

M&T Bank Notice of Changes to Digital Services for Personal Account(s)

After the digital conversion is completed and M&T Mobile and Online Banking become available to you, digital services will be governed by the M&T Digital Services Agreement (mtb.com/dsa) rather than the People's United Electronic Banking Services Agreement. The following includes some differences between M&T's digital banking services and People's United that you may experience depending on which digital service(s) you used at People's United Bank and what will be migrated to M&T Bank.

Visit our **Digital Resource Center** at mtb.com/personaldigitalresource for ongoing updates, including:

- Important transition weekend information
- FAQs
- Demos to help you with the new service
- And much more!

Bill Pay¹	<ul style="list-style-type: none">• Your online Bill Pay payees and scheduled bill payments will automatically transfer to M&T if you have scheduled future bill payments from a checking account or have logged in to People's United Online or Mobile Banking within the last 18 months, unless otherwise notified<ul style="list-style-type: none">– There are some exceptions to this automatic transfer, including:<ul style="list-style-type: none">◦ Bill payments funded from savings accounts or other unsupported accounts◦ Bill payments funded from a business account within People's United Online and Mobile Banking◦ Bill payments made from a People's United account and paid to another People's United account or to an M&T account◦ Bill payments with an international payee◦ Bill payments scheduled by minors or users with a missing date of birth, users with a foreign address, users missing an email address or users with other data exceptions preventing the transfer of information– Verify your payments and payees after you log in to M&T Mobile and Online Banking for the first time• The cutoff time for entering a payment instruction on a business day at M&T Bank is 11:59pm ET• Bill payments can only be funded from eligible checking accounts; see the Digital Services Agreement for details• When scheduling a bill payment, your instructions will determine the Delivery Date of the payment<ul style="list-style-type: none">– For electronic bill payments, funds will be withdrawn two business days prior to the Delivery Date– For paper bill payments, funds will be withdrawn four business days prior to the Delivery Date– The selected Delivery Date at M&T must be no later than the date the payment is due, excluding any applicable grace period, to provide adequate time for payments to be received by a payee• eBills (service for receiving bills electronically) will not be supported beginning on August 5, 2022• Expedited bill payments will not be supported beginning on September 2, 2022• Alert preferences for People's United Bill Pay services will not be migrated, and certain alerts you may be accustomed to receiving may not be available at M&T
Mobile Check Deposit²	<ul style="list-style-type: none">• Your Mobile Check Deposit limits will change when your accounts transition to M&T, and these dollar limit amounts will be lower than what you had at People's United Bank• Check your M&T Mobile Deposit Service limits by logging in to the M&T Mobile Banking App or by selecting Mobile Deposit under the Services menu within M&T Online Banking• The cutoff time for entering a Mobile Check Deposit on a business day at M&T Bank is 10:00pm ET• A daily limit and a rolling 30-day limit for the amount that can be deposited across all accounts will apply• Mobile deposits made by individuals of a shared account will count toward the mobile deposit limit of each account holder

Internal Transfers (transfers between your own accounts)	<ul style="list-style-type: none"> Scheduled online transfers from one People's United account to another People's United account will automatically migrate to M&T Mobile and Online Banking, unless otherwise notified <ul style="list-style-type: none"> There are some exceptions to this migration, including mortgage transfers Verify your internal transfers after you log in to M&T Mobile and Online Banking for the first time The cutoff time for entering an internal transfer instruction on a business day at M&T Bank is 11:59pm ET
External Transfers/ Bank to Bank Transfers³ (online bank transfers to or from your verified non-People's United or non-M&T accounts, not including ACH, payroll or Social Security transfers)	<ul style="list-style-type: none"> The combined limit for inbound and outbound bank to bank transfers at M&T Bank is \$2,000 daily, \$5,000 within any 30-day period. The limits for external transfers at People's United Bank were \$2,500 daily, \$55,000 monthly (outbound) and \$10,000 daily, \$220,000 monthly (inbound) The processing time for bank to bank transfers at M&T Bank is generally within three business days after the business day that the bank to bank transfer instruction is received, if received prior to 8:40pm ET <ul style="list-style-type: none"> Outbound transactions will be debited immediately, and external accounts will generally be credited within the next business day Inbound transfers will generally be debited either the same day or the next business day and credited to your M&T account within three business days You will not be able to add any new bank accounts to People's United External Transfer service after August 30, 2022 External bank to bank transfers will not be migrated to M&T Mobile and Online Banking
Electronic Statements & Notices	<ul style="list-style-type: none"> Historical People's United electronic statements and notices for current or closed accounts will not be available through M&T Online Banking Paper copies of historical electronic statements for current or closed accounts can be requested and may be subject to a fee as disclosed in the <i>Additional Fees and Fees for Use of Electronic Banking Card for Consumer Checking and Savings Accounts</i>, post-conversion, by: <ul style="list-style-type: none"> Calling us at 1-800-414-9435 Visiting a branch Sending us a secure message through M&T Online Banking Electronic statements and notices for eligible accounts will be available through M&T Online Banking, beginning with the first account statement or notice after September 6, 2022 If you were previously enrolled in online statements and notices, your delivery settings will initially migrate to M&T Online Banking. If you do not log in by Wednesday, October 5, 2022, you will begin to receive paper statements and notices for your next statement cycle or when the next statement or notice would be mailed
Electronic Tax Documents	<ul style="list-style-type: none"> Form 1098 for mortgage accounts will be available beginning in 2023 (2021 Form 1098 will be available in People's United Online Banking until September 2, 2022) These electronic tax documents will not be available through M&T Online Banking: 1099-INT, 1099-DIV, 1099-SA, 1099-R, 1099-MISC, 1099-A, 5498, 1098E, 1099-Q and 1099-C
Debit Card Management	<ul style="list-style-type: none"> The ability for you to limit card spending by transaction type, merchant type, location and dollar limit will end as of September 2, 2022, and will not be available for M&T personal debit cards
Person-2-Person/Zelle^{®4}	<ul style="list-style-type: none"> Person-2-Person Pay will not be supported beginning August 23, 2022 You will be able to sign up for Zelle after your accounts transition to M&T Mobile and Online Banking on September 6, 2022

