

THE COMMUNITY BUILDER

Banking Merger Information

As you may or may not know, RBC Bank, who owns the SmartStreet operation, has been purchased by PNC Bank. SmartStreet is the banking division through which you and your owners make your maintenance assessment payments to the lockbox for your community. As a division of RBC, SmartStreet is now owned by PNC Bank. The closing finalized on March 2.

What impact does this have on you and your Association? At this time, nothing significant. However, in the coming months there will probably be some changes that you may see as it relates to bank statements, bank name on checks or a change in the name of your primary checking account on your balance sheet.

From PNC's website, we have learned the following about them:

The PNC Financial Services Group, Inc. (NYSE: PNC) is one of the nation's largest diversified financial services organizations with assets of \$271 billion. PNC, operating primarily in 16 states and the District of Columbia, provides retail and business banking, residential mortgage banking, specialized services for corporation and government entities, including corporate banking, real estate finance and asset-based lending, wealth management and asset management.

PNC is one of the largest banks in the United States based on deposits and branches. Ranked among top small business lenders, PNC was the first major U.S. Bank to design and build bank branches based on U.S. Green Building Council standards. It is one of the top 10 bank wealth managers according to Barron's as well as one of the top Treasury Management providers in the country. It also stands among the top 5 arranger of traditional middle market loan syndications. It is one of the Nation's top retail lenders and servicers, and the world's largest publicly traded asset management firm.

Assets: \$271 billion

Shareholder Equity: \$34 billion

Deposits: \$188 billion

Assets Under Management: \$107 billion

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To follow is a short summary of some questions and answers that have been provided to us from PNC.

Q. When will the conversion to PNC Bank take place?

A. RBC Bank branches will become PNC Bank branches over the weekend of March 2, 2012. The current RBC Bank (USA) Smartstreet accounts will be PNC Bank, National Association Smartstreet accounts.

Q. Will PNC Bank charge service fees on the accounts?

A. Smartstreet's fee policy will not change under PNC Bank.

Q. How will the conversion affect ACH processing and wire transfers?

A. Routing/transit numbers for ACH and wire transfers will change. The routing/transit number for your check and ACH transactions will change.

Q. Will there be any change to my online banking?

A. No, your online banking will not change. To access Smartstreet Online Banking, go to www.sentrymgt.com and click on Homeowners/Payments. Select the Sentry office location from which your association is managed, and then click on Community Website/Payment Center. You will still require your 16-digit account number (found on your coupons) to either begin the set-up of your online banking or to access online banking if already registered on your website. No digits can be left out for security purposes.

Q. Are my business deposit accounts still FDIC insured?

A. Your deposit accounts are insured to the maximum permitted by law. If you have accounts at both PNC Bank and RBC Bank, your RBC Bank accounts that transfer to PNC Bank will be separately insured from your PNC Bank accounts for six months after the transfer date. Certificates of Deposit will maintain separate insurance for six months, or until the next maturity date, whichever is later. A CD renewed during the six-month period with the same terms as the original CD will maintain separate insurance until the renewed CD's maturity date.

Q. Will the conversion affect the payment processing schedule for Smartstreet?

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A. We do not expect the conversion to affect the schedule for processing Smartstreet payments. At the most, payments received on Friday, March 2, 2012 will not be posted until Monday, March 5, 2012 - a delay of one business day.

Q. Does PNC Bank have the same type of deposit accounts as RBC Bank had?

A. Yes. On Friday March 2, 2012 your current RBC Bank (USA) account(s) will convert to PNC Bank deposit account(s) that have been carefully selected to offer you the features and benefits most closely matching those of your existing RBC Bank business accounts. However, while the account types will be the same, the names may differ. Further information will be provided.

Q. Where can I find a list of local PNC Bank branches?

A. Go to pnc.com and click on "Locate PNC". You will be able to locate the closest PNC bank or ATM.

Q. Are association members able to pay their assessment at a branch?

A. NO. Just as with RBC Bank USA branches, we ask that association members make their payments through Smartstreet's payment channels instead of the branch to make sure their payments are processed efficiently. We encourage your association members to visit their local PNC branch to learn what PNC has to offer. However, they should continue to make their payment through Smartstreet's payment options.

Our Accounting staff will be handling any other changes internally to ensure that drafts, ACH payments for utilities and all other details required by this transition are handled timely and with care.