



Farmers & Merchants Union Bank

Visit our website: www.fmub.com • e-mail: askfmub@fmub.com

April, 2009

Dear Valued Customer:

In today's world, protecting your personal information is crucial to your financial well being. We are reminded on a regular basis the harm caused by the misuse of such information. There are numerous individuals and organizations dedicated to gaining access to your personal information for their own financial gain.

It is our responsibility to help you protect your personal information. As part of our commitment to protect your personal information, the Farmers & Merchants Union Bank is implementing a new security procedure for our customers who use the telephone for banking matters. This procedure will help us make sure we are talking to you when you call us.

Please complete two of the Telephone Account Security Questions on the form enclosed and either mail or drop it off at a bank branch nearest you. For joint accounts we have enclosed a set of questions for each person listed on the account. We will keep the form on file and use it to verify your identity when you call. Please keep a copy of the letter or answers to the questions for your reference.

We welcome your telephone calls to inquire about your checking, savings, certificates of deposit, and loans with us. We also offer Internet banking as a means to access your account information in a secure manner, at www.fmub.com. Should you have any questions or need additional forms, please stop in or give us a call and we would be happy to assist you. Additional Telephone Account Security Question forms are also available on our website for your convenience to print and complete.

Thank you for banking with us – and thank you for helping us protect your account information.

Sincerely,

Daniel T De Jager
Network Administrator
Assistant Vice-President

MAIN OFFICE
159 W James St
Post Office Box 226
Columbus, WI 53925
920/623-4000
FAX: 920/623-4010

COLUMBUS BRANCH
104 Industrial Drive
Post Office Box 226
Columbus, WI 53925
920/623-7101
FAX: 920/623-6104

FALL RIVER
637 South Main St
Post Office Box 9
Fall River, WI 53932
920/484-6505
FAX: 920/484-6506

FRIESLAND
114 West Winnebago St
Post Office Box 38
Friesland, WI 53935
920/348-5141
FAX: 920/348-5142

JUNEAU
405 Jewel St
Juneau, WI 53039
920/386-2100
FAX: 920/386-2101
MEMBER FDIC