BankFIRST
Enjoy the difference.

1031 West Morse Blvd.
Winter Park, FL 32789

April 23, 2012

«Name»
«Name2»
«Address1»
«City_State_Zip»

Dear Valued BankFIRST Customer,

As you are aware, East Coast Community Bank recently merged with BankFIRST. We are very excited to announce that on May 11, 2012, we will be combining BankFIRST's and East Coast Community Bank's operating systems. As a result of this system update, our **Online Banking** and **Bill Pay** systems will be unavailable beginning on **Thursday, May 10, 2012** at 4:00 p.m. EST. We anticipate access to these services will resume on **Monday, May 14, 2012.**

The following list includes helpful information regarding your Online Banking and Bill Pay services:

Business Online Banking

- BankFIRST's Online Banking system will be unavailable beginning at 4:00 p.m. EST on Thursday May 10, 2012.
  - All online account transfers should be completed prior to 4:00 p.m. EST.
  - ACH and Wire transactions scheduled prior to 4:00 p.m. will still be processed but you will not be able to make changes or create new transactions once the system becomes unavailable.
- BankFIRST's Online Bill Pay system will be unavailable beginning at 4:00 p.m. EST on Thursday May 10, 2012.
  - Please schedule your Bill Payments prior to 4:00 p.m. EST.
  - Bill Payments scheduled to transfer while the system is down will be processed, but you will not be able to access Online Bill Pay to make changes.

Personal Online Banking

- BankFIRST's Online Banking system will be unavailable beginning at 4:00 p.m. EST on Thursday May 10, 2012.
  - All online account transfers should be completed prior to 4:00 p.m. EST.
- BankFIRST's Online Bill Pay system will be unavailable beginning at 4:00 p.m. EST on Thursday May 10, 2012.
  - Please schedule your Bill Payments prior to 4:00 p.m. EST.
  - Bill Payments scheduled to transfer while the system is down will be processed, but you will not be able to access Online Bill Pay to make changes.

Online Banking and Bill Pay will be unavailable beginning 4:00pm Thursday, May 10, 2012 for system maintenance.

We apologize for this inconvenience.

Once again, we thank you for choosing BankFIRST as your trusted financial institution.
Should you have any questions, please contact your nearest BankFIRST Financial Center Location.

Sincerely,

Donald J. McGowan
President and Chief Executive Officer