Alerts	<ul style="list-style-type: none"> • Alerts through People's United Online and Mobile Banking are different than alerts through M&T Mobile and Online Banking • Certain alerts may be sent automatically if you receive online statements, use Bill Pay, use Zelle®⁴ or have an M&T personal debit card. These alerts will provide timely updates and help keep you informed of suspicious activity • Various personal account, personal card and Zelle alerts will be available for enrollment through M&T Mobile or Online Banking
Quicken® and QuickBooks®⁵	<ul style="list-style-type: none"> • Quicken-Web Connect Express will not be supported • Integration with Quicken or QuickBooks financial management software is available using M&T Direct Connect • If you currently use Direct Connect for Quicken or QuickBooks Desktop at People's United Bank, you will receive additional communications to assist you with setup
Personal Finance/M&T Money Smart™	<ul style="list-style-type: none"> • Access to the Personal Finance online service at People's United Bank will not be supported • M&T Money Smart can help you manage your personal finances^{6,7} • M&T Money Smart will not display prior transaction history from People's United Bank accounts or inactive accounts
Text Banking	<ul style="list-style-type: none"> • Text banking will not be supported, so you will not be able to use text messaging (SMS) to get account balances or view recent transaction history

M&T Bank



People's United Bank, N.A. merged into M&T Bank on April 2, 2022. It is now part of M&T Bank, and its former branches will operate as the People's United division of M&T Bank until the integration of our systems later in 2022. Unless otherwise specified, all advertised offers and terms and conditions of accounts and services are subject to change at any time without notice. After an account is opened or service begins, it is subject to its features, conditions and terms, which are subject to change at any time in accordance with applicable laws and agreements. Please contact an M&T representative for details.

- 1 M&T Online and Mobile Bill Pay cannot be used to make payments: (i) to payees located outside the United States; (ii) to taxing authorities or other government entities; (iii) required under court order (e.g., child support); or (iv) in connection with any unlawful activity or purpose.
 - 2 Deposits may not be available for immediate withdrawal.
 - 3 Terms and conditions of M&T Bank's bank to bank transfers service, including transfer limits and other restrictions, apply as described in the M&T Digital Services Agreement.
 - 4 U.S. checking or savings account required to use Zelle®. Transactions between enrolled consumers typically occur in minutes. Zelle® and the Zelle® related marks are wholly owned by Early Warning Services, LLC and are used herein under license. Other product and company names mentioned herein are the property of their respective owners.
 - 5 Quicken® and QuickBooks® are registered trademarks of Intuit, Inc. Use of these trademarks is subject to the respective owner's permission.
 - 6 M&T Money Smart is available to customers with an eligible personal account (checking or savings).
 - 7 Any information displayed or provided as part of M&T Money Smart is for informational purposes only, may not reflect your most recent transactions and should not be relied on for transactional purposes.
- Use of these features and services requires Internet and/or data access through a computer or mobile device. Subject to availability and the same limitations as any service available through the Internet. M&T Bank is not responsible for matters that are outside of its reasonable control that might impact availability and functionality. M&T Bank reserves the right to suspend service for any reason at any time. Your mobile carrier's text messaging and data charges may apply. Fees may apply for optional services provided through M&T Online Banking. View the M&T Digital Services Agreement for additional details.
- ©2022 M&T Bank. Member FDIC. NMLS #381076 AMP-2358 **DIG-R** 220621 VF **mtb.com**