



CATHAY BANK

FAR EAST NATIONAL BANK IS NOW CATHAY BANK

FREQUENTLY ASKED QUESTIONS

Far East National Bank is now Cathay Bank

Welcome to the Cathay Bank family! We are pleased to inform you that on October 27, 2017, Far East National Bank merged with and into Cathay Bank. Cathay Bank is a California state-chartered commercial bank, and is subject to the regulation and supervision under the Federal Deposit Insurance Corporation (FDIC), the Consumer Financial Protection Bureau (CFPB), and applicable regulations under the Federal Reserve.

What is happening now?

We are working diligently towards integrating the two systems which we anticipate to complete by April 23, 2018. Our goal is to process this transition as smooth as possible as we continue to provide outstanding services to you. Meanwhile, until the two systems become fully integrated, please continue to conduct your banking business at Far East National Bank branches as usual.

You will also notice that the Cathay Bank name will gradually replace that of Far East National Bank, on branch signage, ATMs, websites and on new check orders, statements, notices and other documents.

How should I conduct my banking business?

Please continue to conduct your banking business as usual at your local Far East National Bank branch. Once system integration is complete, you will be able to conduct your banking business at all Cathay Bank branch locations.

At this time, no changes are made to your account number or other account details unless noted below. Please continue to use your existing ATM cards, checks and deposit slips. Your ACH, wire transfers, online banking and mobile banking will also remain the same. Please continue to make your loan payment as usual at your branch, by mail or by automatic payment.

Further details about how the integration will affect your accounts and services will be provided over the coming months. Thank you in advance for your patience.

What about FDIC Insurance?

As of October 27, 2017, if you have deposits at both Far East National Bank and Cathay Bank, your deposits at Far East National Bank are separately insured from your deposits at Cathay Bank under FDIC, for at least six months. If you have a CD issued by Far East National Bank, the separate FDIC insurance coverage will remain in effect until the earliest maturity date after the end of the six-month period as outlined below:



| IF | AND | THEN |
|--|--|--|
| CD Matures within six months after October 27, 2017 | is renewed for the same amount and for the same term | CD remains separately insured from other accounts at Cathay Bank until the first maturity <u>after</u> the 6-month period. |
| CD Matures within six months after October 27, 2017 | is renewed for a different amount or term... | CD remains separately insured from other accounts at Cathay Bank until the end of the 6-month period. |
| CD does not mature within six months after October 27, 2017 | | CD remains separately insured until its maturity. |

Your Privacy Choices with Cathay Bank.

A copy of Cathay Bank’s Privacy Policy was included with the welcome letter mailed to you and is also available on our website at www.cathaybank.com/privacy. Under our Privacy Policy, Cathay Bank does share information **for joint marketing with other financial companies**. This is different from Far East National Bank’s policy. Under federal law, you do not have the right to limit this sharing. However, California law affords residents of California the right to restrict the sharing of personal and financial information with Cathay Bank’s affiliates and with outside companies that we do business with to provide you financial products and services. **If you are a California resident, Cathay Bank will not share your information without providing you the opportunity to “opt out” of such sharing.** After system integration is complete, we will mail you our *Important Privacy Choices for Consumers* notice to allow you to exercise your choice, and we will not share any information for at least 45 days after the mailing occurs so you have sufficient time to respond.

What if I have questions?

For questions about your existing accounts and services:

1-866-336-2872 or your local branch telephone number
 9:00 a.m.- 5:00 p.m. Pacific Time, Monday to Friday

For all other inquiries:

1-800-9CATHAY (1-800-922-8429)
 Consumer Customer Service: 6:00 a.m.–7:30 p.m. Pacific Time, Monday to Friday
 Business Customer Service: 6:00 a.m.–6:00 p.m. Pacific Time, Monday to Friday