



May 15, 2009

Mr. Account Holder  
President  
Holder Company, Inc.  
P. O. Box 1111  
Charlottesville, VA 22901

RE: Coming June 8<sup>th</sup> – New VNB ***Business Online***

Dear Mr. Holder:

In a few weeks, you will see a completely new internet banking experience from Virginia National Bank. We've designed our new *Business Online* to be one of the most advanced online services available today. You'll find the numerous new features make your online banking more productive and enjoyable.

Throughout this transition, no one from VNB will ever call or email you requesting your personal information or account numbers. Please do not ever share any such information should you receive any unsolicited "phishing" requests.

**Key New Features**

Current Day Information	Check and Deposit Images
Deposit Online Service	Online Tax Payments
Positive Pay Fraud Detection	Upgraded Bill Pay Functions

We've included some critical information in this mailing to assist you. You'll find:

- What things you should do to transition to the new service, in particular your new password
- What things you should know about the timeline, new features, and costs
- Details on all the new features and flexibility

The key dates to keep in mind as we make this transition are:

- *Business Online* is currently available at [vnb.com](http://vnb.com) for your review, but not for live transactions.
- June 5<sup>th</sup> – At 3:00 PM existing online banking becomes view only and will cease on June 8<sup>th</sup>.
- June 8<sup>th</sup> – At 9:00 AM *Business Online* is fully available. You'll see item images on June 9<sup>th</sup>.
- August 1<sup>st</sup> – For customers where new monthly charges apply, billing begins on this date.

Depending on how you use our internet banking, you will have a few changes to make prior to using *Business Online*, as outlined in this information. Should you have any questions or need any assistance, please call us at 434.817.8621 or email us at [vnbserve@vnb.com](mailto:vnbserve@vnb.com). We'll be happy to help.

Sincerely,

Virginia National Bank

***It's all about people....and always will be***

**Things You Should Do to Transition to *Business Online***

<b>New Login Information</b>	<p>Your User ID will not change, but going forward, you will always need to enter the following Company ID, User ID and password. You will be asked to personalize your password and prompt questions when you first login.</p> <p style="text-align: center;"><b>New Company ID: 123456</b>  <b>User ID: Same as your current User ID</b>  <b>Temp Password: vnb12345</b></p>
<b>New Website Location</b>	<p>You can login to the new service on June 8<sup>th</sup> under My Accounts at <a href="http://vnb.com">vnb.com</a>. If you prefer, you can then save the new address to your favorites.</p>
<b>You Are The Primary User</b>	<p>Only the Company's Primary User has been given this information. You will need to re-establish all secondary users and their transaction authorities, if applicable. If you would prefer someone else be your Company's Primary User, please call us at 434.817.8621 or email us at <a href="mailto:vnbserv@vnb.com">vnbserv@vnb.com</a>.</p>
<b>Secondary Users</b>	<p>Other users will not be able to login until you have set them up on <i>Business Online</i>. On June 8<sup>th</sup>, you can access <i>Business Online</i> and re-establish secondary users, assigning IDs, passwords, and their transaction authorities, if applicable.</p>
<b>Transaction Templates and Bill Pay Payees</b>	<p>Existing Template and Payee details will migrate forward, but we encourage you to review the data. However, any transaction template (ACH or wire transfer) you change or create after April 24<sup>th</sup> <u>must</u> be re-entered into <i>Business Online</i>. Please access the system and confirm addresses, account numbers, bank routing transit numbers, etc. on your transaction templates.</p>
<b>Recurring Transactions</b>	<p>While existing transaction templates and bill pay payees will move forward, no recurring account transfer instructions will move forward. If you have such recurring transfers loaded, they <u>must</u> be re-entered into <i>Business Online</i>. Recurring bill payment instructions will move forward, but one-time future bill payment instructions will not move forward and should be re-entered.</p>
<b>Detailed History</b>	<p>Transaction history detail prior to June 5<sup>th</sup> will not be available in the new <i>Business Online</i>. History will accumulate daily only from June 8<sup>th</sup> forward. If you rely on the online transaction history for any reason, please print a hard copy using our existing software, before it is deactivated in mid-June.</p>
<b>Other Software</b>	<p>If you use Webconnect with Quicken®, Quickbooks®, or Microsoft Money®, after June 8<sup>th</sup> you'll need to provide your software (per its instructions) with the new <i>Business Online</i> web URL address and any other information it requires. Instructions on how to make the necessary updates can be found at <a href="http://vnb.com">vnb.com</a>, under "What's New". You may also see information from Quicken if you log in directly from Quicken.</p>

