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September 2022

Dear Mt. McKinley Bank Customers,

We have exciting news to share!

In early 2021 a committee of employees representing every department of the bank did a thorough review of our core processing provider. This system touches every customer and employee in some way. It is the system we use to process deposits, withdrawals, loan payments and our general ledger transactions. Every online product and debit card transaction is intertwined with this system. Through this process they were open minded and had the single goal of choosing a system that would be of the most benefit to our customers, providing a suite of products that have been needed for some time.

The result of this process was the selection of a new partner for our core system. Conversion to the new platform will occur on October 28th, 2022.

Our employees are very excited to implement a new platform that will provide so much more to our customer base. More online tools and more streamlined processes.

There will be a learning curve for both our employees and customers. We have implemented a training process for our employees that we believe will enable them to be able to do their jobs well from the very first day of conversion and they will be standing by to assist you in navigating the new online and mobile systems.

We believe this conversion will ensure that Mt. McKinley Bank continues to be Rock Solid, and we will climb to new heights of customer service; Rock Solid and Still Climbing.

You will be receiving more information from us in the coming weeks based upon your relationship with the bank and the products you use.

If you have any questions about this or any other matter, please do not hesitate to contact us.

Best regards,

Patty Mongold

President & Chief Executive Officer

