



FIRST CITY BANK OF FLORIDA FORT WALTON BEACH, FLORIDA

The following list of responses to frequently asked questions may assist you in understanding what is happening at First City Bank of Florida.

First City Bank of Florida, based in Fort Walton Beach, Florida, was closed on Friday, October 16, 2020, by the Florida Office of Financial Regulation, which appointed the Federal Deposit Insurance Corporation (FDIC) as receiver. To protect depositors, the FDIC entered into a purchase and assumption agreement with United Fidelity Bank, fsb of Evansville, Indiana, to assume all of the deposits of First City Bank of Florida. *All shares of stock were owned by the holding company, which was not involved in this transaction.*

YOUR MONEY IS SAFE! No one lost any money on deposit as a result of the closure of this bank. All deposits, regardless of dollar amount, were transferred to United Fidelity Bank, fsb.

ACCESS TO YOUR MONEY: You may continue to use your same checks, and they will clear up to the balance in your account. Your ATM/Debit card will continue to work as usual. The total balance in your account(s), including checking, savings, money markets, and retirement accounts, has been transferred to United Fidelity Bank, fsb and will be available for transactions as usual.

The FDIC strongly encourages bank customers to follow Centers for Disease Control and Prevention guidance on social distancing and utilize online and electronic banking capabilities. If an in-person visit is necessary, the FDIC recommends due to on-going uncertainties around the COVID-19 pandemic, that customers visit a bank branch only after calling your branch to make an appointment.

ACCESS TO YOUR BANK BRANCH: Customers of First City Bank of Florida should continue to use their existing branch until they receive notice from United Fidelity Bank, fsb that it has completed systems changes to allow other United Fidelity Bank, fsb branches to process their accounts as well.

DIRECT DEPOSITS: All direct deposits, for example, social security, payroll, veterans' benefits, disability, unemployment or any payment you receive electronically will continue as usual.

AUTOPAYMENTS/BILL PAY/ONLINE BANKING: These services will continue as usual. Your routing number and account number will remain the same until you are notified in writing by United Fidelity Bank, fsb.

INTEREST RATES: Interest on deposits accrued through close of business on October 16, 2020 will be paid at your same rate. First City Bank of Florida's rates will be reviewed by United Fidelity Bank, fsb and may be lowered; however, you will be notified in writing of any changes. You may withdraw funds from any transferred account, regardless of whether your interest rate changes, without early withdrawal penalty until you enter into a new deposit agreement with United Fidelity Bank, fsb.

BROKERED DEPOSITS: The total of all deposit accounts, including brokered deposits, has been assumed by United Fidelity Bank, fsb. If you are a customer who has a First City Bank of Florida deposit through a broker, you must contact your broker with any questions.

TAX REPORTING – 1098 AND/OR 1099: United Fidelity Bank, fsb will be responsible for mailing your 1099 tax information. Your 1098 reporting will be done by the FDIC or the servicer of your loan. You will be notified of any changes in ownership or servicing of your loan.

SAFE DEPOSIT BOXES: *You will have access to your safe deposit boxes; however, you should call your branch to arrange an appointment. Any changes will be communicated by United Fidelity Bank, fsb.*

OVERDRAFT LINES OF CREDIT: These lines have been transferred to United Fidelity Bank, fsb. Please contact United Fidelity Bank, fsb if you have additional questions regarding your accounts.

LOAN PAYMENTS: You should continue to make your payments according to the terms of your written contract. You may continue to send your payments to the same payment address with checks made payable to First City Bank of Florida. You will receive a letter advising you of any changes.

ESCROW PAYMENTS: All services previously performed related to your loan will continue. Should you receive notification that any portion of your taxes or insurance was not paid, notify your loan officer immediately.

LOANS IN PROCESS: Please contact your current loan officer directly.

SHARES OF STOCK: All shares of stock were owned by the holding company, Florida First City Banks, Inc., Fort Walton Beach, FL. The holding company was not included in the closing of the bank or the resulting receivership. If you are a shareholder, please do not contact or file a claim with the receiver. You must contact the holding company directly for more information: Florida First City Banks, Inc., P.O. Box 2977, Fort Walton Beach, Florida 32549.

CLAIMS: In order to facilitate the receipt of correspondence related to the Receiver's administrative claims process during this period of national emergency, any party/claimant who would normally send hardcopy mail to an FDIC facility related to the Receivership is encouraged to send electronic communication inquiries through email at nondepclaims@fdic.gov or the FDIC Information and Support Center <https://ask.fdic.gov/fdicinformationandsupportcenter/s/>.

In addition, any party/claimant who would normally send a Receivership claim submission via hardcopy mail is encouraged to submit the claim through the Non-Deposit Claims Web portal <https://www5.fdic.gov/NDCWeb> or through email at nondepclaims@fdic.gov.

Mailing Address: FDIC as Receiver for First City Bank of Florida
1601 Bryan Street
Dallas, Texas 75201
ATTN: Claims Agent

DEPOSIT INSURANCE INFORMATION: If you have accounts in both First City Bank of Florida and United Fidelity Bank, fsb, they will be insured separately for at least six months following the merger of the banks. This will allow you time to restructure your accounts if necessary.

ADDITIONAL QUESTIONS: You may contact the FDIC Call Center at the number provided below with any additional questions:

1-888-206-4662

FDIC CALL CENTER HOURS OF OPERATION – ALL HOURS ARE CENTRAL TIME

Friday, October 16, 2020: Until 9:00 p.m.
Saturday, October 17, 2020: 9:00 a.m. – 6:00 p.m.
Sunday, October 18, 2020: 12:00 p.m. – 6:00 p.m.
Monday, October 19, 2020: 8:00 a.m. – 8:00 p.m.
Thereafter: 9:00 a.m. – 5:00 p.m.

SCAMS: Be watchful for, and resistant to, any scams to obtain information from you by individuals or entities stating that they are acting on behalf of either First City Bank of Florida, United Fidelity Bank, fsb, or the FDIC. If you are contacted by anyone requesting personal information from you related to this event, please contact the FDIC Call Center listed above to report the incident.

Additional information: <http://www.fdic.gov/resources/resolutions/bank-failures/failed-bank-list/index.html>.