



Special Update

Personal Banking Services

People's United
Bank

Meeting your financial needs for years to come

As a customer of People's United Bank, you're already part of something exceptional: one of the nation's strongest financial services companies, with award-winning personal service. And soon, we'll be able to do even more for you.

During the weekend of February 13, 2010, we will introduce our new, streamlined banking system. Soon we'll be able to serve you with greater efficiency, and offer new ways to meet your financial needs today and tomorrow.

You can continue to bank very much as you do today, with a number of new features: new names for some of your accounts, new ways to access your online and telephone banking, and a new look to your statements. You can continue to use your same deposit account numbers, checks, debit cards and ATM cards and more. You'll find more information in this brochure and throughout this package.

Thank you for the opportunity to serve you at People's United Bank. We look forward to helping you achieve your most important financial goals.



**People's United
Bank**

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For More Information:

Click peoples.com/upgrade

Call our dedicated Conversion Hotline at 1-800-867-5295

Visit your nearest People's United Bank branch

For information about your specific accounts, including applicable fees and the terms and conditions that will govern your accounts at People's United Bank as of February 13, 2010, please refer to the enclosed *Consumer Disclosure Booklet*.

Highlights

What's staying the same:

- Your branch and ATM locations
- Your friendly, professional banking staff, and the personal service you receive today
- Your online bill payment information (will transfer automatically to the new online system)
- Your customer service telephone number
- Your online banking address: peoples.com
- Your checking account numbers (we're simply eliminating the dash)
123-4567899 becomes
1234567899
- Your savings, money market and CD account numbers (we're eliminating the dashes and the last two digits)
123-456789-10 becomes
123456789
- Your direct deposits, automated transfers and other pre-authorized transactions
- Your checks, MasterMoney® Debit Cards and ATM Cards
- The rates and terms of your existing Certificates of Deposit (CDs)

Important changes concerning how to sign on to your accounts

Starting Tuesday, February 16, 2010:

Online Banking

The first time you log in:

- Enter your existing online user name, click on "Login," then enter your temporary password (the **last 4 digits of the Social Security Number (SSN)** of the customer who established the online profile)

Telephone Banking

The first time you call in:

- Enter your account number and a temporary Customer Access Code (the **last 4 digits of the account owner's SSN**)

See pages 10 to 12 for details



What's new:

Here are some of the changes and enhancements you'll see as of February 16:

- New ways to sign on to and navigate your online and telephone banking services (see pages 10 to 12)
- New names for some checking and savings accounts (see the listing on the inside of your cover letter)
- New features and pricing for some deposit accounts and services (see the Schedule of Deposit Account Charges and Deposit Accounts Schedule of Interest sections of the enclosed *Consumer Disclosure Booklet*)
- New look for your account statements
- New look for deposit slips, transaction receipts and other customer forms
- New statement option for security and convenience – eStatements instead of paper statements. Reduce paper usage to streamline your recordkeeping and help the environment.

Additional information

Account statements:

- Your account statements will have a new look, and will be clear and easy to read. They may be issued on a slightly different schedule than before. You'll receive detailed information with your first statements issued by the new system.
- For some accounts, you may receive two statements in February: the first reflecting your activity and interest on the current system up to February 12, and the next issued by the new banking system, reflecting the remainder of activity and interest of your statement cycle.
- For Personal Credit Line accounts, a separate statement will now be issued, and will not be combined with checking statements.
- Safe deposit box statements will have a new look.

Deposited funds:

In general, check deposits will be available the next business day, excluding those made on a Saturday and Sunday or federal holidays. For more information, see the section on Funds Availability Policy in the enclosed *Consumer Disclosure Booklet*.

Interest accrual:

Interest paid on checking, savings and money market accounts will be accrued on the daily ledger balance in the account and compounded daily.

Certificates of Deposit and IRAs:

- The renewal date for non-Jumbo CDs will now be referred to as the maturity date. The maturity date will begin a 10-day grace period when changes may be made to the account.
- For Jumbo CDs, changes may be made only on the maturity date.
- If you receive permanent dividend checks, these will now be issued separately for each account, rather than as a single check.
- Your IRA accounts will remain the same, and IRA distributions will continue as before.

