

Welcome to Cathay Bank

We hope you have already experienced the Cathay Bank difference since you became one of our valued customers in October. The final step in the transition from Far East National Bank will occur on April 23, 2018, when your accounts will be converted to the Cathay Bank computer system — a process we don't expect to inconvenience you.

We are honored to have the opportunity to provide exceptional banking products and services to you. Our inspiration comes from your initiative, goals, and dreams; we'll work hard to understand where you want to go and how we can help get you there.

Please take the time to read this important information to learn about the transition of your accounts and services.

IMPORTANT NOTICE RELATED TO ACCESS TO YOUR ACCOUNTS April 20 – April 23, 2018

Early closure of former Far East National Bank branches Friday, April 20, 2018 — All former Far East National Bank branches will close at 2 p.m. on Friday, April 20, 2018 and will remain closed on Saturday, April 21, 2018 to complete the system conversion. This includes designated teller stations at select Cathay Bank branches. The branches will reopen for business at the normal time on Monday, April 23, 2018.

Conversion weekend limitations on former Far East National Bank ATM/debit cards — After the close of business on April 20, 2018 through April 22, 2018, your daily limit for ATM withdrawals or POS purchases on your Far East National Bank card will be a combined total of \$400. You will not be able to make an ATM inquiry to obtain your account balance during this time. Please see ATM and Debit Card Information below for information about the new Cathay Bank ATM/debit card that will be issued to you.

Account Numbers

There will be no changes to your deposit account number(s). You can continue to use the same deposit account number(s) for all your transactions.

Account Monthly Maintenance Fee

Monthly maintenance charges on accounts will be waived for one statement cycle after April 19, 2018. The only exception to this will be analyzed business accounts, which will be subject to applicable standard fees.

Additional Statement

You will receive a special statement for your checking, money market and savings accounts, reflecting activity that occurred on your account from the date of your previous statement through April 22, 2018. Your next statement will be generated on your regularly scheduled statement date and will reflect activity starting April 23, 2018 through your normal statement cycle end date.

ATM and Debit Card Information

If you have a Far East National Bank ATM or debit card that has been used within the last 12 months, you will be receiving a Cathay Bank ATM or debit card by the week of April 16, 2018. Please see Card Activation below. Your new ATM or debit card will have the same PIN as your old Far East National Bank ATM or debit card. The daily limits on your Visa debit card will be \$500 for ATM transactions and \$1,500 for POS (Point of Sale) transactions, with a combined daily total of \$2,000. The daily limit on your ATM card will be \$500 for ATM and POS transactions. A Debit and ATM Card Agreement with information about card services, transactions, security, fees, and other information will be included in the mailing. Please be sure to read and review the information provided.

Card Activation — Your Cathay Bank ATM or debit card may be activated and used starting April 23, 2018, by either performing a PIN transaction at an ATM or POS terminal or calling the number provided on the label on your card from the telephone number on file with Cathay Bank.

Deactivating Far East National Bank ATM or Debit Card — Destroy your old Far East National Bank ATM or debit card by April 23, 2018. After this date, the card will no longer work.

Network Access — Your Cathay Bank ATM or debit card can be used at ATM and POS terminals that are part of the networks in which we participate. Cathay Bank participates in the VISA®, STAR®, PULSE® and PLUS® networks. In addition, Cathay Bank participates in the PULSE Select® and MoneyPass® Surcharge-Free Network, giving you access to thousands of surcharge-free ATMs across the nation. If you use a non-Cathay Bank ATM or an ATM that does not participate in the PULSE Select or MoneyPass Surcharge-Free Network, it is Cathay Bank's policy to charge a fee.

Other Bank ATM Fees (Surcharges) — If you conduct a transaction at an ATM that is not owned by Cathay Bank or is not a PULSE Select or MoneyPass affiliated ATM, the operator of the ATM and any network used to make the transaction may impose a fee (surcharge). Cathay Bank's policy is to not waive or reverse charges from other ATM operators. If you have any questions, please contact us at 1-800-9CATHAY (1-800-922-8429) 6 a.m. – 7:30 p.m. Pacific Time, Monday through Friday, excluding holidays.

Branch Hours

All former Far East National Bank branches will open for business at the normal time on Monday, April 23, 2018. There will be no change to branch hours otherwise at this time.

Business eBanking and Cash Management Services

All business customers will receive a separate letter about changes regarding Business eBanking and other Cash Management services.

Lockbox customers will also receive a separate letter about changes to Lockbox service.

Checks

Your checks provided through former Far East National Bank branches will continue to be honored. When you reorder checks through Cathay Bank starting April 23, 2018, you will automatically receive new checks with the Cathay Bank name and routing number in a style that is similar or the same as your current checks. If you obtain checks from another source, you will need to provide the new routing number — **122203950** — and the Cathay Bank name to the source to ensure there is no interruption in your check processing service. We encourage you to order new checks through Cathay Bank as soon as possible.

