

Online Banking Reference Guide for Existing CIT Bank Customers

On June 6, as a part of our new system, we're making changes to your Online Banking experience.

In order to make the transition as seamless for you as possible, we created this printable guide for your reference, which should help you with any actions you may need to take. It will also help if you want to customize your account. Lastly, if you have any questions, please feel free to call us at **855-462-2652**.

Before June 6, 2016:

What's different?	What can I do now?
<p>1. New CIT Bank Agreement for Personal Accounts effective as of June 6, 2016 – There have been changes to the account agreement that reflect the terms of the legal obligation between you, the consumer, and us, the bank.</p>	<p>We encourage you to carefully review the account disclosures of your account, specifically:</p> <ul style="list-style-type: none"> o Electronic Funds Transfer Agreement and Disclosure o Telephone Banking o Our Liability for Failing to Make Transfers o Your Liability for Unauthorized Electronic Fund Transfers o CIT Bank, N.A. Address <p>Click to open: CIT Bank Agreement for Personal Accounts.</p>

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<p>2. New CIT Bank IRA Agreement (Readoption) — There have been changes to the IRA Agreement that reflect changes between you and the Trustee of your Individual Retirement Plan (IRA or Roth.)</p>	<p>We encourage you to carefully review the following summary of changes:</p> <ul style="list-style-type: none"> • Beneficiaries - If you do not designate a beneficiary or no named beneficiary is living at the date of your death, the beneficiary shall be your spouse. If your spouse is not living at the date of your death, the beneficiary shall be your surviving children, in equal shares. In cases where your spouse or surviving children are not living at the date of your death your estate will be the beneficiary. • The IRS has changed its interpretation of the IRA one-rollover per year rule for rollovers from one IRA to another IRA. This change is the result of a recent US. Tax Court ruling (Bobrow v. Commissioner), in which the court ruled that an IRA holder is limited to one rollover per 12-month period, regardless of the number of IRAs they have. This new ruling is effective of for distribution taken on or after January 1, 2015. <p>If you choose to accept the revised amendment no action is required on your part. If we do not hear from you within 30 days, we will consider you to have accepted and agreed to the amendment</p> <p>Click to open: CIT Bank Amendment for Traditional or Roth Retirement Plan (Disclosure and Trust Agreement)</p>
<p>3. New authentication process for logging into Online Banking</p>	<p>System will require a one-time code. The code is provided to you either by text or a telephone call. Make sure we have your updated contact information. Call the Customer Service Center to update your mobile phone number if you want to receive a text message. It will provide the easiest way to authenticate your identity upon your first login after June 6.</p>
<p>4. Temporary delay in accessing electronic statements — While your statements will be delivered electronically at the end of the month, after June 6 there will be a temporary delay in accessing electronic statements online.</p>	<p>We encourage you to review and download any past statements, or you can call and request a copy.</p>
<p>5. Online banking account access — Beginning June 3 at 6:00 pm ET, access to Online Banking will be limited. Your accounts will remain visible; the balance will be as of June 3. Updated activity will resume on Monday, June 6 at 7:00 am ET with the launch of the new system.</p>	<p>No action by you is required. Online Banking will be fully accessible on June 6, 2016.</p>

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<p>6. Online account opening – On June 2 at 6:00 pm ET, online account opening will not be accessible until our system transition is complete on Monday, June 6 at 7:00 am ET.</p>	<p>After June 6 at 7:00 am ET, if you would like to open a new account with CIT Bank, you can do so by logging into Online Banking and clicking on the open new account link or by calling 855-462-2652.</p>
<p>7. Interest earned on Certificate of Deposit accounts – Effective May 31, interest earned will be paid at the end of the month. This change will impact electronic funds transfers to an external account and the crediting of interest to your account.</p>	<p>No action by you is required.</p>

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On or after June 6, 2016:

What's different?	What do I do after June 6?
<p>1. New authentication process – Upon your first login after June 6, you will be prompted to enter a new authentication process for added security. Instructions will be available during login. In order to log in to the new mobile app, this step must be completed first.</p>	<ul style="list-style-type: none"> • Access your Online Banking account here. • The first screen you will see is our instruction page. Please read it carefully as accessing the system will require 4 steps: <ol style="list-style-type: none"> 1. After you click “Continue in a new tab,” the next screen will prompt you to enter your user ID. Your user ID will be your same CIT Bank user ID but entered all in lowercase. (For example, if your old user ID is AmyDavis123, your new user ID will be amydavis123.) 2. Follow the instructions on the screen to get your unique one-time security code to log in. You can request the one-time code to be provided to you either by text or a telephone call. If your mobile or home telephone number is not listed as an option, you will need to contact us to add it to your Online Banking profile. 3. The next screen you will enter your temporary unique password. <ul style="list-style-type: none"> – The password would be Monday@ plus last three digits of your Social Security number – For example if your SSN is 123-45-6789 – Your unique password would be Monday@789 4. Finally, the last screen before you get access to your Online Banking, is the screen where you will reset your password to your permanent password.
<p>2. Mobile Banking – A new app will replace our previous app. It's important to note that external funds transfers will not be available via mobile banking after June 6, but you can still make these transactions through Online Banking.</p>	<ul style="list-style-type: none"> • Once we introduce the new Mobile Banking app, your login credentials will change. Please log in to Online Banking and follow the instructions listed above for resetting your password before attempting to access your account via the mobile app. For security purposes, if you exceed the number of login attempts with your previous login information the system will lockout for 24 hours. • If you are locked out of Online Banking, the Customer Service Center will not be able to unlock your account, as you must wait for the 24 hour reset period. • Delete the old app and download the new app. • Log in using your new credentials established during your first Online Banking login. • Re-accept disclosures and re-enroll.
<p>3. Text Banking</p>	<ul style="list-style-type: none"> • Re-enroll in Text Banking. • Be on the lookout for our texts to come from the text code 49794 which will replace the current CIT01 text code.

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On or after June 6, 2016 (continued):

What's different?	What do I do after June 6?
<p>4. Banking by phone – Your phone banking PIN will be changed to the last four digits of the primary account holder's Social Security number. You will then have an opportunity to change your PIN after the initial login for your security. One-time electronic funds transfers will no longer be available by phone. You can make these transactions through Online Banking.</p>	<ul style="list-style-type: none"> • To utilize phone banking, please be prepared to provide the primary account holder's Social Security number as your temporary PIN. • For your security, follow the prompts to change your PIN after the initial login.
<p>5. External funds transfers and automatic transfers – One-time electronic funds transfers will no longer be available via the mobile app or by phone. One-time electronic funds transfers can be completed through Online Banking.</p>	<p>Reschedule any automatic transfers between your linked accounts.</p>
<p>6. Alerts and settings</p>	<p>If you would like to customize any display, alert or mobile settings, simply log in to online banking to adjust your preferences.</p>
<p>7. Seasonal addresses – If you have a seasonal or temporary address on file with us, it will not transfer to the new system.</p>	<p>Please call or write to us via secure messaging to give us the address.</p>
<p>8. IRA paper statements – For IRA customers, after the transition, you will start to receive paper statements.</p>	<p>If you want to continue with electronic statements, please log in to Online Banking and update your statement preferences.</p>

We value your business and would like you to know that we are here to assist you and answer any questions you may have about these changes.

Please do not hesitate to call us at **855-462-2652**.

Thank you for choosing CIT Bank and for the opportunity to serve you.