

August 17, 2022

WELCOME TO ROSEDALE FEDERAL ONLINE BANKING

Here's your step-by-step
guide to getting started.

Rosedale Federal Online Letter

John Q. Sample
ABC Company
123 Main Street
Anytown, NY 12345

Dear Valued Customer,

We're looking forward to welcoming you as a Rosedale Federal customer. Your current Chesapeake Bank online banking services will be converting to Rosedale Federal online banking during Conversion Weekend, August 26-28, 2022. This letter and enclosed guide include all the details you'll need to log in on or after Monday, August 29th.

Online Banking

Chesapeake Bank online banking will not be available beginning at 1:00 p.m. on Friday, August 26th.

During Conversion Weekend, online banking will be unavailable as your services are converted to Rosedale Federal online banking. Beginning Monday, August 29th, you can log in by following the steps outlined in the enclosed guide.

If you currently use Chesapeake Bank business online banking, we'll be contacting you prior to Conversion Weekend to discuss how this service will be converted.

Your username and password

Unless you're otherwise notified, your username will not change. When you log in for the first time on or after August 29th, your password will be the last four digits of your Social Security number. For business accounts, please use the last four digits of your EIN. Once you've logged in, you'll be prompted to change your password.

Online bill pay

Chesapeake Bank online bill pay will not be available after 8:00 a.m. on Monday, August 22nd.

During Conversion Weekend, Chesapeake Bank online bill pay will be converted to Rosedale Federal online bill pay and, in most cases, your payees will be transferred. **We encourage you to print a list of your payees prior to August 26th.** Any payments you have scheduled prior to August 22nd will be made as directed, and you'll be able to schedule new payments on or after Monday, August 29th.

eBills through online banking

If you have eBills set up in Chesapeake Bank online banking, these will not transfer to Rosedale Federal's online banking. Your existing eBill payees will be notified to send you a paper statement to ensure that you do not miss receiving your bill. After August 29th, you can enroll in eBill payees for any eBill payees available in our system.

Mobile banking

Beginning at 1:00 p.m. on Friday, August 26th, Chesapeake Bank mobile banking will not be available to use throughout Conversion Weekend. To use mobile banking on or after August 29th, simply download Rosedale Federal's mobile app. For additional help, visit rosedalefederal.com/online-banking-how-to.

eStatements

Past Chesapeake Bank eStatements will not be available through online banking after the conversion. **We encourage you to make copies before August 24th** if you think you will need them, or contact us. New Rosedale Federal eStatements will be available starting in September.

If you have questions

If you have additional questions, we're here for you. Simply visit rosedalefederal.com/online-banking-how-to or call us at **410.668.4400, option 1.**

Sincerely,

Linda A. Muffoletto
Executive Vice President & Chief Operating Officer