

General Questions

HERITAGE.

It's much more than
the name of our bank.
It's our belief system.

When will the conversion to Heritage Bank accounts and services occur?

The conversion is scheduled for the weekend of May 5, 2018. However, the changes to your accounts and services won't be effective until May 7, 2018.

Will my current branch be moving or closing?

No, the location of your branch will remain the same. We are open from 9:00 am to 5:00 pm PDT, Monday through Friday.

Will my Relationship Manager change?

No, your current Relationship Manager will remain the same and they will be available to assist you with any questions or concerns you may have.

Will the phone number of my branch remain the same?

All branch phone numbers will remain the same.

Will any of my current services be unavailable during the conversion?

We have worked to minimize the impact to your services throughout the conversion. However, a small number of systems will experience reduced functionality or will be unavailable for periods of time throughout the weekend. For a list of service interruptions, please see page 6.

What is Heritage Bank's customer support number and hours of operation?

Heritage Bank's Customer Service Center number is 800.455.6126, and representatives are available 7:30 am to 6:00 pm PDT, Monday through Friday and 9:00 am to 1:00 pm PDT on Saturday.

Who can I contact for help throughout the conversion?

A number of resources are available to assist you throughout the conversion as well as your Relationship Manager who will be available to assist you with any questions or concerns you may have. You can also call Puget Sound Bank's customer service at 425.455.2400. For more contact information, refer to page 51.

Account Information

Will my account number change?

The majority of Puget Sound Bank customer account numbers will not change. However, a few customers were issued new account numbers and these customers were notified separately regarding this change.

Can I continue to use the same routing number?

Yes, items with the former Puget Sound Bank routing number will continue to be processed through your existing account.

Beginning May 7, 2018, please use the Heritage Bank routing number (325170835) when setting up any new payments, direct deposits, or check orders.

Will I need to replace my current checks?

No, you can continue to use your Puget Sound Bank checks and deposit slips as you do today (unless you are notified otherwise). If you would like to order new Heritage Bank checks, you can do so on or after May 7, 2018 at any of our locations or online at HeritageBankNW.com.

Can I continue to use my current savings deposit and withdrawal tickets?

Yes, you can continue to use your current savings deposit and withdrawal tickets.

Will the features of my accounts remain the same?

There may be some changes to the features of your accounts. Puget Sound Bank accounts were carefully reviewed and matched to the Heritage Bank accounts they most closely resemble. In addition, we have some new products to offer you. Your Relationship Manager is available to review your accounts with you to ensure you are in the best accounts to meet your needs. Please refer to the enclosed individual product sheets to learn more about your current account features.

How will transactions post to my checking and savings accounts?

Transactions are posted in the order in which they are received or submitted through various payment channels. ATM, debit card transactions, withdrawals, and checks drawn on Heritage Bank presented for payment to a teller post in real time. ACH debits and credits post throughout the business day and during nightly processing. Checks presented for payment after the business day ends are paid in serial number sequence order. Because debits and credits occur throughout the day, you should keep sufficient funds in your account at all time. Please refer to the enclosed Account Information Rules and Regulations for more details.

Will I continue to receive my checking account statement at approximately the same time each month?

Yes, your statement from Heritage Bank will arrive at approximately the same time each month. If you are currently signed up for online statements, you will continue to receive an email each month when your statement is available to view online.

Will the information on my statement change?

Although the appearance of your statement will change, the account details and content will remain the same.

Will I continue to receive check images?

Yes, if you currently receive check images on your statements, that service will continue.

For deposit fees, refer to page 46.

GENERAL QUESTIONS

Will my automatic transfers between accounts continue?

Online Banking Transfers:

If your automatic transfers were created using the current Puget Sound Bank online banking system, they will not continue. You can re-establish your transfers through Heritage Bank's online banking system starting at 8:00 am PDT on May 7, 2018. Be sure to note the details of these transfers prior to the conversion so you can set them up in the new system.

Transfers scheduled during the conversion weekend will be processed. While we do not expect any issues, we will monitor transfers and will process any failed transfers on your behalf.

Preauthorized Transfers:

All automatic withdrawal and deposit functions between your accounts that were initiated through your branch and were not created through the online banking system will continue without interruption. If you need to change or delete a recurring transfer that was set up at a branch, you can contact your local branch.

Will there be changes to my Zero Balance Account (ZBA) structure and service?

