

8460 Birchwood Court, Suite 1100
Johnston, Iowa 50131

December 3, 2021

Name 1
Name 2
Address
City, State Zip

Dear Valued Customer:

Our records indicate that you have an active safe deposit box at our Johnston branch, located at 8460 Birchwood Court, Suite 1100, Johnston, Iowa. We will be closing this location on March 31, 2022, at noon, and we need you to come to the bank to transfer the contents of your box to another branch location.

We will make the process as quick and simple as possible.

1. Bring your safe deposit box keys to the Johnston branch anytime Monday through Friday, from 9 a.m. to 5 p.m. **by Feb. 28, 2022.** If these times don't work, please call us at (515) 440-7180 to make other arrangements.
2. Use your key to open the box and remove all the contents.
3. One of our relationship bankers will assist you in completing the box transfer paperwork. You will be refunded the remainder of your annual rental fee.
4. We welcome you to open a safe deposit box at any of our nearby bank locations. To make it a smooth transition, one of our relationship bankers can assist with the necessary paperwork, that way everything is ready to go when you take your personal items to our other branch. To thank you for your continued business, **your first year's rent of a comparable-sized box will be waived, if you establish the lease by Feb. 28, 2022.** Nearby locations with boxes currently available include:
 - a. **West Glen**, 5625 Mills Civic Parkway, Suite 100, West Des Moines
 - b. **Ankeny**, 1205 North Ankeny Boulevard, Ankeny

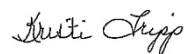
EVEN IF YOU THINK YOUR BOX IS EMPTY, we need you to come in with your keys and verify that the box is empty and finalize the paperwork to close the box.

IF YOU ARE NOT ABLE TO COME TO THE BANK, please call (515) 440-7180, and we will determine the best solution.

IF WE DON'T HEAR FROM YOU, we will be forced to drill the lock and handle the contents in the manner prescribed by law. You will be charged a drill fee, if exercising this step is necessary. Of course, we hope to avoid this option.

Please act as quickly as possible while boxes are available.

Sincerely,



Kristi Tripp
Branch Manager