



December 9, 2025

[Insert Name]

[Insert Address]

Dear Valued Legence Bank and Safe Deposit Box Customer,

Your trust and relationship mean a great deal to us, which is why we want to personally share important information regarding your banking services. **Legence Bank's Johnston City Branch, located at 101 West Broadway Boulevard in Johnston City, Illinois, will permanently close at 4:00 p.m. on Tuesday, March 31, 2026.**

As a safe deposit box holder, we want to make sure you have options and ample time to make arrangements:

1. Safe deposit boxes of various sizes are available at some of our nearby branches. Please call (800) 360-8044 to check availability and locations.
2. If you have paid rent on your safe deposit box within the past 12 months, you are eligible for a refund of your rent payment. Please request this refund from our Johnston City branch team when closing your box.

Please plan to remove all contents from your safe deposit box by February 27, 2026, which will be the final date to access your box.

This decision was made after careful consideration of how we can best serve our customers both now and in the future. As banking continues to evolve and more of our customers choose to bank digitally or at nearby Legence locations, we have seen a natural decline in branch traffic and in-person transactions. After thoughtful evaluation, we determined that consolidating services from our Johnston City Branch with our nearby Marion, Benton, and other southern Illinois locations will allow us to continue providing the exceptional service, accessibility, and convenience you expect from Legence Bank.

We are deeply grateful for the support of our Johnston City customers and want to make this transition as smooth as possible. Your banking services will continue seamlessly at any of our nearby branches — where you will find the same familiar faces, friendly service, and full suite of products you have always enjoyed.

We are also pleased to share that the ATM at the Johnston City location will remain in place, allowing you to continue accessing cash and account services as always. This ensures continued convenience for our customers as we evaluate the best long-term use of the building.

For over 115 years, Legence Bank has been honored to serve the people of this region — our neighbors, families, and friends. We remain dedicated to providing personal attention, trusted relationships, and innovative banking options that meet your needs today and tomorrow. In addition to visiting a branch, you can always manage your accounts through our Online Banking, Mobile App, or at any of our convenient ATMs — giving you 24/7 access wherever life takes you.

If you have any questions or need assistance, please don't hesitate to contact our Johnston City Branch team at (618) 983-6991. We are here to help in any way we can.

Thank you for your continued loyalty and for allowing us the privilege of serving you. We look forward to continuing to be your trusted financial partner for many years to come.

Sincerely,

Kevin D. Beckemeyer

Kevin Beckemeyer
President and CEO
Legence Bank