



FREQUENTLY ASKED QUESTIONS | INDEPENDENT BANK & GUARANTY BANK AND TRUST POST LEGAL CLOSE

What does this transaction mean for me?

We believe customers will find the combined organization to be a good fit based on a shared commitment to community banking, attractive commercial and consumer products and services, and a complementary footprint.

How will this affect my account and the way I conduct my banking?

For now, there are no changes, and Guaranty Bank customers can continue to conduct their banking as usual. Sometime in mid-2019 Guaranty Bank accounts will be converted to Independent Bank accounts. We will provide additional details as the conversion timeline approaches.

How will I know when the transition to Independent Bank is complete?

You will receive written correspondence from Independent Bank outlining any actions you may need to take regarding your account options ahead of the conversion.

Will my deposits still be insured by the FDIC?

Yes, the FDIC will continue to provide deposit insurance up to \$250,000 for each of your account ownership categories.

What happens to my FDIC insurance coverage if I have deposits at two insured banks that merge?

There is a process in place to assure protection during and for six months following a merger. When two or more insured banks merge, deposits from the assumed bank are separately insured from deposits at the assuming bank for at least six months after the merger. This grace period gives a depositor the opportunity to restructure his or her accounts, if necessary, or if the depositor wishes to do so.

Will my branch be closed?

We will be evaluating the overall footprint - both institutions have been successful by operating as community banks, which includes providing convenient resources and identifying banking locations to best serve our customers.

Should I expect someone to call or email me to verify my deposit account information?

No. No one from either Independent Bank or Guaranty Bank will ever call or email to ask for your personal, confidential information. If you call us, however, we may ask you for some of that information to verify your identity.

How does Independent Bank protect both my personal and account information?

Independent Bank maintains physical, electronic and procedural safeguards to ensure your nonpublic information remains secure. We are strongly committed to confidentiality of customer information.

How is Independent Bank involved in the community?

While Independent Bank's primary business is banking, the people who make up the organization share a belief that we have a deep responsibility to solve problems and build healthy communities. Since 2015, Independent Bank has awarded over \$1.1 million in grants to non-profit organizations. Our employees give back with their time and talents, while branches sponsor local events.