

# Conversion at a Glance



## Preparing for Conversion Weekend

As you know, ATG Trust Company officially merged into Midland Trust Company (MTC) on June 1, 2021. Over the July 30 weekend, your account(s) will migrate from the trust accounting system used by ATG Trust to the platform used by MTC. This process is called a 'conversion' and the weekend beginning July 30, ending August 1, is called 'conversion weekend'. During conversion weekend, offices will be closed.

This guide will provide answers to questions you may have about this process.

## Important Dates and Information

### Key Dates

- **Pre-Conversion** – July 29-30 – temporary timeframe during conversion when transactions are prohibited
- **Conversion** – July 30-August 1 – ATG Trust accounts and assets convert to MTC platform and custodian

### Balances During Conversion Weekend

- **July 31-August 1** – Balances will not reflect transactions posting to your account throughout conversion weekend. Your transactions will continue to be processed like normal but will not be added to or withdrawn from your account balance until conversion is complete. Your account balances should reflect weekend transactions by Tuesday, August 3.

### Account Number Changes

Your account number will change, but this should be inconsequential. You will only notice an updated account number as it appears on your statement.

### Statements

Effective August 2, your statement format will change. Clients receiving monthly statements will receive their first MTC statement August 31. All other clients will follow their statement mailing frequency.

### Questions?

Should you have questions concerning the information in this guide, please contact your Trust Officer.

### Client Information Web Page

A special web page is available to assist you with information concerning this conversion. Go to [www.midlandtc.com/atg](http://www.midlandtc.com/atg) to learn more.

# Frequently Asked Questions

## **What is conversion?**

The conversion is when ATG Trust accounts and assets will transfer to MTC's trust accounting system and custodian. This is scheduled for the weekend of July 30-August 1.

## **What is prohibited during pre-conversion?\***

Transaction examples include security/investment activity (i.e. trades must settle by July 28 or will be held until after conversion) and distributions (e.g. processed by July 28 or held until after conversion). Any scheduled distributions during this timeframe will be distributed before pre-conversion. Contributions and deposits, including dividends/interest, will be held until after conversion. Receipt of funds will reflect a delayed posting to your account.

\* Please note your Trust Officer is aware of these constraints and will anticipate and plan for this.

## **Will my statement be impacted?**

Effective August 2, your statement format will change. Clients receiving monthly statements will receive their first MTC statement August 31. All other clients will follow their statement mailing frequency.

## **Will my dedicated Trust Officer change?**

No, you will continue to work with the same familiar faces including your Trust Officer, Trust Administrator and Portfolio Manager.  
[www.midlandtc.com/our-team](http://www.midlandtc.com/our-team)

## **Will the physical location for ATG Trust Company change?**

Yes, our local Chicago office is conveniently located at:  
Midland Trust Company  
225 West Washington  
Suite 1640  
Chicago, IL 60606

## **Where will I access my account online?**

Beginning June 1, you can access your account through the ATG Trust site or MTC site using your existing login credentials:  
[midlandtc.com/support-and-resources](http://midlandtc.com/support-and-resources)

Beginning August 2, you can access your account through the MTC site and client portal: [midlandtc.com/support-and-resources](http://midlandtc.com/support-and-resources)

## **Will my user ID (username) and password change for my online account?**

Your user ID (username) will remain the same (unless notified otherwise). On August 2, be on the lookout for an email with a NEW temporary password which you can then modify.

## **Will I still be able to access previous online statements?**

We are unable to convert transaction history and therefore will be unable to produce a full annual statement at year-end. All clients will receive a statement ending July 31 (covering the time period from your last statement date through conversion). If you require historical information, online access to the previous client portal will be made available through December 31, 2021.

## **Who do I call with questions?**

If you have any questions or concerns, please do not hesitate to contact your dedicated Trust Officer.



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