



A Guide to PCSB Bank Products & Services

Effective Tuesday, February 21, 2023



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About the system enhancements.

Between February 17, 2023 and February 20, 2023, PCSB will conduct a system conversion in connection with the merger with Brookline Bancorp. As part of the conversion, PCSB Bank will be able to offer enhanced products and services.

This guide provides an overview of the updates we're making to personal and business banking products and services along with the enhancements we're making to improve your online and mobile banking experience.

For additional information about the system conversion please visit [PCSB.com/Conversion](https://www.pcsb.com/Conversion) or contact your local PCSB Bank branch.

Frequently Asked Questions

To help you prepare for the system conversion, we have provided answers to commonly asked questions.

Q: Why is PCSB Bank integrating with Brookline Bancorp?

A: PCSB Bank recently merged with Brookline Bancorp. As part of the merger, PCSB Bank will be able to offer our customers an improved banking experience with enhanced products and services to better meet changing financial needs.

Q: Will the name of the Bank be changing?

A: No. PCSB Bank's name will not change. PCSB Bank will operate as a separate subsidiary of Brookline Bancorp.

Q: Will my account(s) be changing?

A: In most cases no; however, please refer to the enclosed *Account Summary* to see how your current accounts will transition to the new PCSB Bank accounts.

Q: Will there be changes to Certificates of Deposit (CDs)?

A: No. If you have a Certificate of Deposit (CD) account, all terms and conditions of your account will remain in effect until its maturity date. Please refer to the enclosed *Account Summary*, as some CD names will be changing as of **February 21, 2023**.

Q: Will there be changes to Safe Deposit Boxes?

A: Safe Deposit Box customers will receive a separate communication in the mail.

Q: Will there be any changes to my loan?

A: No. Your loan terms will not change. If you have a consumer mortgage loan, you will receive a separate Notice of Servicing Transfer letter in **early February**. After **February 17, 2023**, all PCSB Bank consumer and commercial loan payments should be mailed to:

PCSB Bank
Loan Servicing Department
PO Box 170820
Boston, MA 02117

Q: Will the timing of my monthly statements change?

A: Yes. If your statement currently cycles on the 5th, 15th, or 20th of the month, then it will cycle on the 10th of the month following completion of the system conversion. If your statement currently cycles on the 25th or at the end of the month, then it will cycle at the end of the month following completion of the system conversion.

Q: Will I have access to my transaction history and past statements after the conversion is complete?

A: On **February 17, 2023**, access to statements for your accounts will be temporarily interrupted. Statements history for the previous 18 months will be unavailable as of close of business on **February 17, 2023**, and will remain unavailable until at least **April 7, 2023**. As we get closer to this date we will provide updates on any changes in the timing of statement availability. If you require copies of these items, please contact your local branch for assistance. We apologize for any inconvenience.

Q: Will I still be able to use my current checks and deposit slips?

A: Yes, you will still be able to use your current checks and deposit slips.

Q: Will I be able to continue using my current ATM/Debit Card?

A: Yes, you will be able to use your current PCSB ATM/Debit Card. ATM and debit cards will not be changing.

Q: Will there be changes to Online & Mobile Banking?

A: Yes. Part of the conversion includes an enhanced Online & Mobile Banking experience. For more information about the new Online & Mobile Banking, please see *page 10 of this guide*. If you are a current Online & Mobile Banking user, please refer to the *Online & Mobile Banking Overview* insert you received with this guide for additional information and how to prepare.

Q: When can I start using the new Online & Mobile Banking?

A: You can log into or enroll in the new Online & Mobile Banking on **Monday, February 20, 2023**.

For additional information about the system conversion please visit [PCSB.com/Conversion](https://www.pcsb.com/Conversion) or contact your local PCSB Bank branch.



Personal Banking

PCSB Bank will continue to offer many of the same personal checking and savings banking solutions along with many lending services to meet your needs. Following completion of the system conversion, PCSB will offer the following personal checking, savings, and money market accounts. Please refer to the enclosed *Account Summary* to better understand how your current account(s) will transition on **Tuesday, February 21, 2023**.

Personal Checking Accounts

	Basic Checking	PCSB Total Checking	True Local Checking	True Local Premium Checking
Minimum Opening Deposit	\$25	\$25	\$25	\$100
Monthly Maintenance Fee	\$0	\$0	\$10	\$12
Minimum Balance to Waive Monthly Maintenance Fee	N/A	N/A	\$1,000 Average Daily OR \$2,500 Combined	\$2,500 Average Daily OR \$5,000 OR \$25,000 Combined
Minimum Balance to Earn Interest	N/A	N/A	\$1	\$1
Non-PCSB Bank ATM Withdrawal Fee	\$0.75	\$0.75	None	None
Stop Payments	\$25	\$25	\$25	\$25

Please refer to page 29 in the enclosed Personal Deposit Account Agreement for complete checking account terms and conditions.

Personal Savings Accounts

	Putnam Premium Savings Account	Statement Savings Account
Minimum Opening Deposit	\$5,000	\$25
Monthly Maintenance Fee	\$10	\$2
Average Daily Account Balance to Waive Monthly Maintenance Fee	\$5,000	\$25
Minimum Balance to Earn Interest	\$5,000	\$25
Non-PCSB Bank ATM Withdrawal Fee	\$0.75	\$0.75

Please refer to page 30 in the enclosed Personal Deposit Account Agreement for complete savings account terms and conditions.

Personal Money Market Accounts

	True Local Money Market Account	Preferred Money Market Account	Money Market Account
Minimum Opening Deposit	\$25,000	\$250	N/A
Monthly Maintenance Fee	\$10	\$0	\$0
Average Daily Account Balance to Waive Monthly Maintenance Fee	\$25,000	N/A	N/A
Minimum Balance to Earn Interest	\$25,000	\$5,000	\$250
Non-PCSB Bank ATM Withdrawal Fee	\$0.75	\$0.75	\$0.75

Please refer to page 30 in the enclosed Personal Deposit Account Agreement for complete savings account terms and conditions.

