

Chatham Branch Closing FAQ

Why is the Chatham branch closing? Why was the building up for sale?

Over the past several years, the building where our Chatham branch is located at 7936 S. Cottage Grove has been underutilized, and it was beneficial for both Urban Partnership Bank and the Chatham community to locate another buyer who would be able to fully utilize the space.

Where will customers be expected to bank?

We will be moving operations at the Chatham branch to the Greater Grand Crossing branch located one mile away at 7801 S State Street. Additionally, the Chatham Motor branch is located across the street at 7949 S Cottage Grove Ave. has full-service capabilities along with drive-through access, will remain open

Are there other banking options for customers? And, if so, what are the easiest transportation routes?

Customers will continue to have several options for their banking needs:

- **The Greater Grand Crossing location is located just one mile away at 7801 S State Street, with easy access via CTA on either the number 79 bus or the Red line.**
- The Chatham Motor branch is located across the street at 7949 S Cottage Grove Ave. has full-service capabilities along with drive-through access, will remain open
- The Bronzeville location is nearby, located at 101 East 35th Street (35th and South Michigan), with access via CTA with either number 4 bus or the Green line.
- Customers can use any of our 50,000 surcharge free ATMs or utilize our online banking, treasury management and bank-by-phone options to for their banking needs.

Will this affect my banking experience? Will the banking services change?

There will be no changes to Urban Partnership Bank's services or customer transactions – services will remain the same. Employees from the Chatham location will also continue to service our retail branch network. This will ensure that you can continue to work with the staff that you know, and we will have more than enough capacity to continue great customer service.

Who is the new buyer and what do they plan to do with the location?

We will inform our customers of the potential buyer once negotiations are finalized. The potential buyer has plans to eventually use the entire building and will enhance and infuse the Chatham community with new jobs and revenue. Having the building at full occupancy will result in new vibrancy for the surrounding area.

Will there be changes to the ATMs?

All of our nearly 50,000 surcharge-free ATMs will continue to be accessible at this time through MoneyPass and Allpoint.

What will happen to the employees? Will they lose their jobs?

Employees from the Chatham location will continue to service our retail branch network. This will ensure that you can continue to work with the staff that you know, and we will have more than enough capacity to continue great customer service.

Is this related to the acquisition?

No. The building was on the market before the acquisition took place.

Why is this happening so quickly?

We recently found a buyer, and the closing process is happening faster than we anticipated.