No, your Zero Balance Account structure will be maintained upon conversion to Heritage Bank.

Will my direct deposit and automatic payments continue?

Direct deposits and automatic payments set up with your account number will continue without interruption. Any payments set up with your debit card will need to be re-established on or after May 7, 2018.

Will my Certificate of Deposit (CD) change?

Your CD will continue with its current term and rate until maturity. You will receive a separate notice regarding any changes to your CD prior to renewal.

The interest on your CD is currently credited to your account quarterly based on the account opening date. As of May 7, 2018, the interest will be credited to your CD at the end of the calendar year.

How do I renew my CD?

If your Puget Sound Bank CD is set to renew automatically, it will continue to do so in most cases and will roll over at maturity to a Heritage Bank CD with a similar term. You will continue to receive a notice prior to maturity. However, some CDs will not automatically renew. In these instances, you will receive a maturity notice and you will need to visit your local branch to discuss your options prior to the maturity date.

I have accounts at both Puget Sound Bank and Heritage Bank. How does this affect the FDIC insurance coverage?

If you have deposits at both banks, they will be separately insured for at least six months after the merger (January 16, 2018). This six-month grace period gives you the opportunity to restructure accounts, if necessary.

Certificates of Deposits (CDs) are separately insured until the earliest maturity date after the end of the six-month grace period. CDs that mature during the six-month grace period and are renewed for the same term and in the same dollar amount (either with or without accrued interest) continue to be separately insured until the first maturity date after the six-month grace period. If a CD matures during the six-month grace period and is renewed on any other basis, it would be separately insured only until the end of the six-month grace period.

For the FDIC's Electronic Deposit Insurance Estimator, visit www.fdic.gov/edie.



Will I receive statements for my CD accounts?

Yes, at the end of June, you will receive a quarterly CD statement. If you have a checking account with Heritage Bank, you can request a combined monthly statement which will include summary information about your CD. If you prefer not to receive CD statements, call Heritage Bank's Customer Service Center at 800.455.6126.

Loans & Lines of Credit**Will my existing loan or line of credit account number or payment method change?**

Customers can continue to use their current loan or line of credit account number. If you have automatic payments related to your loans, you do not need to take any action. Your ACH originator will be automatically notified of this change. If there are any changes to your existing loan or line of credit, you will receive a separate notice with detailed information.

Will I need to mail my loan payment to a different address?

Yes, all loan payments should be mailed to:

Heritage Bank
P.O. Box 35163
Seattle, WA 98124-5163

Will the terms of my loan or line of credit change?

No, the terms of most loans or lines of credit will remain the same. We will begin to automatically report consumer and Small Business Administration (SBA) loan information to credit bureau agencies. Affected customers will receive a separate notice with detailed information.

Will loan payments post the same day as received?

Yes, your loan payments will be credited on the same day as received unless payment is received on a weekend or holiday. Those payments will post on the next business day.

Will my loan payments be applied to my account in the same manner?

Some customers may see a change in how their payments are applied. Heritage Bank applies payments in the following order: interest, principal, escrow, late fees, and other fees/charges.

Will I receive my loan statements at the same time every month?

We have made every effort to keep your statement cycle dates consistent but you may notice some slight changes. If there are changes to your loan statements, you will receive a separate notice with detailed information.

Will I continue to receive loan statements, past due notices, or loan-related bills electronically through email?

Yes, any statements, notices, or loan-related bills generated after May 7, 2018 will be available online. If you anticipate needing past statements from Puget Sound Bank's online banking system, we recommend downloading or printing them prior to May 7, 2018.

Personal Online Banking**I am currently signed up for online banking. Will I need to sign up again after conversion?**

No, you will not need to sign up again. However, the first time you log in to Heritage Bank's online banking system on or after May 7, 2018, you will be guided through Heritage Bank's enhanced multi-factor authentication process. You will receive your login information in a separate notice a couple weeks prior to conversion. We encourage you to visit HeritageBankNW.com for additional information related to the online banking conversion.

How will I access my new online banking?

Starting at 8:00 am PDT on May 7, 2018, you can access the Heritage Bank online banking system from the sign-in box on our website HeritageBankNW.com.

Will I see my previous transaction history online?

Yes, six months of transaction history will transfer to Heritage Bank's online banking system. If you anticipate needing more than six months of transaction history, we recommend downloading or printing this information for your records.

Will I be able to view my previous online statements?

