

# Conversion Timeline: Graystone Tower Bank to Susquehanna Bank

We are looking forward to welcoming Graystone, Tower and 1N Bank customers to Susquehanna Bank! We will be completing the conversion of branch offices and systems during Presidents' Day weekend, February 18 to 20, 2012. As a result, Graystone, Tower and 1N branches will be closed during the weekend and some systems will be temporarily unavailable. Below is an overview of the weekend schedule. We regret any inconvenience, and we appreciate your patience and understanding!

Significant Date	Event
Friday, February 17	<ul style="list-style-type: none"> <li>• Graystone, Tower and 1N Bank branches will close at 5 p.m.</li> <li>• Personal and Business Online Bill Payment customers will not be able to access Bill Payment after 3 p.m.</li> <li>• Personal Online Banking customers will have view-only access to their accounts beginning at 5 p.m. View-only access means that you will be able to view your accounts, balances, and posted transactions, but you will not be able to schedule any new transfers.</li> <li>• Business Online Banking customers will not be able to access Business Online Banking beginning at 5 p.m.</li> <li>• Phone Banking customers will not be able to access Phone Banking beginning at 5 p.m.</li> </ul>
Saturday, February 18	<ul style="list-style-type: none"> <li>• Graystone, Tower and 1N Bank branches will be closed on Saturday, February 18 for conversion.</li> <li>• Susquehanna branches will be open during their normal Saturday hours. You will be able to use any Susquehanna or Graystone, Tower or 1N Bank ATMs during the weekend.</li> </ul>
Monday, February 20	<ul style="list-style-type: none"> <li>• All Susquehanna Bank offices (including former Graystone, Tower and 1N Bank branches) will be closed in observance of the Presidents' Day holiday. However, the Customer Service Center will be staffed from 8 a.m. to 8 p.m. and can be reached by calling 1-800-311-3182.</li> <li>• Customers should activate and begin using their new Susquehanna Bank ATM/Visa Check Cards.</li> </ul>

	<ul style="list-style-type: none"><li>• Susquehanna's Internet Banker for both Personal and Business Banking is expected to be available by 8 a.m. on Monday, February 20.</li></ul>
<b>Tuesday, February 21</b>	<ul style="list-style-type: none"><li>• Branches reopen for their normal operating hours as Susquehanna Bank offices.</li></ul>
<b>Monday, April 30</b>	<ul style="list-style-type: none"><li>• Last day for online access to E-Statements and check images produced by Graystone Tower Bank prior to conversion.</li></ul>