



## **Frequently Asked Questions (FAQs)**

### **about the Transition to Mountain West Bank, Division of Glacier Bank**

#### **What's changing?**

Bank of Idaho is now officially part of Mountain West Bank, Division of Glacier Bank. Over the coming months, we'll transition our systems to align with Mountain West Bank's so we can offer you expanded services, greater resources, and the same personal service you know and trust.

#### **Do I need to do anything right now?**

No, there's nothing you need to do at this time. You can continue using your current checks, debit and credit cards, and online and mobile banking as usual. We'll let you know well in advance when action is needed.

#### **When will the transition happen?**

The core banking system transition is currently scheduled for September 2025. We'll share details as we get closer to the date so you know exactly what to expect and when.

#### **Will my account numbers or login info change?**

For now, nothing is changing. You'll continue using your same account numbers and login credentials. If any changes are necessary later, we'll communicate them clearly and provide plenty of support.

#### **Will my loan terms or rates change?**

No. The terms and conditions of your existing loans, lines of credit, and other agreements will remain the same.

#### **Will I still work with the same people at my local branch?**

Yes! The same friendly team you know and trust will continue to serve you. Our local commitment remains as strong as ever.

## **How will the transition benefit me?**

You'll gain access to a wider range of financial products and services, increased lending power, and the support of a larger community bank—all without losing the local, personalized service you value.

## **How will I know when something changes?**

We're committed to keeping you informed. You'll receive updates by mail, and we'll post information regularly to our Customer Resource Center at [www.mountainwestbank.com/BetterTogether](http://www.mountainwestbank.com/BetterTogether)

## **Where can I go if I have questions?**

You can always stop by your local branch, call us at 1-800-641-5401, email [service@mountainwestbank.com](mailto:service@mountainwestbank.com) or visit the Customer Resource Center online. We're here to help every step of the way.