

Frequently Asked Questions



About the close of the merger between Umpqua Bank and Columbia Bank

On March 1, 2023, the merger between Umpqua Bank and Columbia Bank was completed. As a result of the combination, you now have access to over 300 branch and ATM locations throughout the West. The name of our combined bank will continue to operate as Umpqua Bank and our private bank, investment services¹ and healthcare functions will operate under the brand of Columbia Wealth Management. Your family and business will be able to grow comfortably with us while enjoying the same relationships with the bankers you know and trust.

The following list of answers to questions will provide you, your family and your business with important information about the merger.

Continue to bank as usual

There will be no interruption in access to your accounts or services. You should continue to use your debit and credit cards, checks, digital banking & treasury management services, loans & lines of credit and all other services as you usually do. You will continue to access your services through the Umpqua Bank website and apps. Please continue to make loan payments as you always have. More information about the merger is available at www.umpquabank.com/columbia.

What does the merger mean for my banking relationship?

You will continue to enjoy working with the same bankers you have built strong relationships with today. Their expertise will now be backed by the power of the West's leading regional bank.

You also now have access to a broader suite of solutions to help you with every step of your financial journey. From expanded home lending options and comprehensive financial planning tools¹, trust² and insurances¹ services, to the ability to grow your business with diverse business lending options, broader treasury management solutions and leasing services. With more than 300 branches and offices across seven states, a location or ATM is always nearby.

Are there any immediate changes to products or fees?

Please refer to the enclosed Changes to Fees & Terms notice for updates.

Can I visit a Columbia Bank branch to conduct my daily banking?

Yes, you may now visit a Columbia Bank branch to conduct a variety of transactions, including cashing checks, conducting withdrawals and deposits, and transferring funds. For a complete list of branches visit umpquabank.com/locations.

Can I visit a Columbia Bank branch to open a new account?

Until we transition Columbia Bank to Umpqua systems on March 20, 2023, we will offer similar but separate products and services than those offered at Columbia Bank branches.

You may continue to open accounts at any Umpqua Bank branch. In doing so, you will continue to have the option of combined statements, access to your new account through online banking and access to your funds through your current ATM/Debit Card.

You may choose to open accounts at a Columbia Bank branch, however those accounts will reside on separate systems from your current accounts and you will receive separate statements, a separate online banking login and a separate ATM/Debit Card which will carry the Columbia Bank name, until March 20, 2023.

On March 20, 2023, Columbia Bank systems will migrate to Umpqua Bank systems and most products, accounts and services will be converted to those offered by Umpqua Bank. You will receive information regarding the conversion prior to any changes to your accounts or services.

Frequently Asked Questions



About the close of the merger between Umpqua Bank and Columbia Bank

Can I use a Columbia Bank ATM without paying a fee?

Yes, you may now use your Umpqua Bank Debit or ATM card at any Columbia Bank ATM for withdrawals without a fee. Deposits will not be accepted at Columbia Bank locations until March 20, of 2023. This includes all Columbia Bank ATM locations throughout Washington, Oregon, Idaho, and Northern California.

Will any Umpqua Bank branches close?

Due to the overlap between some retail locations in our footprint, there will be some consolidation or closing of locations. If a location is closing, more information will be shared with accountholders of those locations.

If I have accounts at Umpqua Bank and the former Columbia Bank, how are my deposits covered by FDIC Insurance as a result of the merger?

FDIC insured deposit accounts opened at Umpqua Bank and the former Columbia Bank will be insured separately for a grace period of six months following completion of the merger on March 1, 2023. This grace period is important for customers who held funds at each of the two banks prior to the merger, each in the same ownership category, resulting in the combination of funds held at Umpqua as of March 1, 2023 in excess of \$250,000.

- Certificates of Deposits (CDs) opened at the former Columbia Bank are separately insured from deposits at Umpqua Bank until the earliest maturity date after the end of the six-month grace period. CDs that mature during the six-month grace period and are renewed for the same term and in the same dollar amount continue to be separately insured until the first maturity date after the six-month period.
- If a CD matures during the six-month grace period and is renewed on any other basis, it will be separately insured only until the end of the six-month grace period.

You have the opportunity to restructure your accounts until the expiry of the grace period, which is September 1, 2023. For more information on how to calculate FDIC insurance coverage, please visit <https://edie.fdic.gov/>.

I didn't see my question in the Q and A.

Please contact your banker directly or call 866-486-7782.

<p>1 Securities and insurance products are offered through Cetera Investment Services LLC (doing insurance business in CA as CFG STC Insurance Agency LLC), member FINRA/SIPC. Advisory services are offered through Cetera Investment Advisers LLC. Neither firm is affiliated with the financial institution where investment services are offered. Individuals affiliated with this broker/dealer firm are either Registered Representatives who offer only brokerage services and receive transaction-based compensation (commissions), Investment Adviser Representatives who offer only investment advisory services and receive fees based on assets, or both Registered Representatives and Investment Adviser Representatives, who can offer both types of services. Located at: Umpqua Bank 1301 A Street Suite 800 Tacoma WA 98402 (877) 305-0056</p>	<p>Investments: • Are not FDIC insured • May lose value • Are not financial institution guaranteed • Are not a deposit • Are not insured by any federal government agency.</p>
<p>2 Views of Columbia Trust Company are as of the date published and are subject to change based on market conditions and other factors. These views should not be construed as a recommendation for any specific security. Products and services are offered by Columbia Trust Company, an affiliate of Umpqua Bank an Oregon State chartered bank and a wholly owned subsidiary of Columbia Banking System Inc. The professionally managed investments of Columbia Trust Company are:</p>	<p>NOT A DEPOSIT • NOT FDIC INSURED • NOT INSURED BY ANY FEDERAL GOVERNMENT AGENCY • NOT GUARANTEED BY UMPQUA BANK • MAY GO DOWN IN VALUE</p>