### Things You Should Know about *Business Online*

<b>Changes to Existing Online Banking</b>	On Friday, June 5 <sup>th</sup> , our existing online banking will convert to view only mode. You will no longer be able to initiate transactions on the system.
<b>New Transaction Processing</b>	Beginning Monday, June 8 <sup>th</sup> , <i>Business Online</i> will be live for transactions instructions and applicable current day information. Item images will begin appearing on Tuesday, June 9 <sup>th</sup> after our initial nightly processing.
<b>Business and Personal Accounts</b>	You can use <i>Business Online</i> to review both your business and personal accounts and initiate transactions, all during the same online session. If you're using a multi-user version of <i>Business Online</i> , you can prevent other employees from seeing any of these accounts or initiating transactions. You can tailor the service completely to your business and personal needs.
<b>New Service Plans and Costs</b>	Going forward, we're offering three versions of <i>Business Online</i> , including a basic service offered at no monthly cost (activity volume charges may apply). We have placed most of our users into this service, and the remaining users are in a fee-based service appropriate to the features they use. Additional details are enclosed. All <i>Business Online</i> charges are eligible to be offset by the earnings credit on our business analysis checking account.
<b>Secondary Users &amp; User Limits</b>	While the basic service is offered at no monthly cost, it allows only one User at a Company and no User transaction restrictions. If you prefer to establish secondary users as well, or transaction dollar or second approver limits, you will need another version of <i>Business Online</i> . Just let us know and we will provide the additional services.
<b>Monthly Service Charges begin August 1<sup>st</sup>, if applicable</b>	If you were placed into a fee-based service, regardless, no monthly charges will begin to accrue until August 1 <sup>st</sup> , so your account won't be charged until later that month. Our goal is to provide you plenty of time to evaluate the service first and determine whether it meets your needs. If not, we'll be happy to move you to another version, including the free basic version, and you'll still enjoy the benefits of many new features. And you can add additional services, anytime.
<b>More Information</b>	Please review our updated <i>Business Online</i> Disclosure Agreement at <a href="http://www.vnb.com/treasurymanagementdisclosure.html">www.vnb.com/treasurymanagementdisclosure.html</a> for more details.

### Details of Key New Features in *Business Online*

<b>Current Day Information</b>	You'll see all account activity on a same day basis - including teller deposits, Deposit Online, <i>Business Online</i> account transfers, incoming/outgoing wire transfers, and coming fall 2009, ATM and debit card transactions.
<b>Item Images</b>	Beginning June 9 <sup>th</sup> , you'll see item images of each cleared check, each deposit ticket, and all items deposited with each deposit.

<b>Same Day Wire Transfer Details</b>	You can also view wire transfer details online on all incoming and outgoing wire entries. Depending on your volume, you can also add wire reports.
<b>Positive Pay Fraud Detection</b>	VNB Treasury Management now offers Positive Pay service. If you can provide us a data file of your issued checks, through <i>Business Online</i> , we'll send you daily notices of items clearing that don't match your issued file. You'll even be able to view an online image of the suspect item, before making your pay or return decision. With no response, all items are paid.
<b>Deposit Online</b>	VNB Treasury Management now offers Deposit Online, with the latest in desktop scanning technology. Eliminate trips to the bank to make your deposits. Use the additional features to retain image copies of customer payments and to export the information to electronically post receivables.
<b>Online Federal and State Tax Payments</b>	You no longer need to permit tax authorities to debit your accounts, use TT&L tickets, or call in your details for tax payment debits. You can originate electronic payments online to the appropriate tax authority with details as to the type and period of tax remittance.
<b>Upgraded Bill Pay Functionality</b>	Bill Pay is now specific to business payment needs, allowing partial or multi-invoice payments with invoice details, customizable expense categories, e-Bill presentment receipt, more options for originating recurring payments, and more user alerts relating to payment initiation or completion.

We are pleased to be taking this major step forward with our online capabilities and with the introduction of other new Treasury Management services. You'll see many positive changes with the upgrade and more services available than ever before. While some of these upgraded services do require a service charge, we encourage you to experiment with them at no charge through the end of July. If you aren't completely satisfied with either the new services or its cost, please contact us and we'll get you the version you prefer.