

Q: Why did First Bankers Trust Services, Inc. (FBTS) change its name to TI-TRUST, Inc. (TI-TRUST)?

A: FBTS changed its name to TI-TRUST to reflect a new ownership wherein TI-TRUST is now a fully independent trust company. Our new logo utilizes emerald green, with accents of gray and black:



Q: Who do I talk to at TI-TRUST about my account? Will that change?

A: The Relationship Managers and Trust Officers you are familiar with have not changed. As such, you will continue to discuss your account with the same people. Their phone numbers will remain the same.

Q: What is TI-TRUST's address? Where do I send physical correspondence?

A: TI-TRUST is not moving physical locations. However, the mailing address has changed to:

2900 N. 23rd St., Quincy, IL 62305.

Q: What is the new website address?

A: Our website address has changed to www.ti-trust.com. For a period of time, the old website address will redirect you to www.ti-trust.com.

Q: Does this mean your employees' email addresses will change?

A: Yes. The email address for the TI-TRUST employee will remain the [FIRSTNAME.LASTNAME] but the domain will change to @ti-trust.com.

Q: Will I be able to access my statements online?

A: There will be no changes in your ability to access electronic statements. However, the email notice you receive will now come from postmaster@ti-trust.com.

Q: FBTS was named in my document as the trustee. Do I need to redraft it to include the name TI-TRUST?

A: Any document that lists FBTS as the trustee currently will be administered by TI-TRUST. The document does not need to be redrafted.

Q: I've signed an engagement agreement with FBTS. Do I need to enter into a new engagement agreement with TI-TRUST?

A: No. Any engagement agreement by FBTS will be honored by TI-TRUST.