For additional information about the system conversion please visit [PCSB.com/Conversion](https://www.pcsb.com/Conversion) or contact your local PCSB Bank branch.



Business Banking

PCSB Bank understands the changing needs of businesses today and we will continue to offer a range of business banking solutions to meet your needs.

Business Checking Accounts

Following completion of the system conversion, PCSB will offer the following business checking accounts. Please refer to the enclosed *Account Summary* to better understand how your current checking account(s) will transition on **Tuesday, February 21, 2023**.

	PCSB Business Checking	Enhanced Business Checking	Commercial Checking
Minimum Opening Deposit	\$100	\$100	\$100
Monthly Maintenance Fee	\$0	\$25	\$16
Average Daily Balance to Avoid Fee	N/A	\$5,000 Average Daily OR \$10,000 Combined	N/A
Additional Account Information	Please see pages 22-24 of the enclosed Business Deposit Account Agreement	Please see pages 22-24 of the enclosed Business Deposit Account Agreement	Please see pages 22-24 of the enclosed Business Deposit Account Agreement

Please refer to pages 22-24 in the enclosed Business Deposit Account Agreement for complete checking account terms and conditions on the above accounts, as well as for our IOLA, Business NOW and NOW Non Profit accounts.

Business Savings Accounts

Following completion of the system conversion, PCSB will offer the following business savings accounts. Please refer to the enclosed *Account Summary* to better understand how your current savings account(s) will transition on **Tuesday, February 21, 2023**.

	PCSB Business Savings	Business Money Market Account
Minimum Balance to Open Account	\$25	\$5,000
Monthly Maintenance Fee	\$2	\$0
Average Daily Balance to Avoid Fee	\$25	N/A
Minimum Balance to Obtain the Annual Percentage Yield Disclosed	\$25	\$5,000

Please refer to pages 22-24 in the enclosed Business Deposit Account Agreement for complete savings account terms and conditions on the above accounts.

Other Business Services

Business Loans

If your business currently has a PCSB Business Loan, your current loan terms will not change. To learn more about the different types of business lending services that PCSB offers, please visit **PCSB.com**.

Commercial Banking Services

PCSB will continue to offer a number of services for businesses with commercial banking needs, from cash management services to specialized business solutions. To learn more, visit **PCSB.com**.

For additional information about the system conversion please visit **PCSB.com/Conversion** or contact your local PCSB Bank branch.



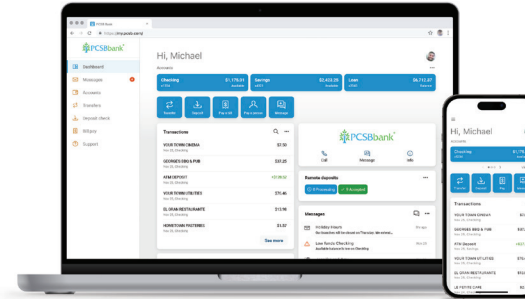
Online & Mobile Banking

Upon completion of the system conversion, all customers will have access to a new Online & Mobile Banking experience.

Online & Mobile Banking Features

Enhancements included within the new Online & Mobile Banking experience include:

- Increased security with two-factor authentication.
- Visibility across all of your PCSB accounts.
- The ability to customize your own dashboard so you can see the information that's most important to you.
- The ability to continue paying bills with Bill Pay.
- A Money Manager feature that will allow you to easily track spending by category, view cash flows, and set savings goals.
- A consistent experience across all your devices.
- ATM/Debit Card self-services features, including the ability to activate a new card, report a lost or stolen card, add travel alerts, and more.
- Personal banking customers will be able to externally transfer funds between your PCSB accounts and your accounts that are held at other financial institutions.
- Personal banking customers will be able to send and receive money within minutes with Zelle®.



Enrolling in Online & Mobile Banking for the First Time:

If you do not currently use PCSB Online & Mobile Banking and would like to, you will be able to enroll in the new experience beginning on **Monday, February 20, 2023**.

Personal Banking Customers

1. To enroll in Online & Mobile Banking, visit **PCSB.com** and click the **"Login"** button.
2. Click **"First time user? Enroll now."**
3. Enter your Social Security Number, account number, email, and phone number. Click **"Next"**.
4. You will then be prompted to setup your account security (Two-factor) by choosing your verification method and entering your phone number.
5. Accept the service Terms and Conditions.
6. After accepting the service Terms and Conditions, you will be asked to create your login credentials (i.e. Username and Password).

On **Monday, February 20, 2023**, you can also download the **new PCSB Bank-NY mobile app** in your app store. To begin using mobile banking, simply enroll by following the steps above. You do not need to enroll in Online Banking first.

Business Banking Customers

Business customers who wish to enroll in Online & Mobile Banking should contact a Customer Service specialist during normal business hours at **888-808-4700**.

If you are a Cash Management customer you will receive a separate communication from your Relationship Manager.

If you currently use PCSB Online & Mobile Banking, please refer to the enclosed *Online & Mobile Banking Overview* insert to help you prepare for the transition to the new Online & Mobile Banking and for first-time login instructions.



Scan here, visit [PCSB.com/Conversion](https://www.pcsb.com/Conversion), or contact your local PCSB Bank branch for more information about the system conversion.

Our new Call Center will be available on **February 6, 2023**, at **888-808-4700** for additional help. Our Customer Service specialists will be available:

Monday-Friday, 8:00 AM-6:00 PM

Saturday, 8:00 AM-2:00 PM