



Frequently Asked Questions ("FAQ") About First Empire and ONBANCorp Merger

Why has the merger taken place?

Both banks recognize that there is an opportunity to create an even better bank for our customers by combining our operations through a merger. This will enable us to provide you with an even wider range of high quality financial products and services.

What are the next steps?

Now that the merger has taken place, the next step will be to move your deposit and loan accounts to M&T's computer systems. We anticipate that this will take place during the second quarter of 1998.

When will I find out more?

You will receive more information about the merger in the coming weeks, particularly as it pertains to your individual accounts.

Can I still use my branch & ATM locations?

Yes. You should continue to do your banking at the same branches and ATMs you've always used. After your accounts have been moved to M&T's computer systems, you'll be able to use any of M&T's 250 branches across New York State and Northeastern Pennsylvania.

Can I still bank during the same hours?

Yes. All branches will remain open during the same hours.

PERSONAL AND BUSINESS ACCOUNT INFORMATION.

Will my checking account number change?

No. Your checking account number will not change.

Are my deposit accounts still fully insured?

Yes. Your deposit accounts will continue to be fully insured by the FDIC up to the legal limit of \$100,000.

Can I continue to use my current supply of checks?

Yes. You can continue to use your existing checks.

Will my CD rates change?

No. Any CDs you have will continue to earn the same fixed rate of interest until their scheduled maturity date. Any accounts that carry a variable rate of interest, such as savings or money market accounts, will continue to be subject to change.

Can I continue to use my current ATM & Debit Card?

Yes. You can continue to use your ATM and Debit Card as you always have, as well as your current Personal Identification Number (PIN). In the coming months, you will be issued an M&T QuickBank card or M&T VISA® Check Card to replace your existing card, but your PIN will remain the same.

Will my direct deposit be affected?

No. If you have any scheduled direct deposits, they will continue uninterrupted.

Will my loan rates change?

No. The rate on your loan, equity line of credit and mortgage account will not change.

Where should I mail my payments?

Simply continue to send your payments to the same address you've always used.

If I have my payments automatically deducted from my checking account, will that continue?

Yes. Automatic deductions will continue uninterrupted.

What will happen to my credit insurance?

Your insurance coverage will continue until further notice.

What will happen to my loan request currently in process?

Your request will be processed as it normally would be.

Can I still use my Cash Management Services?

Yes. You can continue to use your Cash Management Services as you always have. If any changes are necessary, we will provide you with information well in advance.