



Important Dates

FOR RELIANCE PERSONAL BANKING CUSTOMERS

For your convenience, we have enclosed this chart of important dates relating to the conversion of your Reliance account(s) to Trustmark. Please read the following information carefully and keep it on hand for easy reference. If you have any questions, call 1-800-243-2524, visit your local Trustmark branch, or go to welcometotrustmark.com.

Event	What is happening?	When?
Legal merger	<p>Reliance Bank has merged into Trustmark National Bank.</p> <p>Continue to bank as usual. There will be no changes to your account(s) or service(s) until the Conversion Weekend.</p>	<p>The legal merger took place on April 7, 2017.</p> <p>New Trustmark signage is starting to be placed in Reliance branches.</p> <p>Right now, you can use your Reliance ATM or debit card, with no service fee, at any Trustmark ATM across our 5-state footprint.</p>
Conversion Weekend	<p>The Reliance and Trustmark computer systems will be integrated, and your current account(s) will be converted to Trustmark account(s).</p>	<p>The Conversion Weekend begins as of the close of business on Friday, June 16, 2017, and continues through Sunday, June 18, 2017. All Reliance branches will be closed over the Conversion Weekend.</p>
ATM access over the Conversion Weekend	<p>You will have continued access to your account(s) via ATMs, using your current Reliance debit or ATM card.</p>	<p>Full access to all ATM functions will be available throughout the Conversion Weekend.</p>
Debit and ATM cards	<p>Debit and ATM card customers will receive a new Trustmark <i>ExpressCheck</i> Debit Card or Trustmark <i>Express</i> ATM card. Your PIN (personal identification number) for your new Trustmark card will be the same as your current Reliance card PIN.</p>	<p>Your new Trustmark card will arrive a few days prior to the Conversion Weekend and can be used beginning late in the evening on Saturday, June 17, 2017. If you do not receive your card by Monday, June 19, 2017, please contact us.</p>
Deposit account numbers, checks and deposit slips	<p>Your account number(s) will change; please see your personalized Account Summary for your new Trustmark account number(s). We will send you a complimentary order of starter checks and deposit slips.</p>	<p>You can expect to receive your complimentary checks and deposit slips a few days prior to the Conversion Weekend.</p> <p>Please discontinue using your Reliance deposit slips as of the close of business on Friday, June 16, 2017. It is important to use your new Trustmark deposit slips after this date to ensure your deposits are posted correctly and in a timely manner.</p>

Over, please.



Continued

Event	What is happening?	When?
Deposit account statements	You will receive a final statement for any Reliance checking or savings account(s) you may have. Then you will begin receiving statements for your Trustmark account(s).	Your last statement for your Reliance account(s) will reflect all transactions through the close of business on Friday, June 16, 2017. Transactions after this date will be reflected on your Trustmark statements.
Online and mobile banking	<p>If you have personal online banking with Reliance, it will be converted to <i>myTrustmark</i>®, Trustmark’s online banking service. Recurring transfers (deposit account to deposit account or deposit account to non-deposit account) will also be converted to <i>myTrustmark</i>®. If you have online bill payments, you will need to enroll in Trustmark’s bill pay service and re-establish your payments.</p> <p>For your convenience, we will provide your current list of payees in the Reliance system in a separate mailing.</p>	<p>Please log in to <i>myTrustmark</i>® on Monday, June 19, 2017, to verify your account(s) and re-establish any banking activities (bill payments, etc.). See the enclosed Transition Guide for further details.</p> <p>If you are not a current Reliance online banking customer and would like to enroll in <i>myTrustmark</i>®, visit trustmark.com anytime starting on Monday, June 19, 2017.</p>
Telephone banking	If you have a checking or savings account, you may use Trustmark’s Telephone Banking service for account inquiry. Transfers are not available through this service.	You will receive a telephone access number (TAN) in a separate mailing prior to the Conversion Weekend. You can access our telephone banking services starting on Monday, June 19, 2017. Simply call 1-800-243-2524 and follow the prompts.
Loan number and loan payment information	If you currently have a loan with Reliance, your loan number will change. Please refer to the enclosed personalized Account Summary as well as the Transition Guide for additional information, including any changes in your payment process.	You will see your new loan number on the new coupons or statement you receive from Trustmark within weeks of the Conversion Weekend. Some account numbers may be included on your personalized Account Summary. If your number is not on your summary, it will be provided on your new Trustmark coupons or statement.
Line of credit checks	If you currently have a line of credit, you will receive complimentary checks with your new credit line account number.	You can expect to receive your checks approximately one week prior to the Conversion Weekend.
Mortgage loans	If you have a mortgage loan with Reliance, servicing of your mortgage will transfer to Trustmark. Please see the enclosed Transition Guide for information about your mortgage payments.	You will see your new mortgage number on the new coupons or statement you receive from Trustmark following the Conversion Weekend.