

INVESTING IN A BETTER TOMORROW.

What to Know About Our Upcoming System Upgrade: October 16–19, 2026

We're making important improvements to your banking experience. Here's what to expect before, during, and after the transition.



WHY WE'RE UPGRADING

We're upgrading our banking systems, including the technology behind your online and mobile banking experience, to provide a stronger foundation for the future and continue delivering the convenient, reliable service you expect from Great Midwest Bank.

While some services will be temporarily unavailable during the transition, your accounts will remain safe and secure. Our team is working hard to make the process as smooth as possible, and we'll keep you informed every step of the way.

WHAT WILL STAY THE SAME

The following will not change:

- | | |
|---------------------------|-------------------------------------|
| ✓ Your account numbers | ✓ Preauthorized electronic payments |
| ✓ Your routing number | ✓ Your checks |
| ✓ Your debit card and PIN | ✓ Mobile Banking App |
| ✓ Direct deposits | |
| ✓ Automatic payments | |

Most importantly, you'll continue working with the same friendly local team that's here whenever you need us.

IMPORTANT DATES



Mark these dates on your calendar. We'll send reminders as the upgrade approaches.

Friday, October 16

- Normal bank business hours
- Beginning at **12:00 p.m.:**
 - Online and Mobile Banking upgrades begin.
 - Mobile deposits, transfers, and Online Bill Pay will be unavailable until the upgrade is complete.
 - Telephone Banking will be unavailable.

Saturday, October 17

- All Great Midwest Bank branch locations will be closed.

Monday, October 19

- Normal bank business hours
- Beginning at **9:00 a.m.:**
 - Online and Mobile Banking services return.
 - Telephone Banking resumes.
 - Customers may begin logging in to the upgraded Online Banking system.



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HOW YOU CAN PREPARE



Before Friday, October 16

- ✓ Complete any mobile deposits or transfers before **12:00 p.m.**
- ✓ Make any Online Bill Pay changes before the upgrade begins. Recurring and scheduled Bill Pay payments will continue to process during the system upgrade weekend.
- ✓ If you don't know your Online Banking username, contact us before the upgrade.

Debit Cards

- GMB debit cards will remain available for use throughout the system upgrade weekend.
- During the upgrade, all debit cards will have daily transaction limits of \$200 for ATM withdrawals and \$1,000 for point-of-sale purchases.
- Person-to-person (P2P) payments, such as Cash App and Venmo, will be unavailable during the upgrade weekend.
- If you use an ATM during the upgrade weekend, balance inquiries will be unavailable from 12:00 p.m. on Friday, October 16, through 9:00 a.m. on Monday, October 19.

AFTER THE UPGRADE



Online Banking: Your existing username and password will remain the same. The first time you log in after the upgrade, you'll complete a few quick security steps before returning to your normal banking experience.

The Online Banking website link will change. If you previously bookmarked the login page, that bookmark will no longer work. For your first login after the upgrade, we recommend using a computer and visiting GreatMidwestBank.com to access the new Online Banking link.

Telephone Banking: Telephone Banking will be available once again on Monday, October 19, at 9:00 a.m., by calling (800) 226-4899. Your initial Telephone Banking password will be the last four digits of your Social Security number. After entering this password, you will be prompted to create a new password.

Bank Statements: All GMB checking and savings account customers will receive a printed and mailed statement dated October 16, 2026, including eStatement recipients. A second statement will be dated October 31, 2026. Customers who currently receive statements by mail will receive this statement by mail. Customers enrolled in eStatements will be able to access it electronically.

Going forward, all checking account statements will be issued at the end of each month.

NEED ASSISTANCE?

We're here to help. Stop in or call your local Great Midwest Bank branch or visit GreatMidwestBank.com.

Bayside • (414) 352-3710

505 W Brown Deer Rd
Bayside, WI 53217

Chilton • (920) 849-9381

1050 E Chestnut St
Chilton, WI 53014

Greenfield • (414) 282-2800

4775 S 27th St
Greenfield, WI 53221

Middleton • (608) 833-4400

1003 N Gammon Rd
Middleton, WI 53562

Brookfield • (262) 784-4400

15900 W Bluemound Rd
Brookfield, WI 53005

Greendale • (414) 421-7400

5150 S 76th St
Greendale, WI 53129

Hartland • (262) 367-4200

600 Hartbrook Dr
Hartland, WI 53029

West Allis • (414) 546-0404

10269 W National Ave
West Allis, WI 53227



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