

C&N&COVENANT

Integration Newsletter | July, 2020

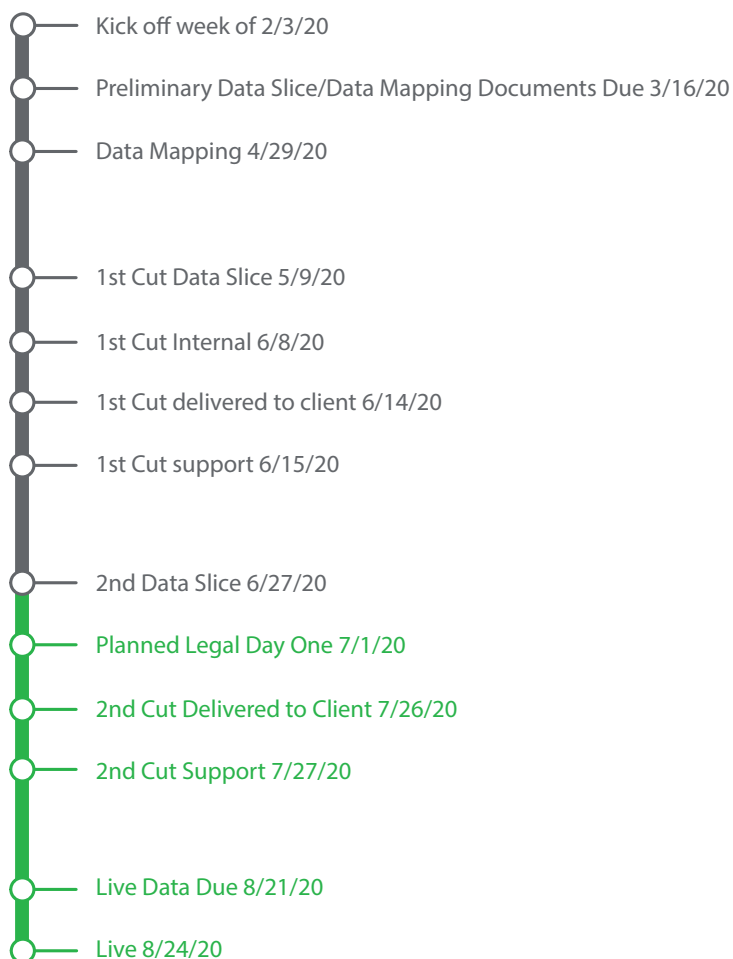
MONTHLY UPDATE

Welcome to the 4th edition of the C&N&Covenant monthly integration newsletter, and the last newsletter before Covenant is legally a part of the C&N family!

Legal Day One is July 1st, which is rapidly approaching. This is a day that we circled on our calendars long ago because it marks a major milestone in the integration between C&N and Covenant.

Our integration teams are making great progress as we inch closer to the day that Covenant officially merges with C&N. Please read on to see the important updates from each integration team.

COVENANT DATA TIMELINE



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

A WORD FROM OUR INTEGRATION TEAMS

ACCOUNTING

We're continuing to prepare for legal close. We've established the process for GL integration from Legal Day One to system conversion and will begin implementing that at legal close. We'll continue to support the loan and deposit teams with Data Cut 2 balancing. We'll also be focusing on closing out the 2nd quarter books for both Banks over the next few weeks.

BRANCH OPERATIONS

The branch functional team is making sufficient progress on a branch employee training plan working in conjunction with the Training Dept. Select branch employees will work with Cassie Brelo to put together short training videos on branch operations tasks such as daily reports review, overdraft decisioning procedures, Image Centre, & Operations Manual chapters not covered by the Training Dept. Patty Groover will be recording a Podcast with Cody to review the Client Care Center functions and how they support customers and the branches.

LENDING

The Lending Integration Team is ready for Legal Day One. All changes in policy or process through core conversion have been communicated. A team meeting is scheduled for 6/30 to address any outstanding last-minute issues. Training is going ahead as planned guided by our training calendar which is posted in Teams for review.

DEPOSIT OPERATIONS

The Deposit Operations Team continues to work on resolving outstanding cases from data verification. The team expects to start verification of Online Banking data the week of July 6th.

HR

The Training & Development Team has been helping our Covenant teammates with getting acclimated with C&N through the C&N Experience virtual orientation. Over the past two weeks, they have completed the 3rd and 4th weeks, which included tutorials on TGIMU, Cyber Security, BSA, C&N product solutions, and Retirement Plan meetings with the Wealth Management Team.

IT SYSTEMS

We have worked through the first cut data verification process providing support to the verification team. We have completed the required changes prior to second cut and gathered the appropriate data for second cut verification.

IT TECHNICAL

The majority of equipment for the Covenant transition has arrived at Wellsboro and is being prepared for installation at Covenant Bank. User accounts for Covenant staff are currently being created. This will allow staff to access C&N resources during the time of transition for training and resource purposes. Covenant email will be merged with C&N on July 13th.

MARKETING

A final proof of the Welcome Book was reviewed and will go to print on Wednesday, 7/1. The mail drop date is 7/15. The July employee newsletter will go out on 7/3 and the July customer newsletter on 7/8. By 7/1, the landing page on cnbankpa.com will be live, welcoming Covenant customers. Householding data for CRM will be validated by the SE Team using a new test server that was established last week.

RISK

Risk Management has been actively working on the Welcome Book. We have been working with the deposit and loan sides to ensure the disclosures and statements are ready to go for legal day one. BSA interim procedures have been finalized and training with the employees has been completed.

TREASURY

We are currently working with Cody to finalize the Treasury Management training content and schedule. We are also reviewing any clients that will need special consideration and discussing any communication that will need to be made in addition to the welcome book.

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