



**IMPORTANT SERVICE UPDATE**

*FROM THE DESK OF*

**Earlene Smitherman**  
CASH MANAGEMENT SPECIALIST

July 27, 2011

«ADMIN NAME»

«CONAME»

«A1»

«CSZ»

Dear «FNAME»:

I am delighted to announce that **Liberty Bank is enhancing its business online banking services**. These improvements will take place over the Labor Day weekend beginning on September 2, 2011. As a result, **online banking services will not be available from 5:00 on Friday, September 2 through Monday, September 5** as we transition to the new service.

Our goal is to make this a seamless transition for you. For that reason, Liberty Bank personnel will be on hand to make sure your banking needs, which could be affected by this downtime, will be met.

The results of these improvements will be a more user friendly on-line system. New cash management services will include:

- Positive pay
- Controlled disbursement
- Automation to lines of credit to accommodate borrowing base customers

I will continue to communicate the details of this change with you as we move closer to the date. Should you have any questions, **please do not hesitate to call me at (216) 359-5557.**

Respectfully,

Earlene Smitherman, Cash Management Specialist  
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