

July 1, 2019

Dear <<Primary Account Holder>>,

We are excited to announce that Citizens State Bank (CSB) is merging with VyStar Credit Union (VyStar). Welcome to VyStar! We are looking forward to serving you and providing you with quality, affordable financial products and services.

The following includes important information about the merger, how it affects you as a CSB customer, and our plans to make this transition as seamless as possible for you.

About the Merger

Our merger is scheduled to be final at close of business on **August 2, 2019**, pending regulatory approval by the Federal Deposit Insurance Corporation (FDIC) and National Credit Union Administration (NCUA). On the day the merger is finalized, VyStar will acquire all CSB assets and customer accounts. This makes it possible for you to become a VyStar member, provided you acknowledge your decision to join by signing and returning the enclosed Opt-In Agreement.

Account Transition

On the merger finalization date, all CSB accounts—including deposit, loan and investment accounts—will be moved to comparable accounts at VyStar. If you are a CSB customer without a savings account (e.g., you have a loan and/or checking account but no savings), VyStar will open a savings account and fund the first \$5 deposit for you. Aside from your Opt-In Agreement, a savings account with a \$5 minimum deposit is required to establish and maintain your VyStar membership. There are no fees associated with membership.

VyStar membership is open to anyone (as well as their immediate family members) living or working in the 49 contiguous counties of Central to North Florida, as well as the Southeast Georgia counties of Camden, Charlton, Glynn and Ware. The enclosed FAQ references the specific counties VyStar serves. A map of the counties in VyStar's field of membership is also available at www.vystarcu.org/Newsroom. If you do not live or work in any of these specific counties, there are other options for membership. We would like to discuss these other paths to membership directly with you. To discuss, please contact the support team referenced at the end of this letter and in the FAQ.

System Integration & Account Access

Until system integration begins later this year, you can continue to electronically access/service your CSB accounts as you normally would. No CSB branch location will be closed as a result of this merger. All CSB branch locations will remain open and continue serving you during normal business hours, with the same CSB employees you have come to know.

Following the system integration later this year, you will have access to VyStar's 50+ branch locations throughout Florida, including Alachua, Baker, Bradford, Clay, Columbia, Duval, Flagler, Nassau, Putnam, St. Johns and Volusia counties, plus CSB's four branch locations available to you today. To find a complete list of VyStar locations, visit www.vystarcu.org/Locations.

Until system integration begins later this year, all direct deposits, automatic withdrawals, debit cards, ATM network access, safe deposit boxes, online banking, electronic or paper statements, items sent by mail, and paper-based checks will continue to be processed as usual. We will notify you in advance of any changes that impact you and your account(s) as a result of system integration. We are committed to making this merger as seamless as possible for all CSB customers.

Your Next Steps

Please sign and return the enclosed Opt-In Agreement to become a VyStar member. If you choose not to opt in to membership by returning this agreement, you will not become a member of VyStar. Without membership, your deposit and loan accounts will be transferred to, and serviced by, VyStar when the merger is finalized. You will also continue to have full, uninterrupted access to all your accounts and related services. To obtain additional VyStar products and services, such as a new loan or a new deposit account, you will be required to become a member.

Should we need to directly contact you to discuss your account(s), please ensure that CSB has your current contact information, including email address, mailing address and phone number(s).

Deposit Insurance (FDIC and NCUA)

After the merger is finalized, your deposits will be insured by the NCUA and not by the FDIC. All your current deposits will continue to be federally insured up to \$250,000 for each account category through the NCUA, who administers the National Credit Union Share Insurance Fund (NCUSIF). To see how NCUA and FDIC deposit insurance compare, please refer to the chart in the enclosed FAQ.

CSB is required by FDIC regulation 12 CFR 307.3 to inform you that the insured status of CSB, under the provisions of the Federal Deposit Insurance Act, will terminate after the merger with VyStar is finalized. Insured CSB deposits will continue to be insured by the FDIC, to the extent provided by law, until CSB's insured status is terminated. CSB will not accept, and the FDIC will not insure, any new deposits or additions to existing deposits made by you after the termination date. If you need additional information regarding this portion of this notice or the insured status of your account(s) prior to the merger, please contact the support team referenced in the following paragraph and the FAQ.

If you have any general questions about the merger, please refer to the enclosed FAQ. For more personalized assistance, VyStar and CSB have put together a special support team that is trained to efficiently handle any questions you may have about membership, deposit insurance or the merger. Our merger support group can be reached by phone at (904) 777-6000 or 1 (800) 445-6289, Option 7 every day of the week, from 7:00 a.m. to 7:00 p.m., excluding holidays.

Welcome to the VyStar Credit Union family. We look forward to serving you.

Sincerely,



Gil A. Levy
Citizens State Bank President & CEO



Brian E. Wolfburg
VyStar Credit Union President & CEO

Enclosures