



# Welcome!

A guide to help you feel confident in your upcoming account transition.



**Park**

NATIONAL BANK

Where you mean *more*.



## A NOTE FROM OUR CEO

I'd like to personally welcome you to Park and share our excitement to serve your community. We believe banking is about more than finances – it's about making a lasting impact for the people around us. Our combined teams are united by remarkably similar core values and cultures, and we move forward together, better equipped to serve your financial needs today and in the future.

As you transition to our systems and accounts, I want to reassure we are working hard to ensure your experience is smooth from start to finish. Your local banker continues to be your first point of contact if you have questions or need assistance.

We are committed to earning your trust and look forward to seeing you soon. Welcome to Park!

Matthew R. Miller  
CEO and President





# Tennessee Proud to serve you!

For decades, we have lived by a simple truth shared by former CEO John Alford, *"If we take care of our communities, our communities will take care of us."* That belief continues to guide everything we do and we remain dedicated to creating a lasting, positive impact.

Our commitment goes far beyond banking. It's a promise to show up, give back and invest in the people and organizations that help our communities thrive. We know when our communities succeed, we all succeed.

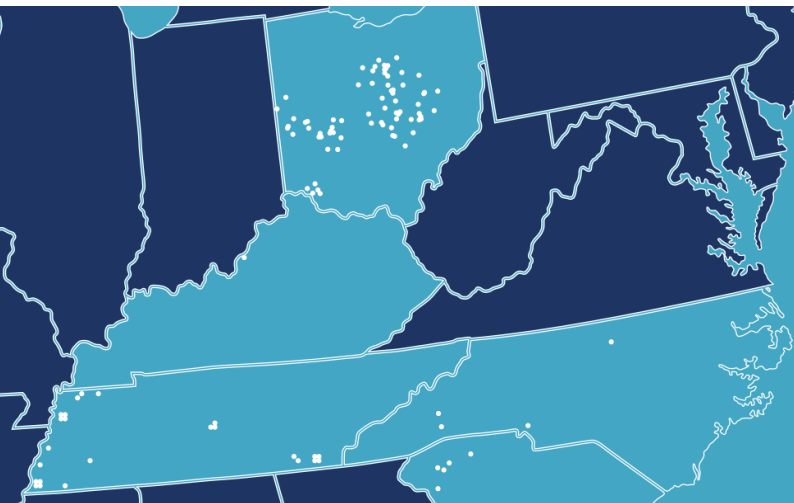
Our associates take pride in being actively involved in the places they live and work, forming relationships that strengthen the fabric of our communities. By volunteering their time and talents serving alongside community partners, our teams gain a deeper understanding of local needs and respond with purpose and care.

To further demonstrate that commitment, we announced in March that we are investing \$500,000 in our Tennessee Region this year. This investment reflects our dedication to continuing First Citizens' strong legacy of community support through local partnerships and meaningful engagement with local organizations.

We believe strong communities are built through trust, partnership and long-term commitment, and we are focused on helping foster growth, resilience and opportunity for future generations.



To learn more, scan to view our *Community Impact Report* or visit [parknationalbank.com/about/community](http://parknationalbank.com/about/community).



## PARK NATIONAL BANK AT A GLANCE



**\$13.0B**  
ASSETS



**156**  
ATMS



**112**  
OFFICES



**5**  
STATES



**\$5.2M**  
COMMUNITY  
DONATIONS



**30,579**  
VOLUNTEER  
HOURS

# Connect with us

We understand change can be intimidating but we'll be with you every step of the way. Your best first contact is your local banker. Their contact information is the same – feel free to call, visit or email them any time!

We're available to guide you through the transition to your new accounts and services. If you have a general question or need to get in touch with us, we're here for you.



## Get the scoop & stay in the loop

Our welcome center is your one-stop shop for everything related to transitioning to Park. Get real-time updates, answers to common questions, downloadable how-to guides and important dates, by scanning the QR code or visiting [parknationalbank.com/welcome-first-citizens](http://parknationalbank.com/welcome-first-citizens).



### Chat with us

To connect with a Park banker, look for the chat button in the lower-right corner of any page on [parknationalbank.com](http://parknationalbank.com) or within the Park mobile banking app.

**Monday-Friday**  
**8:00 a.m. to 5:00 p.m. ET**



### Visit a branch

To meet with a banker or get in-person assistance, please visit your local banking center.

**Hours vary by location**



### Give us a call

Call 888-474-7275 to reach our Customer Care Center and speak with a specialist.

**Monday-Friday**  
**8:00 a.m. to 5:00 p.m. ET**

## Connect with us on social

See what we're up to, who we're supporting and what tips we're sharing to make banking easier for you. Simply search Park National Bank and give us a follow!



# Our services

At Park National Bank, we serve more by connecting the convenience and resources of a national bank with hands-on deeply personalized service.



## Personal banking

- Checking
- Savings
- Certificates of Deposit
- Individual Retirement Accounts
- Credit & debit cards
- Digital banking
- Home loans
- Home Equity Line of Credit
- Vehicle & personal loans



## Business banking

- Business checking
- Business savings
- Sweep arrangements
- IntraFi network deposits
- Credit & debit cards
- Digital banking
- Commercial loans
- SBA loans
- Equipment financing
- Lines of credit
- Treasury management services
- Retirement Plan Services



## Wealth management

- Investment management
- 401(k) rollovers
- Retirement planning
- Trust services
- Estate planning & settlement
- Custody, escrow & guardianship

Non-deposit products and investments are not FDIC insured, not bank guaranteed, and may lose value.