No, your Puget Sound Bank online statements will not be available in Heritage Bank's online banking system. We recommend downloading or printing them from Puget Sound Bank's online banking system prior to May 3, 2018. After the conversion, Heritage Bank's online banking system keeps 13 rolling months of online statements.

Will I be able to view images of my paid checks online?

Images of checks that have cleared your account prior to May 4, 2018 will not be available. We recommend downloading or printing any images of checks from Puget Sound Bank's online banking system prior to May 3, 2018.

Checks that clear your account on or after May 7, 2018, will be viewable through Heritage Bank's online banking system.

Will automatic transfers between personal accounts continue?

No, you will need to re-establish your automatic transfers through Heritage Bank's online banking system on May 7, 2018.



If I use Quicken® or QuickBooks®, will my current information still be available after the conversion?

Yes, six months of information will transfer to Heritage Bank. If you anticipate needing more than six months, we recommend downloading this information prior to May 3, 2018. Download instructions for the various versions of Quicken or QuickBooks are available at HeritageBankNW.com.

Will I continue to receive online statements?

Yes, if you are currently signed up for online statements, you will continue to receive an email each month when your statement is available to view online. Prior to being able to view online statements, you will need to accept Heritage Bank's terms and conditions.

Will my account alerts remain?

No, you will need to re-establish your account alerts.

Will my account nicknames remain?

No, you will need to re-establish your account nicknames.

Bill Pay

Will my Bill Pay change?

The system in which you use Bill Pay will change but all of your established payees will remain available. You may see a minor change to the payee name when they transfer over.

Bill Pay is a free service for personal and business online banking customers. The first time you pay each payee with Heritage Bank, please allow additional time for processing. Initial payments sent to each of your payees will take approximately seven to 10 business days.

Will all of my payee information transfer to Heritage Bank?

Yes, all of your established payees will transfer during the conversion. You may see a minor change to the payee name

when they transfer over, so we encourage you to verify all payee information when scheduling payments for the first time.

How will my online bill payments be processed during the conversion?

Bill payments previously scheduled for Thursday, May 3, 2018 will be processed by Puget Sound Bank. Beginning Friday, May 4, 2018, bill payments previously scheduled for May 4—May 6, 2018 will be processed by Heritage Bank.

I have recurring payments scheduled. Will these payments be transferred to Heritage Bank's Bill Pay system automatically?

Yes, your recurring payments will be transferred automatically; however, we encourage you to confirm them for accuracy.

Mobile & Text Banking

I currently use Puget Sound Bank's mobile app. Will I need to download Heritage Bank's mobile app?

Yes, you will need to download Heritage Bank's mobile banking app from either the Google Play™ (Android™ devices) or Apple® store. There is also a Kindle Fire app available through Amazon.

Does Heritage Bank offer mobile deposit?

Yes, if you download the Heritage Bank mobile app and are over 18 years of age, you are eligible to use the mobile deposit feature. After downloading the app and successfully logging in, click "Check Deposit" from the menu and accept the Mobile Remote Deposit Service Agreement.

Will mobile deposit cutoff times for same day credit change?

Yes, mobile deposits made before 10:30 am PDT will post to the account the same business day around 2:00 pm PDT. Mobile deposits made before 4:30 pm PDT will post to the account on

the same business day around 7:00 pm PDT. Mobile deposits made after 4:30 pm PDT will post to the account around 2:00 pm PDT the following business day.

Will mobile deposit limits remain the same?

No, the standard daily limit will change. Mobile deposit limits are:

- Per deposit: \$2,500
- Per day: \$2,500
- Rolling 30 day: \$10,000

I currently use Puget Sound Bank's text message banking. Will I need to sign up again?

Yes, you will need to register your phone for text message banking with Heritage Bank's online banking system on or after May 7, 2018.

Will the commands for SMS text banking change?

Yes, some commands for SMS text banking will change.

The text banking commands for Heritage Bank are:

- **Bal** – Primary account balance
- **Bal All** – All account balances
- **Last** – Last five transactions on primary account
- **Bal Chk** – Account balance of checking
- **Bal Sav** – Account balance of savings account
- **Trans** – Transfer to primary account
- **Help** – Help on keywords
- **Stop** – Deactivate text banking service

Credit, Debit & ATM Cards

Can I continue to use my Puget Sound Bank credit card?

