balances will show in Internet Banking until October 15th. **Horicon Bank Welcome Packet** includes step-by-step enrollment instructions.

### **Can I travel with Horicon Bank's Gliding Free Club?**

Yes. Anyone can join our Gliding Free Club travel opportunities. In addition, because we will soon be merging as one, all Markesan State Bank customers will travel at the Horicon Bank customer cost.

### **What will happen to my safe deposit box?**

If you have a safe deposit box, we will be sending more specific information about billing in a separate communication closer to October 15 conversion.

### **Will my loan account number change?**

At this time, we anticipate your account number to remain the same. If there are any changes required, we will contact you. Any automatic payments you have set up will automatically transition to Horicon Bank.

### **Will my loan rates change?**

No. The rate you pay on your loan or mortgage will be honored by Horicon Bank and guaranteed through the terms of your agreement. After those terms have matured, you may contact your loan officer to discuss your renewal and terms with Horicon Bank.

### **Will there be a change in how I make my loan payment?**

Yes. The address where you send your loan payment will change to 326 East Lake Street, Horicon, WI 53032. Payments can also be made at your local Horicon Bank branch or through Internet Banking. Your loan payment due date will remain the same.

### **I have my loan payment automatically deducted from my checking account. Will this service continue?**

Yes. The date the loan payment is deducted, as well as the terms and conditions of your loan, will remain the same.

### **How will tax reporting be handled with the form 1098?**

Horicon Bank will mail a 1098 form for all mortgage loans that are 1098 reportable. This tax form will include the total interest paid in calendar year 2019 for loans that qualify.

### **Will I be able to use my current line of credit?**

Your line of credit will continue to remain open under the same terms and rate as at Markesan State Bank.

For more details information regarding your accounts and services, visit a branch near you, call us at 888.343.3040 or visit [horiconbank.com](http://horiconbank.com).

## **When will I be able to use Horicon Bank branches and ATMs?**

Prior to the October conversion, please continue to conduct your transactions as you currently do at Markesan State Bank locations. October 15 you will be able to perform all your banking transactions at any Horicon Bank branch and ATM locations.

Horicon Bank belongs to ATM networks that give our customers free access to more than 32,000 ATMs nationwide, including over 800 across Wisconsin and Minnesota. For a complete listing of Horicon Bank's current branches and ATMs along with a link to the ATM network sites, visit [www.horiconbank.com](http://www.horiconbank.com).

## **Will this merger be the end for "personalized hometown banking" in our Markesan State Bank communities?**

Horicon Bank is a community bank, dedicated to our communities and the customers we serve. We are not a big impersonal corporate bank. We view customers as relationships, which we want to grow. We will continue to be a supporter of local groups and events, just as we do in all our communities. Our bank employees give many hours to our communities, and we have been a generous supporter of many local non-profits.

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