

# C&N&COVENANT

Integration Newsletter | June, 2020

## MONTHLY UPDATE

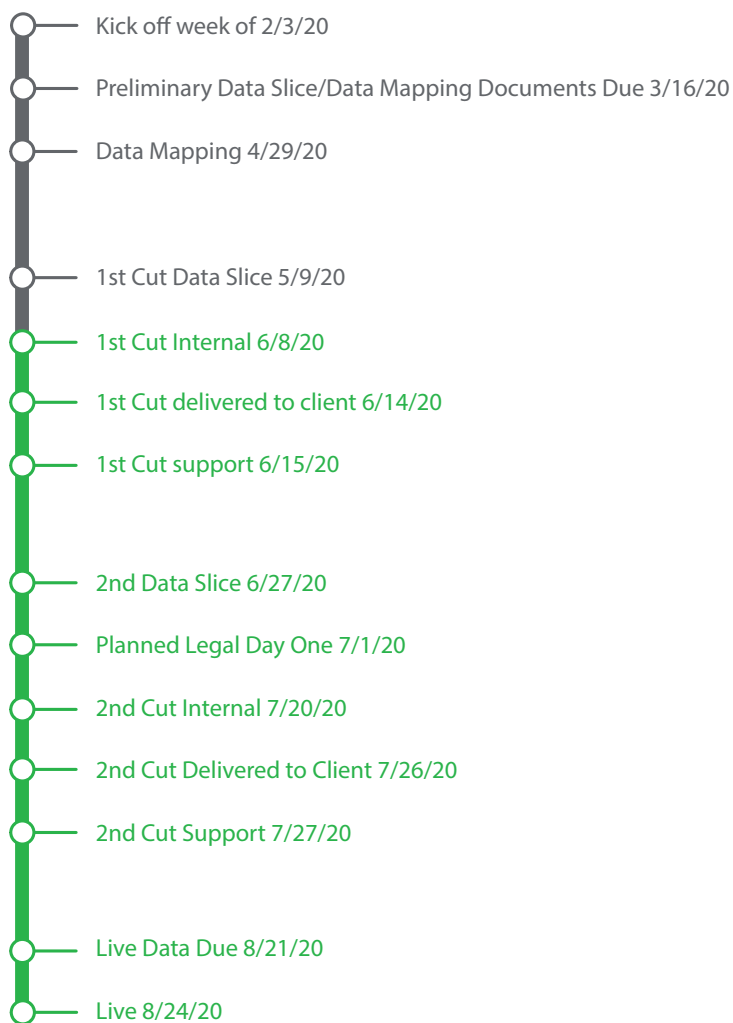
Welcome to the 3<sup>rd</sup> edition of the C&N&Covenant monthly integration newsletter!

Despite the challenges we faced and continue to face during the COVID-19 pandemic, our integration teams have been hard at work to make sure this transition is smooth for our employees and customers.

Data Mapping was our first major milestone for the data transition, and we are happy to report that it has been completed and we are now working on the first cut of data.

Read on to learn more from our integration team leaders.

## COVENANT DATA TIMELINE



TEAMWORK | RESPECT | RESPONSIBILITY & ACCOUNTABILITY | EXCELLENCE  
INTEGRITY | CLIENT-FOCUS | HAVE FUN

# A WORD FROM OUR INTEGRATION TEAMS

## ACCOUNTING

Accounting continues to work through GL mapping including GL setup for the new Covenant branches in both DNA and FTI. We have also been working with the mapping teams to ensure loans and deposits are correctly mapped to the GL after closing. We've also been working with Covenant's correspondent banks to transition those relationships to C&N.

## BRANCH OPERATIONS

With the deposit account conversion chart and data mapping sessions complete, the branch functional team is now focusing on preparing a branch staffing training plan for the Covenant team members leading up to and after conversion. Due to social distancing restrictions, we are going to rely heavily on our current branch resources in the southeast region to help train the Covenant branch team. We will also rely on a group of branch delivery employees available to train and be a resource using the technology we have in place, such as screen sharing through Teams.

## LENDING

Due to timing of the PPP, Lending Integration Team meetings for April were all canceled. The Team re-grouped with a meeting held on May 6th. Meetings are planned weekly through core conversion.

We made good progress in February and March laying out a detailed plan, which allowed team members to work independently on their individual responsibilities. The majority of our deliverable dates are on target. Training has been a recent priority. A complete lending training schedule is complete and will soon be shared with all Lending Staff.

## DEPOSIT OPERATIONS

Deposit Operations completed a deposit data mapping review with Fiserv the week of 4/27. All follow-up items have been submitted. The team also kicked off weekly meetings for the online banking conversion on 5/7.

## HR

COBRA notices have been provided to those qualifying. We are finalizing job descriptions which allows us to complete the PTO calculations. We are completing the

benefit presentation and finalizing training. We are also loading the basic information for Covenant employees to start the onboarding process.

## IT SYSTEMS

The team completed all setup that could be completed on the core prior to the 1st cut being taken. Reports were pulled from the Jack Henry system for the data verification programs.

## IT TECHNICAL

Over the past couple weeks, IT has been working with the Fiserv team to ensure a smooth and seamless data cut. We are also currently building the phone system for Covenant and will be tentatively moving forward with replacing Covenant's phone system in mid July.

## MARKETING

A first round of revisions to the Welcome Book have been collected and a second draft will be shared with the team in the coming weeks. Mail date will be 7/15. The May customer newsletter went out on 5/1. Sekula Sign Co. conducted site surveys in mid-April to update exterior signage. Plans are in place to merge social media pages and websites effective 8/24. We are keeping the integration landing pages current with new information for customers on the Covenant website and for employees on the hidden web page. By 7/1, we will publish a landing page on cnbankpa.com welcoming Covenant customers.

## RISK

We are continuing to work through vendor contracts. We have started working on the Welcome Book to ensure that it is ready to be sent timely. The BSA subgroup has begun meeting bi-weekly, and two of the committee members will be working through the interim procedures that are needed between legal day one and conversion

## TREASURY

No new update.

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