Yes, your Puget Sound Bank credit card will now be serviced by Elan Financial Services. Their account representatives are available to assist you 24/7 either online or over the phone.

Business Card Account Support:	866.552.8855
Consumer Card Account Support:	800.558.3424
Web/Online Account Support:	877.334.0460 or MyAccountAccess.com

Where should I mail my credit card payments to?

Elan Financial Services has provided the following address for customers to submit their credit card payments. Please make checks out to Cardmember Services.

Cardmember Services
P.O. Box 6354
Fargo, ND 58125-6354

Will I receive a new Heritage Bank debit card to replace my MasterCard® Debit Card?

Yes, your new Heritage Bank Visa® Debit Card will be mailed the week of April 23, 2018. You can activate your new card as soon as you receive it, but you cannot use your new card until May 7, 2018. If you have not received your new card by May 3, 2018, please call our Customer Service Center at 800.455.6126.

When will my Puget Sound Bank debit card service discontinue?

You can continue to use your Puget Sound Bank debit card through May 6, 2018. Please begin using your Heritage Bank debit card on May 7, 2018.

How do I activate my new Heritage Bank Visa® Debit Card?

You can activate your debit card as soon as you receive it by calling 800.992.3808. You will be asked to provide four items of personal information to authenticate your identity. If authentication is approved, your card will be activated. If authentication is not approved, please call our Customer Service Center at 800.455.6126 to ensure your personal information is accurate in the system.

Will my Personal Identification Number (PIN) change?

Yes, you will be prompted to assign a new PIN to your debit card during the activation process.

Will automatic payments and transfers linked to my current debit card continue?

No, you will need to contact your merchant or service provider to update your card information on or after May 7, 2018.

Will the daily purchase and ATM withdrawal limit change on my debit card?

No, your debit card daily purchase limit and ATM withdrawal limit will remain the same.

At what time of day will the daily limit on my ATM or debit card reset?

Your daily limit will reset at 9:00 pm PDT, Monday through Saturday.

Will I continue to receive my ATM rebates or credits when I use my debit card?

Yes, there will be no changes to your ATM rebates or credits.

What should I do if my Heritage Bank Visa® Debit Card is lost or stolen?

You can report lost or stolen debit cards by calling our Customer Service Center at 800.455.6126. If you call after our regular business hours, please select #6 from the automated menu to be transferred to 24/7 telephone banking support.

GENERAL QUESTIONS

ATM

Will I continue to have access to surcharge-free ATMs through the MoneyPass® network?

Yes, you will continue to have access to the MoneyPass® ATM network. This means you can use your Heritage Bank debit card at all non-Heritage Bank locations that display the MoneyPass® logo and you will not be charged a surcharge fee or transaction fee. In addition, Heritage Bank will also waive ATM transaction fees whenever a MoneyPass® ATM is used. You can find the nearest MoneyPass® ATM location at MoneyPass.com or by downloading the MoneyPass app.

Will I be able to continue making deposits in MoneyPass® ATMs?

No, you will no longer be able to make deposits at MoneyPass ATMs. Please visit HeritageBankNW.com to find the nearest branch or deposit-taking ATM. For Heritage Bank ATMs that accept deposits, funds from any deposits (cash or checks) made before 1:00 pm PDT will be considered made that business day. Deposits made after 1:00 pm PDT will be considered made the next business day.

What is the difference between a service fee and a surcharge fee?

A service fee is charged to your account by your bank when you use an ATM not owned or operated by your bank. A surcharge fee is charged to your account by the ATM owner when you use an ATM not owned or operated by your bank or is outside of an ATM network in which your bank is a member.

Will I continue to receive my ATM surcharge rebates/credits when I use by debit card?

Yes, there will be no changes to your ATM surcharge rebates or credits.

Telephone Banking

Will I have access to a telephone banking system after the conversion?

Yes, all customers will have access to the Heritage Access Line telephone banking system beginning May 7, 2018. You can access the system by dialing 888.505.9150. Your PIN will be the last four digits of your Social Security number or EIN. We encourage you to change this to a different number by selecting the PIN-change option from the main menu.

Overdraft Coverage

Does Heritage Bank offer overdraft coverage?

Yes, beginning May 7, 2018, all eligible checking accounts will automatically be enrolled in Heritage Bank's standard overdraft

coverage. This means that if you do not have enough funds in your account to cover a transaction, at our discretion we may pay for the transaction on your behalf. We may charge you our standard overdraft fee of \$34 per item (up to six per business day), and an additional \$5 per business day if your account is overdrawn four or more consecutive business days (maximum of 15 business days).

