



FREQUENTLY ASKED QUESTIONS – Branch Remodel

Why is BLC updating its branch?

As BLC Community Bank continues to grow, so do the needs of our customers and our team. This remodel helps us use our space more intentionally, creating room for additional staff and private offices while maintaining an open, welcoming lobby. These updates allow us to serve you efficiently today and position us for continued growth and long-term independence.

How does this support BLC's growth?

By aligning our space with how customers bank today and how our team works, we can add staff, improve access to expertise, and plan for the future -- without changing who we are. This remodel supports our commitment to remain a strong, independent community bank serving local families and businesses.

Why is the Main Street entrance changing?

As part of our remodel, BLC Community Bank is updating how customers enter our building. While we currently have two entrances, most customers already enter through our Wilson Street (parking lot) doors.

Following the remodel, the Main Street doors will change to **safety exit only**. This change allows us to:

- Improve safety for our staff and customers
- Provide a more consistent and welcoming lobby experience
- Better align building access with how the space is used today

Which entrance should I use?

Customers should continue to use the **Wilson Street entrance**, located next to our parking lot, for all lobby visits once the remodel is complete. Clear signage will be in place to guide you.

Is the ATM still accessible from Main Street?

Yes. The ATM will remain in our Main Street vestibule for customer use. For appointments, please use the Wilson Street entrance which offers convenient parking and access to the lobby.

When will construction start and how long will it last?

Construction is expected to begin shortly after Memorial Day and will take place in two phases over approximately three months. We'll continue to share updates as the project progresses.

Will the lobby be open during construction?

No. During construction, the lobby will be closed. To keep everyone safe, we will serve customers **by appointment only**, with the **drive-thru as the primary way to complete transactions**.

How do I schedule an appointment?

Customers can call the bank at (920) 788-4141 or work directly with their BLC contact to schedule an appointment. Our team will be happy to help set up a time that works for you.

Will the drive-thru, ATM, and online banking still be available?

Yes. The drive-thru will remain open, and our ATM, online banking, and telebank services will continue to be available during construction, except for brief interruptions if needed. Any changes will be communicated in advance whenever possible.

Will my banking services change?

No. Your accounts, services, and the people you work with at BLC will not change. Only the way you access the building will be different during and after construction.

Is BLC still open during the remodel?

Yes. We are very much open and operating during construction, we're just doing things a little differently while improvements are underway.

Who can I contact with questions?

Please call the bank at (920) 788-4141 or reach out to your usual BLC Community Bank contact. Our team is happy to answer questions and help you navigate any temporary changes.

What stays the same?

Our commitment to our customers and our community. While our space is changing, the relationships, service, and care you expect from **BLC Community Bank** remain the same.

