

1/29/2025

Dear Valued Customer,

As West Town Bank integrates into the Capital Bank family, **you will be transitioning to Capital Bank's Online and Mobile Banking system.** While this conversion reflects a necessary step in bringing our teams together, we've worked hard to create tools and resources to ensure the process is as smooth and straightforward as possible for our valued Online Banking customers.

To help you prepare, here are a few important things you need to know:

- **Update Your Contact Information**

Ensure we have your most current email, phone number, and address to stay informed about critical updates. Don't forget to update the contact information for any online banking users linked to your account.

- **Stay Informed**

Keep an **eye on your inbox** and visit the Integration Resource Page for important updates about the Online Banking upgrade, including key dates and any actions required.

- As shared in earlier communications, all emails moving forward will be sent from a Capital Bank mailbox. Do not put those emails in your spam or junk box. *Note: you can always look for past communications via the Integration Resource Page at westtownbank.com/capital-bank.*

- **Mark Your Calendar**

The Online Banking upgrade is targeted to begin on Friday, February 21, 2025 (5:00pm ET) and conclude by Monday, February 24, 2025 (9:00am ET).

- **Bookmark the Integration Resource Page**

Visit westtownbank.com/capital-bank for key dates, FAQs, resources, and archived communications to guide you through the process.

After your transition to Capital Bank's Online Banking system, you can look forward to future enhancements that will further elevate your banking experience. These ongoing improvements will offer greater flexibility and personalization, making it easier than ever to manage your finances. Capital Bank is dedicated to ensuring your Online Banking experience continues to evolve to meet your needs.

If you have any questions, you can reach out to your Customer Connect Team by calling **833-901-0058** or by email at connect@capitalbankmd.com. Your Team is available Monday – Friday, 8:30am – 5:00pm ET. Or you can visit the Integration Resource Page at westtownbank.com/capital-bank.

Thank you for being a valued customer. We're excited about the opportunities ahead and look forward to providing you an exceptional banking experience.

Sincerely,

The Capital Bank Team