



P.O. Box 70  
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410-766-3300  
[www.thebankofglenburnie.com](http://www.thebankofglenburnie.com)

“Your Own Local Bank”<sup>®</sup>

April 7, 2020

Dear Valued Customer,

Thank you for entrusting The Bank of Glen Burnie with your banking relationship. Throughout 2020 we continue to invest in technology and resources that allow us to better serve our customers, improve efficiency, and offer new products and innovative solutions. Enhancing our customer’s mobile and online banking experience is a huge priority. In the coming weeks we are making changes to our Retail/Personal Mobile Banking App and Bill Payment products. In the long-term, these changes will allow us to expand the features and services we offer. As a current user of our Mobile Banking App and/or Bill Payment services, we wanted to let you know about a few important changes that are coming soon. Our current Personal Mobile Banking App will be replaced with a new App and we will transition to a new Bill Payment platform. A temporary service disruption will occur as we make the transition to the new products.

Please carefully review this information to help ensure a smooth transition.

- The last day to make a **BILL PAY PAYMENT** on the existing Bill Pay (iPay) system is 5/1/2020.
- The existing Bill Pay Payment system will completely shut down on 5/7/2020.
- Subscribers, Bank Accounts, Payees, Single Payments and Recurring Payments WILL automatically convert to the new system.
- Transfer payments and Personal Payment types WILL NOT convert to the new system.
- iPay history WILL NOT convert to the new system. Please print or save any historical data prior to 5/7/2020.
- Customers can begin using the new Bill Pay Payment system on the morning of 5/11/2020.
- If you have payments scheduled during the window from 5/7/2020 – 5/11/2020, please change the payment date to schedule these payments before 5/1/2020 or make other arrangements for your payments during this window.

We are also excited to announce that we will begin offering person-to-person payments through Zelle<sup>®</sup> and we anticipate bringing this product live to our customers within the next six months, though we are still finalizing our launch date. Please note that Transfer Payments and Personal Payment types can be scheduled but will not be available immediately until we launch the Zelle<sup>®</sup> product. We believe this is the best choice in the long-term, as we strive to offer customers a person-to-person payment option that will meet our customer’s needs well into the future.

Our new Personal Mobile Banking App will also be available for download in the App stores on 5/7/2020. As we near this date, more information will be available on our website about how to access and download the new App. Please visit our website frequently for the most up-to-date information.

Our branch staff members are available to answer any questions you may have and will work with you to help you plan accordingly. We thank you for your patience during this update and apologize for any inconvenience that may result.

Sincerely,

Donna Smith  
SVP – Director of Branch & Deposit Operations

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