If we decline to pay a transaction, the transaction will be returned and we may charge a \$34 insufficient funds fee (returned). The amount of any overdrafts plus overdraft fees you owe Heritage Bank shall be repaid within 30 days or the collection process will begin.

You can opt in or out at any time by visiting your local branch or calling us at 800.455.6126. You can also mail a written request with your name, address, date of request and account number to:

Heritage Bank
1266 Bouslog Road
Burlington, WA 98233

For more information about Heritage Bank's overdraft coverage options, refer to page 29 or visit HeritageBankNW.com.

Will I have access to overdraft protection for one-time debit card and ATM transactions?

Our standard coverage does not automatically include coverage for ATM and one-time debit card transactions. To extend your coverage to your ATM and one-time debit card transactions that might overdraw your account, you must opt in to our enhanced overdraft coverage.

- By opting in, you're authorizing us to pay these items at our own discretion. Our standard overdraft fees will apply.
- By opting out, we will not pay for the transaction and it will be declined. No fees will be assessed.

You can opt in or out at any time by visiting your local branch or calling us at 800.455.6126. You can also mail the enclosed Reg E Election Form to:

Heritage Bank
1266 Bouslog Road
Burlington, WA 98233

What other overdraft protection options are available?

Classic Reserve Line of Credit Protection and Overdraft Transfer Protection plans are also available and can work along with our standard and enhanced overdraft coverage. These plans generally offer a higher degree of protection at a lower cost as they guard against NSF fees and returned checks.

For more information about Heritage Bank's overdraft coverage options, refer to page 29 or visit HeritageBankNW.com.

Business Online Banking

How will I access my new business online banking account?

Beginning at 8:00 am PDT on May 7, 2018, you can log in to Heritage Bank's business online banking platform by visiting HeritageBankNW.com and selecting Business Accounts from the drop-down box under "Sign In."

What opportunities will I have to learn about the business online banking platform?

To learn about Heritage Bank's business online banking platform, you can:

- Visit HeritageBankNW.com for a library of resources
- Contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com

When will Puget Sound Bank's online banking system be unavailable?

Puget Sound Bank's online banking system will be in view-only mode beginning at 2:00 pm PDT on May 4, 2018. This means you can still log in to your account, but your balances and transactions will not reflect any activity after May 4, 2018. Beginning at 8:00 am PDT on May 7, 2018, you can begin using Heritage Bank's business online banking platform.

Will my online banking login information change?

Yes, all users will receive login information in a separate notice prior to April 13, 2018 which will contain the company ID, user ID, and a temporary password. Each company will have an assigned administrator. If a user is unable to log in, the administrator will be able to reset their password.

If you have not received your company ID, user ID, and a temporary password prior to April 13, 2018, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Will current administrators need to setup their users in business online banking?

No, all users and company administrators will be transferred over during the conversion. The setup of all company users will need to be reviewed on May 7, 2018.

Will I see my previous transaction history in Heritage Bank's business online banking platform?

Yes, six months of transaction history will transfer to Heritage Bank's business online banking platform. If you anticipate needing more than six months of transaction history, we recommend downloading or printing this information for your records.

Will I be able to view images of my paid checks, deposits, and deposited items online?

No, images of checks that have cleared your account prior to May 4, 2018 will not be available. We recommend that you print or download any images of checks from Puget Sound Bank's online banking system prior to May 3, 2018.

Images of checks that clear your account on or after May 7, 2018, will be viewable through Heritage Bank's business online banking platform. Images of deposits and deposited items will not be available in Heritage Bank's business online banking platform.

Will I continue to receive online statements?

Yes, if you are currently signed up for online statements, you will continue to receive an email each month when your statement is available to view online.





Will I be able to view my previous online statements?

No, your Puget Sound Bank online statements will not be available. We recommend printing or downloading these prior to May 3, 2018. After the conversion, Heritage Bank's business online banking platform keeps 13 rolling months of online statements.

Will automatic transfers between business accounts continue?

No, you will need to re-establish your automatic transfers through Heritage Bank's business online banking platform on May 7, 2018.

Will my account alerts transfer to my new business online banking account?

