

## FAQ's - CUSTOMERS

**Why did we change the bank's name to Primis?** We decided to change the bank's name to Primis for several reasons. First, we are going to be relentless and never satisfied building a Company and a culture and an atmosphere that attracts and retains the absolute best employees. Our name, our brand and our image are important elements of that environment.

Secondly, if our long-term vision is to be outstanding at a host of disciplines...then now is the time to make sure our brand is outstanding.

Our standard is first class. On everything. All of the time. This new name and brand hits the mark.

**When does Sonabank become Primis?** We are announcing our new name and timeline today, January 28, 2021. Officially, Sonabank will become Primis on March 31, 2021.

**How do I pronounce Primis?** We pronounce "Primis" the same way you would say "premise"

**What does Primis mean?** The name Primis comes from the Latin meaning of being "first". That is our DNA...to be first. First for our employees. First for our customers. First to innovate and roll out new technologies.

**What new products & services can I expect?** At Primis, we are all about serving the needs of our customers. We are excited to now offer our customers 24/7 service through the Customer Care Center. As we move forward, we will be leaders in using digital solutions to improve the banking experience of our customers and to grow our organization.

**How will the name change benefit existing customers?** Changing the name really has no impact on customers. All of your cards and checks and passwords will continue to work as they always have.

**What will happen to your branches?** Currently the branch locations will stay the same. We are closing our South Riding location on April 15, 2021.

**How will this affect customer service?** Our brand launch will only improve the service we deliver to you. We now offer 24/7 service through our customer care center and we are taking great steps to make sure our customers are informed about the exciting things happening at the bank.

**Will the bank's routing number change?** There will be no changes to the bank's routing number. The routing number is **051409278**.

**Will customers' account numbers change?** There will be no changes to customer(s) account numbers.

**Will customers get new checks?** We will not reissue new checks, however there will be new check designs available for order that reflect our new brand. New check designs will be available after March 31, 2021.

**Will customers get new debit cards?** Yes. Customers will receive new debit cards when their existing card expires after March 31, 2021. Customers can continue to use your Sonabank debit cards until they expire.

**Will checking, savings or loan products change?** We are only changing the names of our products to reflect our new brand. We will be reviewing and improving the products and services we deliver and will communicate those as they become available.

**Will online banking have a new look and feel?** Yes. We are updating our website, online banking and mobile banking services to reflect our new brand.

**Will customers have to re-enroll for online banking?** No. Customers will not have to re-enroll into online banking. Usernames and passwords will also remain the same.

**Will mobile banking have a new look and feel?** Yes. We are updating the look and feel of our website, online banking and mobile banking services to reflect our new brand.

**Will customers need to reinstall the new Primis mobile app?** For existing mobile banking customers, you will only need to update your app and will be prompted to do so automatically. You will be able to update your mobile apps on Monday, April 5, 2021. More instructions will be coming your way.

**Will your hours of operation change?** We recently expanded our Customer Care Center to 24/7. Additionally, we have modified some branch hours based upon customer demand. An updated list of branch hours can be found on the bank's website.

**Will your signs be changing?** Yes. We will update all of our signage to go with our new brand.

**Will our website address change?** Yes. The new url for the bank is **primisbank.com**. When you log on to sonabank.com you will be redirected to primisbank.com. Currently we have an \*\*“interim website” on primisbank.com, but this will transition to our enterprise site on March 31, 2021.

**Will my Bill Pay change?** The look will change however the functionality will stay the same.

**Can I still visit my local branch?** Absolutely! There will be no impact to customer service available at your local branch. You can find the branch hours on the website or call your local branch.