Savings and Money Market accounts:

- Passbook accounts will continue to be served on the new banking system.
 - Money market accounts will have new interest tiers, with higher balances earning higher rates.
 - Interest accrued on Club Accounts through February 12 will post to your account at the time of conversion to the new system. The balance of the interest will be paid in October as usual.
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Additional information *continued*

All Loans Including:

- Home Equity Lines of Credit
 - Home Equity Loans
 - Personal Credit Lines
 - Consumer Loans
 - Mortgages
- You will now have new account numbers assigned to your accounts. You will receive your new account numbers in a separate mailing.
 - If you already have a People's United Online Banking profile, your People's United loans and mortgages will automatically appear in your account listing. If you've only been using clc-consumerservices.com, you will need to establish an online profile at www.peoples.com/signup.
 - If you are making online payments through clc-consumerservices.com or mycheckfree.com, these services will be discontinued.
 - After February 16, 2010, payments should be mailed to: P.O. Box 205, Brattleboro, VT 05302-0205. Your new loan service number will be 1-800-525-1006.
 - If you make your credit payments automatically, the system will attempt to withdraw the payment amount for 7 consecutive business days. After this time, if the balance remains insufficient, you will need to make your payment in another manner.

Home Equity Line of Credit

- New access checks will be issued to you. Existing checks will be honored for a period of time.

Personal Credit Lines

- Your credit line amount will remain the same.
- You will be assigned a separate account number, and will receive statements separately from checking statements.

Home Equity Loans and Consumer Loans

- You will receive new coupon books for your accounts.
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Important Dates and Actions to Prepare for Conversion Weekend

Right Now...

- You can preview the new online banking system at peoples.com/upgrade.

Prior to Friday, February 12 at 7:00 pm

- If you are planning to pay any bills or transfer funds online or by phone this weekend, please do so prior to 7:00 pm on Friday.
- Much of your online account history will transfer to the new site – including 45 days of transaction history, 28 months of statements, and all of your bill pay payees.
- If you have set categories for your transactions, such as “medical” or “groceries”, you may wish to print these out, as this information will not carry over to the new system.
- Any payments or transfers scheduled for February 13-15 will be processed on February 16 – please update your payments if needed.

Weekend of Friday, February 12 – Monday, February 15 (Presidents’ Day holiday)

- All branches that are regularly scheduled to be open on Saturdays will close at noon on February 13. Our supermarket branches will be closed Sunday and all branches will be closed Monday, in observance of the holiday. ATMs will be available for your convenience.
- Both peoples.com and the People’s United Bank Telephone Banking system will be unavailable from 7:00 pm Friday to 8:00 am Tuesday, to allow us time to transfer your accounts to the new system.

Tuesday, February 16

- You can sign on to the new peoples.com online banking system using your user name. Click on “Login”, then enter the last 4 digits of the SSN of the customer who created the online profile.
- You can sign on to the new People’s United Bank Telephone Banking service using your account number and the last 4 digits of your SSN.

Accessing Your Accounts

Branches and ATMs

You can continue to access your accounts in the same way, through your same banking network:

- Approximately 300 branches (many open 7 days a week)
- Over 400 ATMs in Connecticut, Vermont, New Hampshire, Maine, Massachusetts and Westchester County, New York
- Plus, you can use your same MasterMoney® Debit Card or ATM Card using the same Personal Identification Number (PIN)

Online Banking and Bill Pay

Your first-time sign on to peoples.com:

On or after February 16

- **Log in to peoples.com** and enter your current user name only. Click "Login".
- **Enter your temporary password:** last 4 digits of the SSN of the customer who created the online profile. You'll be prompted to choose a new password for future use.
- **For added security,** you'll need to update your personal security questions, as well as a Login Watermark Picture and Security Phrase.
- **You can then begin** to use online banking and bill pay.

For future log ins:

- **Visit the peoples.com home page** and enter your user name.
- **Validate the Login picture and phrase** you previously selected. (This assures that you've come to the right place.)
- **Enter your password information.** You'll now be able to access your accounts and pay bills on peoples.com.

Peoples.com will soon be better than ever!

You can continue to...

Access your checking, savings, money markets and CDs – 24 hours a day, 365 days a year

Transfer funds between your deposit accounts today or up to one year in the future

Pay your bills today or in the future

Open Plus Certificates of Deposit

Receive email alerts for your balance

View your statements online

Download to Quicken®

Enjoy secure access

Plus soon, you can also...