No, you will need to re-establish your alerts in Heritage Bank's business online banking platform by selecting the Account Activities and Reporting tab then "Manage Balance Alerts."

Are tokens required when logging in to Heritage Bank's business online banking platform?

No, tokens are not required to log in to your new business online banking account. For security purposes, Heritage Bank uses a method called Enhanced Multi-Factor Authentication. The first time you log in, you will be guided through this process.

Tokens are required to approve wire transactions and ACH batches.

If I use Quicken® or QuickBooks®, will my current information still be available after the conversion?

Yes, six months of information will transfer to Heritage Bank. If you anticipate needing more than six months, we recommend

downloading this information prior to May 3, 2018. Download instructions for the various versions of Quicken or QuickBooks are available at HeritageBankNW.com.

What file types are available for reporting?

The reporting formats available in Heritage Bank's business online banking platform are QFX, QBO, CSV, and HTML.

If I have questions regarding my business online banking account, who should I contact?

Please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Business Bill Pay

Will my Bill Pay change?

The system in which you use Bill Pay will change, but all of your established payees will remain available. You may see a minor change to the payee name when they transfer over.

Bill Pay is a free service for personal and business online banking customers. The first time you pay each payee with Heritage Bank, please allow additional time for processing. Initial payments sent to each of your payees will take approximately seven to 10 business days.

Will Bill Pay be unavailable during conversion?

Yes, Puget Sound Bank's Bill Pay system will be unavailable beginning at 10:00 am PDT on May 3, 2018.

How will I log in to Heritage Bank's Bill Pay system?

Once you are logged in to Heritage Bank's business online banking platform, simply select "Bill Pay" from the menu. You will automatically be logged in to the Bill Pay system and will not need separate login credentials.

Will all of my payee information transfer to Heritage Bank?

Yes, all of your established payees will transfer during the conversion. You may see a minor change to the payee name when they transfer over, so we encourage you to verify all payee information when scheduling payments for the first time.

I have recurring payments scheduled. Will these payments be transferred to Heritage Bank's Bill Pay system automatically?

Yes, your recurring payments will be transferred automatically; however, we encourage you to confirm recurring payments to ensure accuracy.

Will my bill payment history transfer to Heritage Bank?

No, your bill payment history will not transfer to Heritage Bank. We recommend printing or downloading your bill payment history prior to May 3, 2018.

Will my bill payments still be withdrawn from my account in the same manner that they are today?

No, Heritage Bank bill payments debit the customer's Heritage Bank account 24 to 48 hours after payment is initiated, no matter the delivery method.

Bill payments sent electronically take two to four business days to credit the payee's account, and bill payments sent by check take seven to 10 business days to credit the payee's account.

Will users currently set up in Bill Pay transfer to Heritage Bank?

Yes, all users who have access today will have access to Heritage Bank's business Bill Pay system.

How do I set up new users in the Bill Pay system?

To set up new users in the Bill Pay system, refer to the user guides online at HeritageBankNW.com or contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Who can assist me with business online banking, Bill Pay, and QuickBooks/Quicken questions after conversion?

For questions regarding Heritage Bank's business online banking platform, including adding or deleting users and accounts, navigation, Bill Pay, and exporting transaction history, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Domestic/International Wire Services**Will I still be able to send wires through Heritage Bank's business online banking platform?**

If you are currently authorized to send wires through Puget Sound Bank's online banking system, you will be able to send wires through Heritage Bank's online banking system beginning May 7, 2018.

Will my online international wire capabilities change?

Yes, Heritage Bank's online originated foreign wires can be sent in both US dollars and foreign currency.

ACH & Wire Services**Will my ACH services change?**

Though the look, language, and mechanics may be slightly different, your overall service and ability to originate ACH files will not change.

What is the ACH cutoff time?

The cutoff time to process an ACH file with Heritage Bank is 9:00 am, 10:00 am, 2:00 pm, and 5:00 pm PDT.

Due to the multiple cutoff times, the bank is unable to correct any errors in a processed file. If you need assistance, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Will my ACH access be the same?

Yes, all users will have the same ACH access as they do today. We encourage each user to log in on May 7, 2018 to confirm that their access is correct. If you need assistance, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

How long will my ACH batch detail history be available?

Heritage Bank keeps 10 days of ACH batch detail history.

How will I access ACH services?

Once you are logged in to Heritage Bank's business online banking platform, simply select "ACH Payments" from the menu. Additional information about ACH services will be provided prior to May 7, 2018.

