

Customer Q&A: Mode Eleven Bancorp Bankruptcy & What It Means for You

Q1: Is Summit National Bank shutting down?

A: No. Summit National Bank remains open, fully operational, and financially stable. Our business continues without interruption. The bankruptcy filing involves our parent company, Mode Eleven and does **not** affect Summit National Bank's ability to serve you.

Q2: Will this affect my account, loan, deposit, or service with Summit National Bank?

A: No. There are no changes to your account, loan, deposits, or any services you receive. All operations continue as normal, and our commitments to you remain unchanged.

Q3: Will my services be interrupted?

A: Not at all. There is no impact to your daily experience with us. Business continues as usual and we remain committed to delivering the service, products, and support you expect from Summit National Bank.

Q4: Are you still open to new clients and new business?

A: Yes. Summit National Bank remains open to new business, is actively serving new and existing clients, and continues to grow in key areas.

Q5: Who can I contact if I have further questions?

A: Our team is here to help. If you have questions or need additional support, please contact CustomerService@summitnb.com

Q6: Why are you telling us this?

A: We value your trust and believe in transparency. While this situation involves our parent company, we want to be proactive in addressing questions and reinforcing that our commitment to service your banking needs has not changed.
