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(626) 854-2818

May 7, 2021

Dear Valued Customer:

We are excited to announce that Universal Bank will be upgrading its technology systems, including online banking, ATMs, and business banking products and services. The update is scheduled to take place over the weekend of June 18, 2021. This is in line with our commitment to provide all our customers with the finest financial tools and customer care possible.

These new services will make banking easier and more convenient both online and in-person at our Bank locations. For our business customers, our upgrades will help make your company more competitive and efficient.

The Bank has engaged all its resources to make this a smooth and easy process for all our customers. Throughout this process, you will continue to have 24/7 access to your funds on deposit by using your ATM/Debit card, our telephone banking service, and the various services available through online banking.

Please take a moment to review the enclosed FAQs for details of the timing of this upgrade process, the banking services available to you, as well as any anticipated changes that may affect your banking activities. The Bank will be communicating with you over the next few weeks with additional information on the specific products and services you use.

We sincerely appreciate your understanding during this technology upgrade process. If you have any questions or comments, you may visit your local Universal Bank branch or call us at (888) 809-8282.

Sincerely,

A handwritten signature in black ink, appearing to read 'Frank Chang'.

Frank Chang
President/CEO

Frequently Asked Questions



Please review the FAQs below to prepare for the updates on June 21, 2021.

1. Why is Universal Bank upgrading its technology system?

Universal Bank wants to continue to offer the best in products and services to our customers as well as maximize operational efficiencies. This technology upgrade is a major step in accomplishing both goals. Later in this communication, we address new services you can expect this Summer.

2. Will my account number(s) stay the same?

Yes! Your Universal Bank account number(s) will remain the same.

3. May I continue to use my current Universal Bank checks?

Yes! You may continue to use your existing Universal Bank checks. Please contact us when you are ready for a re-order. Our team will gladly assist you with that process.

4. May I continue to use my existing debit card?

Yes! You may continue to use your existing Universal Bank debit card throughout the conversion and thereafter.

5. Will there be a period of time I do not have access to my funds due to the systems conversion on June 21, 2021?

We do not anticipate there being any time you will be unable to access your funds by debit card or check. We planned the upgrade over a weekend (June 18th - 20th) to minimize the impact to you, while offering complete access to your funds. Should you have any additional questions, please contact us at our dedicated Upgrade Hotline at (888) 809-8282.

6. When can I expect to receive my deposit account statement(s)?

We will generate a statement at the close of business on June 21, 2021, for all deposit accounts. Account holders will receive two statements for the month of June and normal account statement schedules will continue beginning June 30, 2021.

7. Will my current direct deposits and automatic payments be affected?

Since your account number is not changing, all current direct deposits or automatic payments will continue to be processed normally.

(See Reverse)

8. How does the system upgrade affect online banking and bill payment?

Your online banking access will be suspended at 6:00 pm PDT on Friday, June 18, 2021. The online banking system is the same one that you use today. Account and transaction history will remain available, and your log-in information will remain the same.

You can anticipate bill payment services to be suspended at 6:00 pm PDT on Friday, June 18, 2021. All payments previously scheduled for June 21st or the week following will process as normal. Payee and payment history will remain in the system, and you will continue to maintain single sign-on access to bill payment.

Access to online banking and bill payment services will be restored at 6:00 am PDT on Monday, June 21, 2021.

9. Can I expect any new product offerings once Universal Bank has completed the conversion?

Yes! We are very excited about several new features that will be ready by Summer 2021. Please be on the lookout for additional announcements detailing our new product offerings.

10. Whom should I contact if I have any questions during the process of the system conversion?

We have established a dedicated Upgrade Hotline to assist you with any questions related to this conversion. The number is (888) 809-8282. Please call that number during normal business hours as our dedicated Upgrade Hotline team will be ready to assist you.

11. Will I still be able to send and receive money from my friends and family?

Yes! Our customers will still have access to send and receive funds through Zelle.

12. Will I be able to access my safe deposit box?

Yes! Universal Bank customers will still have access to their safe deposit boxes during normal operating hours without interruption.