



# GROVE BANK & TRUST

Formerly Coconut Grove Bank

EST.  
1926

## NAME CHANGE FAQ

### What is the new name?

Coconut Grove Bank has been renamed Grove Bank & Trust.

### Why did the name change?

With locations beyond Coconut Grove, the new name more accurately reflects our geographic footprint while honoring our proud past. It also marks the historical progression and future direction of the organization. The Bank has had Trust powers for the past 60 years and is laser focused on its growth and expansion plans to support its Boutique Banking, Commercial, and Wealth Management lines of business.

### Why was the new name selected?

The new name removes the reference to a specific geography and preserves the historical roots of our proud past.

### Is there a new logo?

The icon that has been part of the Bank's name for 90 years is being retained as a symbol of its proud past.

### What does the change mean for me?

There is no change to your client experience. You are part of a new beginning for the organization as it moves towards its 100-year legacy.

### Has the ownership of the Bank changed?

No. Ownership of the Bank remains the same.

### When will the name change take place?

The name of the Bank will officially change on May 1, 2017. A plan is in place to rebrand all assets and will take several months to complete.

### When will the signs on buildings be changed?

Signs will be replaced as the required permitting is issued. Some of the sign replacements will be immediate while others may take more time.

### What impact will the name change have on my account(s)?

There is no impact on the way clients transact business with the Bank.

### Will I need to order new checks and deposit slips?

Clients may continue to use their current supply of checks, deposit slips and all other transaction materials. The new name and branding will appear on new supplies when they are re-ordered.



305.858.6666 | [grovebankandtrust.com](http://grovebankandtrust.com)



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### Will I be issued a new credit card and debit card?

As cards expire, they will be replaced with new ones that include the new name. Until that time, clients can continue to use their current cards without any interruption.

### Will telephone numbers change?

No. All telephone numbers remain the same.

### Will email addresses change?

Yes. Email address extensions will change to @grovebankandtrust.com. Outbound messages will automatically convert to the new extension. Having said that, it is important to note that our existing email address will remain active and will be automatically redirected.

### Will the website address change?

Yes. The new website address will be grovebankandtrust.com. Visitors to the current website will be automatically directed to the new website.

### Will I need to download a new app for mobile banking?

No. When an update of the app is issued, you will be notified of the upgrade just as you would for any other application you have on your mobile device.

### Do I need to make any changes related to using Lockbox, Remote Capture and other Treasury Management Services?

No. Services remain uninterrupted. Should there be any changes in the future, clients will be notified by a specialist who will help you make any needed transitions.

### Will there be changes to my loan documents and other service agreements with the Bank?

No. All terms and conditions of loan documents and service agreements remain unchanged and do not need to be modified to the new name.

### When I write a check for my loan payment, do I need to change the name of the payee to Grove Bank & Trust?

It is preferred, but not necessary.

### Will there be a change to my direct deposit of payroll (or government) checks?

No. Your direct deposit will continue without interruption. You do not need to take any action.

### Can I continue receiving and sending payments electronically including Wire Transfers and ACH?

Yes. You do not need to take any action.

### Will the Bank's Routing/ABA number change?

No. The Bank's Routing/ABA number will remain the same. 066004600



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