Customer Service

Starting April 23, 2018, you may call our Customer Service at 1-800-9CATHAY (1-800-922-8429) with any questions or for assistance. Hours are: Consumer Customer Service, 6 a.m. – 7:30 p.m. Pacific Time; Business Customer Service, 6 a.m. – 6 p.m. Pacific Time, Monday through Friday, excluding holidays. More information about our convenient automated Telephone Banking can be found below.

Electronic Transactions (ACH) and Wire Transfers

All your existing electronic ACH direct deposits or withdrawals and wire transfers will continue to be made to your accounts without interruption. You will receive further information on how to notify your ACH and wire originating banks about changing to Cathay Bank's routing number: **122203950**.

Funds Availability

Elimination of 4 p.m. Same-day Cutoff for Deposits Made in the Branch — On April 23, 2018, Far East National Bank's 4 p.m. cutoff for same-day processing of deposits made in the branch will no longer apply. All deposits made in the branch during regular branch hours Monday through Friday will be considered "same-day." If you make a deposit before the close of business on a business day we are open, we will consider that day to be the day of your deposit. However, if you make a deposit after the close of business on a business day

we are open or on a day we are not open, we will consider the deposit made on the next business day we are open. The close of business will be posted at each branch.

Business Days — Our business days are Monday through Friday, excluding holidays.

Deposits at Cathay Bank ATMs — If you make a deposit at a Cathay Bank ATM before 3 p.m. local time on a business day we are open, we will consider that day to be the day of your deposit. If you make a deposit at our ATM after 3 p.m. on a business day we are open or on a day we are not open, we will consider that the deposit was made on the next business day we are open.

General Policy on Funds Availability — Cathay Bank's policy is to make funds from your cash and check deposits available to you on the first business day after the day we receive your deposit. Electronic direct deposits will be available the day we receive the deposit. Once the funds are available, you can withdraw them in cash and we will use them to pay checks you have written or other debits presented against your account. In some cases, we will not make all the funds you deposit by check available to you according to the previously stated availability schedule. Depending on the type of check you deposit, funds may not be available until the second business day after the day of your deposit. The first \$200 of your deposits, however, may be available on the first business day after the day of deposit. Funds you deposit by check may be delayed for a longer period under the following circumstances: (a) if we believe a check you deposit will not be paid; (b) if you deposit checks totaling more than \$5,000 on any one day; (c) if you redeposit a check that has been returned unpaid; (d) if you have overdrawn your account repeatedly in the last six months; or (e) if an emergency condition arises that would not enable us to make the funds available to you, such as the failure of computer or communications equipment. We will notify you if we delay your availability to withdraw funds for any of these reasons, and we will tell you when the funds will be available. They will generally be available no later than the seventh business day after the day of your deposit. If you will need the funds from a deposit right away, you should ask us when the funds will be available. Please refer to the enclosed Deposit Account Agreement, pages 9 – 12, for a complete statement of our Funds Availability Policy.

Loans

You will receive a separate letter about your new loan account number and other information related to your loan.

Overdrafts and Items Returned for Nonsufficient or Unavailable Funds

Cathay Bank Overdraft Policy — If you do not have sufficient available funds on deposit to cover the amount of a check or other transaction (e.g., in-person withdrawal, automatic payment or other electronic transaction), we may return the check or reject the transaction without payment. We may elect, however, in our sole discretion, to create an overdraft by paying the check or permitting the transaction. If you make a deposit on the same day an Item, service charge or transaction creates an overdraft (a temporary or intra-day overdraft), we may charge the fee for the overdraft since the covering deposit may not be posted until the end of the business day. In some cases (e.g., deposits received after our processing cutoff hour), the deposit may not be deemed received until the next business day. We also may impose a fee for overdrafts created by fees or deposited Items that are returned.

Fees for Returned Items & Overdrafts; Consumer Accounts — During a rolling 12-month period, we will allow consumer accounts 6 checks or other debit items paid into overdraft or returned for unavailable funds at no charge. The "rolling 12-month period" includes the current month and the 12 months immediately preceding the current month and begins the first time we pay an item into overdraft or return it for unavailable funds. If we pay or return more than 6 checks or debit items into overdraft against unavailable funds during the rolling 12-month period, normal fees will apply.

We will not charge an overdraft fee for any ATM withdrawal or one-time debit card transaction, or if the total amount of items paid into overdraft is less than \$25.

Cathay Bank may charge up to 8 NSF/overdraft fees per day. The limit at Far East National Bank was 4 per day.

Please refer to our Schedule of Fees for more information on fees charged for items paid into overdraft or returned for unavailable funds.

Fees for Return & Overdraft Items; Non-Consumer Accounts — Please refer to our Schedule of Fees for information on fees charged for items paid into overdraft or returned for unavailable funds for non-consumer accounts.

