

October 4, 2021

To our valued clients:

It is our pleasure to extend to you a warm welcome to the Columbia Bank family.

You may already be aware that on October 1, 2021, Merchants Bank of Commerce merged with Columbia Bank and will now operate as Merchants Bank of Commerce, a division of Columbia Bank. As a result of the merger, you now have access to a broader suite of premium solutions that include trust services, investment services and international banking services, as well as enhanced treasury management solutions and contemporary digital products. Your family and your business will be able to grow comfortably with us while enjoying the same relationships with the bankers you know and trust.

You may also notice that we are now displaying a new Merchants Bank of Commerce logo on signs, in branches, on our website and on statements. The new logo looks similar to Columbia's and supports our operation as a division of Columbia Bank. Though the merger is official, the transition of systems and services will not take place until March of 2022. You will receive detailed information about this transition well in advance of any changes. At this time, there is nothing you need to do and you should continue to bank as you always have.

- **Continue banking as usual.** There will be no disruption in service. We encourage you to continue using your checks, debit/ATM cards, credit cards and online services as you always have.
- **Additional convenience.** You will now enjoy greater banking access to more than 150 branches throughout California, Oregon, Washington and Idaho. In addition, you will be able to cash your checks and make deposits at any Columbia Bank location, as well as use your Merchants Bank of Commerce debit/ATM card at any Columbia Bank ATM without a fee. For a complete list of branch and ATM locations, you may visit www.columbiabank.com or www.mbc.com.
- **Broader array of financial services.** New services are available to you as a result of the merger including trust services, investment services and international banking services, as well as enhanced treasury management solutions and contemporary digital products.
- **Watch for additional information.** As we move forward with the transition, you will receive important materials in distinctive blue envelopes. Please be sure to read the contents to remain informed of important transition information.
- **Questions?** Please refer to the Frequently Asked Questions document enclosed for additional helpful information. You will also find up-to-date information in the Merchants Bank of Commerce Welcome Center at www.mbc.com or www.columbiabank.com. Of course, please feel free to stop by or call your local branch or banker.

Our combined organization will continue to operate as a local, community bank, placing the highest priority on relationship-based banking while providing a positive work environment for our team members. We remain committed to each of the communities we serve, striving to make meaningful contributions by partnering with organizations committed to supporting the needs of our communities.

In celebration of the close of the merger, we have made a \$50,000 donation to the Community Foundation of the North State to aid in the relief efforts helping our neighbors and businesses that have been impacted by the recent wildfires. Kerry Caranci, Chief Executive Officer of Community Foundation of the North State shared with us, "We are very appreciative of this generous gift to our North State Wildfire Recovery Fund, which will support intermediate and long-term recovery efforts for major wildfires within northern California, as well as preparedness efforts. The Community Foundation has valued our partnership with Merchants Bank over the years and we look forward to growing the relationship with Columbia Bank."

In the coming weeks we are excited to launch our Pass It On Project where we will contribute \$500,000 to business clients throughout our northern California footprint. The project pays local businesses to perform a service for someone in the community who has been impacted by the pandemic or the economic downturn it caused. We look forward to working with businesses across our region and sharing these impactful stories in the near future.

We sincerely appreciate your relationship with us and look forward to continuing to serve your banking needs while helping you achieve your financial goals. We are committed to making this transition go as smoothly as possible and will keep you updated on our progress. Enclosed with this letter you will find additional frequently asked questions as well as our combined Privacy Policy for your records.

If you have any questions, please feel free to contact your banker, visit your local branch or reach us at 1-800-421-2575. We value your business and look forward to serving you for many years to come.

Sincerely,



Clint Stein
CEO, Columbia Bank



Randy Eslick
President, Merchants Bank of
Commerce Division