



Parkway Bank Customer FAQ - Frequently Asked Questions About Today's Announcement

Today marks an exciting new chapter for Parkway Bank. We understand you may have questions about what today's announcement means for you and your banking relationship. We're committed to making this transition as smooth as possible while continuing to provide the personalized service you've come to expect.

What happened today?

Parkway Bank has completed a nearly \$350 million tender offer led by Patriot Financial Partners, Stone Point Capital and other investors.

The transaction brings additional capital and an experienced leadership team to support long-term growth, invest in technology, strengthen commercial banking capabilities and continue delivering the relationship-based service customers expect.

Will my accounts change?

No.

There are no changes to your accounts, account numbers, online banking, debit cards, loans or other banking services as a result of today's announcement.

Will I still work with the same banker?

Yes.

Your existing banking relationships remain unchanged, and you should continue working with your current Parkway contacts.

Is my money safe?

Yes.

Your deposits remain safe and secure, just as they were before today's announcement. Parkway Bank continues to operate as a well-capitalized financial institution, and eligible deposits remain insured by the Federal Deposit Insurance Corporation (FDIC) up to applicable limits.

Is Parkway changing its name?

No.

Parkway Bank will continue operating under the Parkway name. We remain committed to serving our customers, supporting our communities and building on the strong foundation Parkway has established over the past six decades.

Will my branch stay open?

Yes.

There are no anticipated branch consolidations or closures at this time. Parkway will communicate any future changes to branch operations or hours well in advance.

Will my loans or existing agreements change?

No.

The terms of your existing loans, deposit accounts and other agreements remain unchanged.

Why was this transaction made?

This transaction positions Parkway for long-term growth by combining additional capital with an experienced leadership team focused on expanding commercial banking capabilities while preserving the relationship-based service our customers value.

As Parkway grows, customers can expect the same trusted relationships they have today, backed by greater expertise and expanded capabilities.

Will Parkway continue serving commercial real estate clients?

Absolutely.

Commercial real estate remains an important part of Parkway's business. At the same time, we'll continue expanding our commercial banking capabilities to better serve businesses throughout Chicago and the Midwest.

What benefits can customers expect?

Over time, customers can expect continued investment in:

- Enhanced banking technology
- Expanded commercial banking capabilities
- Additional products and services
- Additional experienced bankers and commercial banking expertise
- Relationship banking and local decision-making

Who are the new leaders?

David Provost has joined Parkway as Executive Chair, Dennis Klaeser has joined as Executive Vice Chair and Chip Reeves has joined as President and Chief Executive Officer.

Together, they bring decades of experience leading successful commercial banking organizations and are committed to building on Parkway's strong foundation while positioning the bank for long-term growth.

Why is this good for customers?

Customers will continue working with the bankers they know and trust while benefiting over time from additional investment, greater expertise and expanded commercial banking capabilities.

Our focus is simple: preserve the relationships that have always defined Parkway while strengthening the expertise, resources and capabilities behind them.

Will there be changes to rates or fees?

There are no changes to rates or fees as a result of today's announcement.

If changes are made in the future, customers will be notified in advance, consistent with applicable laws and regulations.

Who can I contact if I have questions?

If you have questions about today's announcement or your banking relationship, please contact your Parkway banker or visit your local Parkway banking center. Visit www.parkwaybank.com for banking center locations and contact information.

Thank you for your continued trust in Parkway Bank. We appreciate the opportunity to serve you and look forward to continuing our relationship for many years to come.