

## **(Mobile Remote Deposit Capture Service (MRDC) email)**

Subject Line: **A Change to How You Access Your Remote Deposit Services**

Dear Valued Client:

We are pleased to welcome you to the City National Bank family and look forward to strengthening our banking relationship with you. The merger of these two South Florida banking institutions places City National Bank as the third-largest Florida-based bank; enabling us a stronger presence in the South Florida marketplace to better serve you.

We are committed to excellence and providing our clients with the necessary tools to manage their company's financial needs. After the merger, all remote deposit clients will be migrated to City National Bank's Office Deposit® platform and a temporary new username and password will be issued. As well as all the necessary tools to access the system.

In addition, clients will be trained in advance of gaining access to the system and on the new look and feel of the service. In the next few days, you will be receiving an email with the date and time of your web-based complimentary interactive training session.

We suggest that prior to the merger, you backup your files and get copies of the receipts for the immediate 90-days prior to the merger for your records. After accounts are transferred, a new 90-day cycle will begin. In the event that you need to access records older than 90-days, please contact us and we will send you the information.

Our goal is to make this transition as smooth and seamless as possible for you. We are aware that you might have some questions; we are here for you and available to answer your queries. You can reach us at —Treasury Management Department, 305-349-5465 Monday through Friday between the hours of 8:30 AM and 5 PM, excluding Federal Holidays. Or, via secured mail at [tmsupport@citynational.com](mailto:tmsupport@citynational.com).

Thank you for your patronage and we look forward to serving you in the near future.

Respectfully,

Name  
Title