What if I need to schedule an ACH file the weekend of the conversion?

We recommend scheduling any ACH files prior to May 4, 2018. Otherwise, you will be unable to originate ACH files between 4:00 pm PDT on May 4, 2018 and 8:00 am PDT on May 7, 2018.

GENERAL QUESTIONS

Can ACH origination files have an effective entry date past May 4, 2018?

No, you can only process ACH files until 2:00 pm PDT on May 4, 2018. Beginning May 7, 2018, files can be initiated or entered on Heritage Bank's business online banking platform up to one month in advance of the effective date. Files must be submitted by the daily ACH cutoff time of 5:00 pm PDT.

How will I create ACH payments in the new system?

You will still be able to upload NACHA formatted files and create ACH templates in Heritage Bank's business online banking platform. User guides will be available online at HeritageBankNW.com.

Will my ACH recipients automatically transfer to Heritage Bank?

Yes, 90 days of ACH batches will be transferred to Heritage Bank's business online banking platform. There may be duplicate participants within a batch, so please verify the information before processing.

Are the company and user limits going to change?

No, your current company and user limits will stay the same. We recommend that company administrators review and confirm their company and user limits and authorities.

How are ACH Returns & Notifications delivered?

ACH Returns & Notifications of Change are delivered by email from the Federal Reserve Bank. There are some circumstances where the email will come from TMServices@HeritageBankNW.com rather than the Federal Reserve Bank. If you would like to change any email recipients, please contact your Relationship Manager.

Will there be changes to my ACH Block Service?

No, your ACH Block Service will be maintained upon conversion to Heritage Bank.

Will there be changes to my ACH Filter Service?

No, your ACH Filter Service will be maintained upon conversion to Heritage Bank.

If my software can create a NACHA formatted file, what changes need to be made?

If you have software that can create a NACHA file, you will be able to send that file through Heritage Bank's business online banking platform. Prior to importing your first NACHA file, you will need to change the Immediate Destination Name (Financial Institution Name) from Puget Sound Bank to Heritage Bank. You should also change the Immediate Destination and Immediate Origin to Heritage Bank's routing and transit number 325170835. For questions regarding your NACHA file, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

How many days prior to the effective date can I initiate or approve an ACH batch?

You can initiate or approve ACH batches up to 30 days in advance of the effective date.

Can I set an online banking wire request value date after May 4, 2018?

No, you can only process wire requests until 2:00 pm PDT on May 4, 2018. Beginning May 7, 2018, wires can be originated through Heritage Bank's business online banking platform until 2:00 pm PDT.



Will users still be able to send wires online?

Yes, users will still be able to send wires online as they do today. The company administrator will be able to create limits and set permissions for each user.

What is the wire cutoff time?

The cutoff time to process a wire with Heritage Bank is 2:00 pm PDT. You can initiate a wire transfer after the cutoff time and it will process the next day. You can also initiate or approve wire transfers up to 30 days in advance.

I have wire templates set up today; will this information transfer to the new system?

Yes, your wire templates will transfer to Heritage Bank's business online banking platform; however, we recommend copying your current Puget Sound Bank wire templates as a precaution. Once you receive your new login credentials, you should review your wire templates for accuracy. For foreign wires, it will not be necessary to enter in the intermediary bank information.

Will I receive a notification after a wire has been sent?

Outgoing wire notifications will automatically be sent after the request has been processed. Incoming wire notifications are available upon request. To set up incoming wire notifications, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Will the instructions I follow to receive domestic wires remain the same?

No, you will need the following information to receive domestic wires as of May 7, 2018:

- ABA: 325170835
- Beneficiary Bank Address:
Heritage Bank
201 5th Ave. SW
Olympia, WA 98501
- Beneficiary Account: The account number where the funds are to be deposited
- Beneficiary Name and Address: The name and address of the account holder

What type of security feature is in place for releasing ACH files and wires online?

Heritage Bank strongly recommends dual control as this is a secure method for releasing (approving) ACH files and wires online. Security tokens are used in Heritage Bank's business online banking platform to release wire transactions. All ACH and wire users will receive instructions for activating their virtual or hard tokens.

How do I activate my token?

Activate your token by logging in to Heritage Bank's business online banking platform and selecting the Administration tab then "Activate Token." You will be prompted to enter the serial number and security code from the token.

