

# MERGER TIMELINE

9/5/18 - 9/24/18	Please contact Colombo Bank to update and/or verify your e-mail address and phone numbers. This information will be required for online banking access.
9/24/18	New debit cards mailed to Colombo Bank customers
9/24/18 - 10/1/18	Online Banking Self-Enroll
10/5/18	(5:00 PM) Last day to enroll for E-Statements through your Colombo Online Banking
10/12/18	(2:00 PM) Mobile deposit cutoff, can inquire on mobile deposit until 5:00 PM
10/12/18	(5:00 PM) Transition to FVCbank Online banking, account info, statements, etc. all change over to FVCbank
10/12/18	(5:00 PM) Online Banking down, Telephone Banking no longer available, Paper Statements cut and mailed
10/12/18 - 10/15/18	(5:00 PM to 9:00 AM) Conversion weekend
10/15/18	(8:01 AM) FVCbank Online banking accessible
10/15/18	(9:00 AM) Colombo Bank branches reopen as FVCbank branches
10/15/18 - 10/19/18	(8:30 AM to 7:00 PM) Extended customer service hours

## CUSTOMER SERVICE INFORMATION

The Colombo Bank Customer Service Center at 800-916-9304 will be available until 5:00 PM on the Friday, October 12, 2018.

Beginning the Saturday, October 13, 2018, call the FVCbank Customer Service Center at 703-436-3800. Standard Hours: Monday – Friday: 8:30 AM - 5:00 PM.

The FVCbank Customer Service Center will extend its hours the week after the merger. Hours will be Monday, 10/15/18 to Friday, 10/19/18: 8:30 AM to 7:00 PM.