Access your deposit accounts and your loans, mortgages and passbook accounts all in one place

Transfer funds between all your eligible accounts – including your Home Equity Line

Receive paperless eBills from popular billers, delivered to your secure online inbox

Open checking, savings and CDs online

Receive email alerts for more events... such as when a specific check clears, when your scheduled transfers are complete or even when your CD matures

Go Green! Turn off your paper statements and receive eStatements instead

Manage your money and bill payments directly **within** Quicken®

Feel even more secure with your personalized Login Watermark Picture and Security Phrase



Automated Telephone Banking

Starting February 16, we can do more for you:

- Obtain information about your accounts and recent account activity, now including CDs, MasterMoney® Debit Cards and more at **1-800-894-0300**
- Obtain information about loans at **1-800-525-1006**
- Transfer funds between any “transfer-enabled” account
- Place check “stop payment” orders
- Connect to a banking professional at any time during business hours

The first time you sign on to Telephone Banking after February 16:

- Use the last 4 digits of your SSN as your temporary password.
- You'll be asked to set a new 4-digit Customer Access Code that is different from the other PINs and access numbers you use at People's United Bank.
- After you've signed on, you will be able to access account information and transfer funds between your accounts.
- When you transfer funds, you'll be asked to enter the full account number for each account.
- If you have questions, press “0” and a People's United Bank representative will be available to help you.

More Choices

Here's our line-up of accounts and services

Personal Checking

Overview:

Plus Checking

No monthly service fee with a low minimum balance or recurring direct deposit.

Advantage Checking
Advantage Plus Checking

Enjoy free and discounted banking services, based on your overall relationship with People's United Bank.

Premier Advantage Checking

Enjoy a banking relationship that gives you extra benefits.

Interest Plus Checking

Earn interest on your checking balances.

Student Plus Checking

A great value designed specifically for college students.

Savings Accounts

Overview:

Plus Savings
Advantage Savings
Premier Advantage Savings

Competitive interest rates paid on savings accounts that are linked to checking accounts at People's United Bank.

Plus Money Market
Advantage Money Market
Premier Advantage
Money Market

Higher balances earn higher competitive interest rates.

More Choices *continued*

Savings Accounts

Overview:

Statement Savings	A stand-alone savings account, and a great way to begin a savings program.
Passbook Savings Passbook Money Market	Available to customers who prefer a passbook for their accounts.
Certificates of Deposit and IRA CDs	A range of terms to meet every savings need.

Personal Credit

Overview:

Mortgages	A variety of competitive rate mortgage programs, and fast responsive service.
Home Equity Loans and Lines of Credit	Access to the money you need for virtually any reason: pay down higher-cost credit, or finance a college education or home improvements.
Personal Loans	Fixed-rate term loans for major purchases.
Personal Credit Line	Use it for overdraft protection or important purchases.

Personal Financial Guidance

Overview:

Investing

A wider view that helps you make the most of your financial resources. We offer services for both self-directed and full-service investing as well as Investment Advisory services.

Financial Advice

We'll help you plan and execute successful financial strategies for retirement, college savings, and other long-term needs, with all the financial tools you need in one place.

Insurance

All the services you need to protect your family and property

- Life Insurance (permanent life and term coverage)
- Fixed-rate and variable-rate annuities
- Long-Term Care insurance
- Auto, home and personal coverage

Wealth Management

People's United Wealth Management and Trust is a resource that can make a real difference for you – and your heirs. You'll work with true experts in the fields of investments, trusts, tax planning and more.

Investment and insurance products are offered through People's Securities, Inc., a Broker/Dealer, member of FINRA and SIPC, and a Registered Investment Advisor. People's Securities, Inc. is a subsidiary of People's United Bank.

Investment and Insurance Products, and Assets held in a Fiduciary account are:

- Not insured by FDIC or any Federal Government Agency
 - May Lose Value
- Not a Deposit of or Guaranteed by a Bank or any Bank Affiliate

Questions?

Click peoples.com/upgrade

Call our dedicated Conversion Hotline at 1-800-867-5295

Visit your nearest People's United Bank branch



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