Bank of Kentucky Citizens | Peoples Bank | Working Together. Building Success.®

November 2, 2026

Dear Valued Client:

These are exciting times for Citizens Bank of Kentucky and its clients. In April 2026, we announced Citizens Bank of Kentucky's plan to become part of Peoples Bank. The merger successfully closed on October 30, 2026.

Peoples Bank is an award-winning community bank, recognized by Forbes as one of America's Best-In-State Banks and earning recognition within Eastern Kentucky communities for its commitment to local service. Peoples has several locations in eastern Kentucky with more than 127 full-service branches across Kentucky, Ohio, West Virginia, Virginia, Washington D.C. and Maryland.

What does this mean for you
Although the merger closed on October 30, 2026, Citizens' locations will continue to operate under the name Citizens Bank through Friday, April 16, 2027. On Monday, April 19, 2027, Citizens Bank branches will open under the name Peoples Bank and your accounts will transition to Peoples Bank accounts. You will continue to see familiar faces and receive the attentive service you've come to expect, while gaining access to additional locations, products and services.

Why this is great news
As a Peoples Bank client, you will be a part of a community bank with a greater array of financial products and services, including insurance products, investment services, employee retirement plans, insurance premium financing and equipment leasing – all delivered with the same local customer service you have come to expect. Your branch network will expand to over 135 full-service branches and you will gain access to approximately 40,000 surcharge free ATMs in the MoneyPass® network.*

Peoples Bank and Kentucky
Peoples Bank has a strong commitment to community and will continue in the footsteps of Citizens Bank, making a positive and meaningful difference in our local communities in Kentucky. Peoples is a proud supporter of the Kentucky Apple Festival in Paintsville, the Mountain Arts Center in Prestonsburg, and many other groups and events throughout eastern Kentucky. You can learn more about Peoples Bank's commitment to communities at peoplesbancorp.com.

Welcome to Peoples
For over 115 years, Citizens Bank has worked to provide quality products delivered with the personal service of its employees. Peoples Bank shares that long-standing tradition, with over 120 years of banking history. Together, we look forward to continuing and strengthening those commitments. We are excited to welcome you to Peoples Bank and we're glad you are here.

Welcome packet coming early 2027
In February, you will receive a detailed welcome packet containing information about the transition to Peoples Bank – we encourage you to review the material carefully. Should you have any questions, Citizens and Peoples associates are available to assist in any way possible. Just stop by any Citizens Bank or Peoples Bank location – or call Citizens Bank at 866.462.2265 or Peoples Bank at 800.374.6123.

Sincerely,



Tyler J. Wilcox
Peoples Bank
President and CEO

*Peoples Bank Debit and ATM Cardholders may access listed MoneyPass ATMs without a surcharge. To ensure the ATM is part of the MoneyPass network, customers should verify the presence of the MoneyPass logo on the ATM or displayed on the screen prior to initiating a transaction, as use of a non-participating ATM may result in fees.
Peoples Bank (w/logo)® and Working Together. Building Success®, individually, are federally registered service marks of Peoples Bank.

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