

KEY CONVERSION DATES

DATE	ACTION
Ongoing through 6PM EST on Friday, October 21, 2016	Continue to contact Client Service Representatives at 800.888.2723.
Thursday, October 20, 2016	Electronic Transactions (online, fax) received by midnight on Thursday, October 20, 2016 will be processed on Friday, October 21, 2016. Requests received after this time will be processed after the Conversion on October 24, 2016 at 9AM EST. Friday, October 21, 2016 All Account Owners will be able to access their Accounts online until 6 PM EST.
Friday, October 21, 2016	All Account Owners will be able to access their Accounts online until 6PM EST.
Monday, October 24, 2016	<ul style="list-style-type: none"> Starting at 9AM EST, Client Service Representatives can be reached at 800-888-2723 and all Account Owners will be able to conduct all transactions on their Accounts. All Account Owners will be able to set up new Account access at www.collegesavings.com/Montana
Week of October 24, 2016	All Account Owners will receive a statement showing their pre-Conversion activity. If you are a CollegeSure® CD Account Owner, your statement will also show your new minimum APY (Floor Rate). The APY for all other products will be shown at the time interest is credited—quarterly for savings accounts; annually for Fixed Rate CDs and CollegeSure® CDs; and at maturity for InvestorSure® CDs.
October 24, 2016	All Account Owners will be able to access the new online banking site and set up new Account access at www.collegesavings.com/Montana .
Week of October 31, 2016	All Account Owners will receive an opening monthly statement and a description of the statement changes.

The Montana Family Education Savings Program – Bank Plan (Bank Plan) is sponsored by the State of Montana and administered by the Montana Board of Regents. College Savings Bank, a Division of NexBank SSB (CSB) serves as a Program Manager for the Bank Plan. As Program Manager, CSB supports all aspects of the day-to-day operations of the Bank Plan, including recordkeeping and administrative support. The Bank Plan consists of portfolios that invest in either a CSB issued CD or a savings account. CDs may be subject to early withdrawal penalties. For additional information, please refer to the Bank Plan Disclosure Statement.

The Bank Plan, the Board of Regents, NexBank SSB and their respective affiliates do not provide tax, legal or accounting advice. This material has been prepared for informational purposes only, and is not intended to provide, and should not be relied on for, tax, legal or accounting advice. You should consult your own tax, legal and accounting advisors before engaging in any transaction.

APY (Annual Percentage Yield) is subject to change at any time. Early withdrawal penalties may apply and may reduce earnings on the account.



Montana Family Education Savings Program Bank Plan | 800.888.2723 | College Savings Bank, a Division of NexBank SSB



www.collegesavings.com/Montana | MTFAQ-0916



Why is the Montana Family Education Savings Program—Bank Plan (Bank Plan) upgrading its recordkeeping system and online account access system?

These new systems will offer account owners improved features that will enhance their 529 account management experience. The new core technology has increased system support and offers a platform designed for growth.

What will happen next and how do I find out more about the new systems?

The system change will commence over the weekend of October 22-23, 2016 at which time all account information and records will be automatically transferred. Please review the information provided in this packet and upcoming materials. Contact a Client Service Representative at 800.888.2723 with any questions.

Will there be a time during the Conversion that I cannot conduct account transactions?

There will be a short period—from midnight EST October 20, 2016 to 9AM EST October 24, 2016—when you will not be able to make changes to or conduct transactions on your account. Please review the Key Conversion Dates for more detailed information.

Are any fees changing because of the upgrades?

As of January 6, 2016, the Bank Plan no longer charges fees. Our fee structure will not change during the Conversion.

Are the terms and conditions of the CDs that comprise the Bank Plan investment options changing?

Yes. The new terms and conditions of the CDs underlying your investment options are included in this packet.

Will I continue to receive my statements as usual?

You will receive a final quarterly statement under the existing recordkeeping system the week of October 24, 2016 for all transactions on your account through October 21, 2016.

Starting October 31, 2016, you will receive monthly statements for your account. You will also be able to view your transactions online and retrieve electronic copies of your monthly statements after registering your account online. Accounts Owners will also receive an introductory letter that will guide them through the statement updates.

Will I be able to access my account online after October 21, 2016?

Beginning October 24, 2016 you will be able to access your account online by visiting www.collegesavings.com/Montana and registering for online banking access using your current account number. All subsequent logins will require a username and password. All Account Owners will receive a postcard during the month of October to remind them about their online banking registration.

If I do not currently have online banking access, how do I register?

You will need your existing account number to register your account online. Registration information can be found on our existing online banking system, which can be accessed through www.collegesavings.com/Montana or

www.collegesavings.com. After the Conversion, the URL for online banking access will remain the same.

Is the website or contact information changing for the Bank Plan?

No. Account Owners will still be able to access information about the Bank Plan by visiting www.collegesavings.com/Montana.

What are the new account features?

The new online account access is a user-friendly interface with customized profile settings, and more, to allow you access to your account 24-hours a day.

The new recordkeeping system enables us to increase the frequency of your statement delivery, offer enhanced security and the use of one of the banking industry's market-leading core systems.

What Bank Plan investment options will change as a result of the Conversion?

Following the Conversion:

- We will waive the early withdrawal penalty for CollegeSure® CDs withdrawn within 18 months after the Conversion date (October 24, 2016). Any withdrawals made after 18 months of the Conversion date (October 24, 2016) will be subject to the Early Withdrawal Penalty; and

- We will no longer offer the Bank Plan InvestorSure® CD; and
- The Honors Savings Account, Accumulator Account and Savings Account will be combined into one new savings account called the CollegeSure® Honors Savings Account.

Each of these changes is further described in the enclosed Bank Plan Supplement. Please contact a Client Service Representative at 800.888.2723 for more information.

When will these changes take place?

The table on page 4 details some key dates and actions: Key Conversion Dates.

Who can I contact with any questions?

Client Service Representatives can be reached Monday through Friday from 9AM EST — 6PM EST by phone, email or live chat as noted below.

- Phone: 800.888.2723 (participants) or 800.777.7927 (financial advisors)
- Website: www.collegesavings.com/Montana
- Email: info@collegesavings.com

Where can I find additional information about the Conversion?

In addition to the enclosed Conversion materials and Supplement to the Bank Plan Disclosure Statement, the following will be mailed on or about these dates:

- October 7: Self-Mailer Postcard about Online Account Registration and Demo
- October 21: Consolidation Communication and customized final interim quarterly statement showing weighted average APY
- October 31: How-to-read your new monthly statement; and beginning Statement showing APY (matching weighted average APY shown on Oct. 21 Statement)