



Dear Valued Customer,

**The time has come. Our new brand is leading us forward!**

For some time, we have been planning to revamp and streamline our brand. Starting today, all branches of “Collinsville Bank, A Division of Northwest Community Bank” and “Litchfield Bancorp, A Division of Northwest Community Bank” are open under a single identity – Northwest Community Bank. Our signs, websites, and printed materials now showcase our strong new identity for the Bank – *your Bank*. The new logo unifies all of our branches under one contemporary brand. Verified by what we heard from customers, we know it is the right time to make this update, including the logo we introduced almost thirty years ago.

We are also introducing our new tagline: “*Trusted. Innovative. Connected.*” to complement our vision and future goals. You, like generations before you, have *trusted* us with your financial business. We greatly appreciate the confidence you have placed in us. As we continue to navigate financial services evolutions and challenges, we strive to be proactive and *innovative* in our development of products and services. Additionally, we are as committed as ever to our original founding – performing as a mutual, local institution – integrally *connected* to our customers and the communities we serve.

We have created a seamless consolidation of our three brands. Now, no matter where your current accounts are held – Collinsville Bank, Litchfield Bancorp, or Northwest Community Bank – the terms of your accounts, account numbers, usernames, and passwords will remain the same. Your debit cards and checks remain active, and you can still use your existing checks. Your direct deposits will continue to be processed. Your accounts are still protected by the FDIC. You’ll find your familiar staff in your branch ready to serve you. If you’d like assistance outside your local branch, you can call us at 860-379-7561, or email us at [info@nwcommunitybank.com](mailto:info@nwcommunitybank.com)

We understand that change can be difficult. Yet change also can be invigorating and generate enthusiasm. We hope you like our new brand, and see the movement and growth it represents. Though our look may be new, at Northwest Community Bank we remain focused on doing our best for the customers, employees, and communities we serve.

We thank you for being part of our success, and look forward to seeing you.

Sincerely,

Maura A. Malo

President and Chief Executive Officer

**Collinsville Bank and Litchfield Bancorp Customers:** If you use the following services, please take note:

- 1. Online Banking Customers:** You can access your accounts through the Northwest Community Bank website, [www.nwcommunitybank.com](http://www.nwcommunitybank.com).
- 2. Mobile Apps Customers (phones and tablets):** You need to delete your current Collinsville Bank or Litchfield Bancorp app, and download the Northwest Community Bank mobile app by searching for “*Northwest Community Bank*” in the Apple or Google Play app stores. Then enter your current login and password. Once logged in, be sure to reset your personal preferences.
- 3. Customers who use Peer-to-Peer Payment Apps** (such as PayPal, Venmo, Zelle, etc.) – or any third-party applications where you have granted permission or entered a username and a password in the past to pull account information, or connect external accounts: You need to re-register to connect using “Northwest Community Bank” as the bank.