What should I do if I log in and my access is not correct?

We encourage you to log in to Heritage Bank's business online banking platform on May 7, 2018 to familiarize yourself with the new system and ensure your access is correct. If you need help, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

Positive Pay**How will I access Positive Pay services?**

Once you are logged in to Heritage Bank's business online banking platform, simply select the Account Activities and Reporting tab.

What is the deadline to approve my Positive Pay exceptions?

The deadline to approve Positive Pay check and ACH exceptions is 12:00 pm PDT.

What happens if I do not approve my Positive Pay exceptions?

The system default is to pay exception items that you have not approved.

EDI Remittance**I receive emails with my EDI remittance information; will that still be available to me?**

Yes, there will be no interruption in how you will receive your EDI remittance information.

Mobile Banking**I currently use Puget Sound Bank's mobile app. Will I need to download Heritage Bank's mobile app?**

Yes, you will need to download Heritage Bank's business mobile banking app from either the Google Play™ (Android™ devices) or Apple® store.

Before you can use the app, you must first log in to Heritage Bank's business online banking platform on a desktop and change your temporary password. Puget Sound Bank's mobile app will be unavailable at 10:00 am PDT on May 3, 2018.

Bill Pay is not available at this time through our business mobile banking app.

GENERAL QUESTIONS

Business Mobile Deposit

Will my business mobile deposit limit change?

Heritage Bank's daily business mobile deposit limit is \$50,000.

What happens if I deposit a check that is over my limit?

Heritage Bank will alert you that you are over your daily limit and your deposit will not be processed.

What do I do if I need to change my limit?

To change your mobile deposit limit, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

What is the business mobile deposit cutoff time?

Checks deposited before 9:00 pm PDT, Monday through Saturday will be credited to your account on the same day. Checks deposited after 9:00 pm PDT, on Sundays, or on a holiday will be credited to your account on the same day but will not appear in your transaction history until the next business day.

Remote Deposit Capture

If I currently use Remote Deposit Capture, will I still have access to this service?

Yes, if you are currently using business Remote Deposit Capture, your service will not change. However, you will no longer access Remote Deposit Capture through your business online banking account.

Will my login credentials change for Remote Deposit Capture?

Some customers' login credentials may change. If they do, you will receive your login information in a separate notice prior to April 13, 2018. If you have not received your login credentials by April 16, 2018, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

What if I do not know my login credentials for Remote Deposit Capture?

Please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com.

How will I log in to Heritage Bank's Remote Deposit Capture system?

Beginning May 7, 2018, you can log in to Remote Deposit Capture by visiting HeritageBankNW.com and selecting Business Accounts from the drop-down box under "Sign In."

Will Remote Deposit Capture services be interrupted over the conversion weekend?

Yes, final deposits must be received by 6:00 pm PDT on May 4, 2018.

Will deposit cutoff times change?

Yes, the cutoff time for Remote Deposit Capture is 6:00 pm PDT.

Will my deposits still memo post to my account?

No, deposits will not memo post to your account. They will post to your account the same night if your deposit is made prior to the 6:00 pm PDT cutoff time.

Who can I contact for Remote Deposit Capture assistance?

For assistance with Remote Deposit Capture, please contact our Treasury Management Services at 877.898.5757 or by email at TMServices@HeritageBankNW.com from 8:00 am to 5:30 pm PDT, Monday through Thursday and 8:00 am to 6:00 pm PDT on Friday.

Lockbox Services

Will my Lockbox services change?

No, if you currently use lockbox services at Puget Sound Bank, there will be no changes to these services and your processes will remain as they are today.

Merchant Services

Will there be any changes to my Merchant Services?

No, if you currently use Merchant Services at Puget Sound Bank, there will be no changes to these services and your processes will remain as they are today.

Commercial Card Services

Will my commercial card still work after conversion?

Yes. Your Puget Sound Bank credit card is now being serviced directly by Elan Financial Services. Their account representatives are available to assist you 24/7 either online or over the phone.

Business Card Account Support: 866.552.8855

Consumer Card Account Support: 800.558.3424

Web/Online Account Support: 877.334.0460 or
MyAccountAccess.com

Will I still be able to make credit card payments at my local branch?

No, Elan Financial Services has provided the following address for customers to submit their payments. Please make checks out to Cardmember Services.

Cardmember Services
PO Box 6354
Fargo, ND 58125-6354