Extended Overdraft Fee — Cathay Bank does not charge an extended overdraft fee.

Personal eBanking and Mobile Banking

eBanking Cutoff — After April 20, 2018 at 3 p.m. Pacific Time, you will no longer be able to access Far East National Bank's eBanking service. After April 23, 2018, at 5 a.m. Pacific Time, please go to www.CathayBank.com to log in with your existing login credentials.

eBanking Support — Effective Friday, April 20, 2018, the Far East National Bank eBanking support number — 888-276-1082 — will no longer be available. Please contact us for Consumer Online Banking support at 800-922-8429 from 6 a.m. to 7:30 p.m. Pacific Time, Monday through Friday, excluding holidays, starting April 23, 2018.

Alerts — On April 23, 2018, you will need to log in to Cathay Online Banking to set up your account alerts. Current alert settings will not be saved after April 20, 2018.

Bill Pay — Currently, when you schedule a Bill Pay payment, you select the scheduled date. After April 23, 2018, when you schedule bill payments, you'll be asked to choose the payment due date. Bill Pay payments are currently debited from your account at the time of payment processing. Starting April 23, 2018, payments sent by check will be debited from your account when the check is presented to the bank for payment. This is very similar to how checks are processed when you manually write them.

The Bill Pay daily limit for Consumer Bill Pay will change from \$50,000 to \$9,999.

Savings accounts will no longer be allowed as a funding type for Bill Pay.

Customers with eBanking at Cathay Bank and Far East National Bank -- If you have accounts and utilize online banking at both Cathay Bank and Far East National Bank, please contact the Call Center or your branch on or after April 23, 2018 for assistance with your online banking access.

Same User ID — If you currently have accounts at both Cathay Bank and Far East National Bank and use the same User ID for both banks, your User ID to access your former Far East National Bank accounts will change to the following format: ExistingUserID-949. The User ID to access Cathay Bank accounts will change to the following format: ExistingUserID-800. Example:

Existing Cathay User ID	Cathay User ID starting April 23, 2018	Existing Former Far East National Bank User ID	Former Far East National Bank User ID starting April 23, 2018
Johndoe	Johndoe-800	Johndoe	Johndoe-949

Mobile Check Images — You will no longer be able to view check images within mobile banking. Please log in to your online banking via the desktop to view check images.

Mobile Banking — Starting on April 23, 2018, you will need to go to the app store on your mobile device and download the Cathay Bank Mobile Banking App. The existing app will no longer function after April 20, 2018.

Mobile Banking Deposit Limits — Starting on April 23, 2018, your mobile deposit limits will change. Your current limits are \$2,500 per check, \$2,500 daily and \$25,000 for a rolling 25 business days. Your new limits will be \$2,500 per check, \$2,500 daily, and maximum 5 checks per day — and no rolling 25 business day limit.

People Pay Changes — Starting on April 23, 2018, People Pay will be known as Cathay PeoplePayment and your People Pay limits will change. Your current limit is \$500 per payment and \$1,000 total daily. Starting on April 23, 2018, your new limits will be \$750 per payment and \$1,000 total daily.

In addition, you will no longer be able to send money notifications via SMS text messaging. Any People Pay contacts with mobile numbers will have the mobile number removed. You may still send notifications via e-mail, direct deposit to the account and mailing a check.

Recurring Transfers — Any recurring transfers to or from your loans will need to be re-established on April 23, 2018 due to loan account renumbering. If you do not log in to online banking and set these up again, your transfers will not take place.

Text Banking — Starting on April 23, 2018 you will need to log in to Cathay Online Banking and re-enroll in text banking. Your existing text banking service will no longer function after April 20, 2018.

Transaction History — Transaction history will only be available for 90 days. If you require more for your records, please download prior to the system cutoff on April 20, 2018.

Web Connect — Starting on April 23, 2018, you will no longer be able to download transaction files formatted for Quicken® software.

Safe Deposit Boxes

There will be no changes affecting your access to your safe deposit box. However, you will not have access to your safe deposit box after the close of business on April 20, 2018 or on April 21, 2018, while the branch is closed for conversion-related activities. Please refer to the enclosed Safe Deposit Fee Schedule for fees that will be applicable to your safe deposit box services beginning April 23, 2018.

Telephone Banking

Starting April 23, 2018, you can access your account information 24 hours a day, 7 days a week via our automated telephone system at 1-800-9CATHAY (1-800-922-8429) after you enroll in Telephone Banking service.

To enroll in Telephone Banking service, please contact our customer service hotline at 1-800-922-8429 beginning April 23, 2018.

Our call tree menu is available online at <https://www.cathaybank.com/CathayBank/media/Main-website/VRU.pdf>.

We're delighted to welcome you to the Cathay Bank family, which has been growing for more than 55 years. Please let us know how we can use our extensive experience and innovative thinking to support your personal and business aspirations.

Sincerely,

Cathay Bank