



## UPGRADE CHECKLIST

- Online Bill Pay:**  
Schedule ahead, bill pay will be unavailable Friday, July 19 at 9:00 am through Tuesday, July 23 at 10:00 am. Any reoccurring payments that were scheduled prior to Friday, July 19th, 2024, will process normally.
- Make Deposits & Loan Payments by 2:00 pm Friday, July 19th:**  
All deposits, remote deposit captures and loan payments will need to be made before 2:00 pm on Friday, July 19th. Any reoccurring payments that were previously scheduled will process as normal.
- Get needed cash by 5:30 pm Friday, July 19:**  
Your normal ATMs will be available for cash withdrawals at reduced limits, but you will not be able to access your account information (such as balance inquires and transfers). Plan ahead by visiting one of our branches before 5:30 pm on Friday, July 19th, 2024.
- Debit Cards:**  
Debit Card purchases, withdrawals, and point-of-sale transactions will be available but with temporarily reduced limits for the duration of the upgrade weekend.
- Complete Pre-Registration for Online Banking:**  
You will need to choose a new password to access Online Banking, either during the pre-registration period from June 17, 2024, to July 18, 2024, or upon your first login after the system upgrade on July 22, 2024. See “Online Banking” on page 8 for complete details.
- Download New Mobile Banking App:**  
You will need to delete the current mobile banking app and download the new one. See “Mobile Banking” on page 9 for complete details.
- Download E-Statements:**  
E-statements will be available until Friday, July 19, 2024, through Online Banking. We expect e-statements may be unavailable for up to several weeks post-conversion. If you anticipate needing previous statements during this time, we recommend downloading and saving your statements prior to Friday, July 19, 2024. Please contact your local branch if you need a record of activity before e-statements are made available.



## AFTER THE UPGRADE

- Download the New Mobile Banking App: (See “Mobile Banking” on Page 9)**  
The current app will be disabled beginning on Friday, July 19th, 2024, and the new mobile app will be available on Monday, July 22nd, 2024, in both iPhone and Android app stores.
- Sign-In to Online Banking: (See “Online Banking” on Page 8)**  
If you have completed pre-registration, then there are no further steps to take. You can simply login! If you have not completed pre-registration, you will need to create a new password the first time you login.
- Telephone Banking- Reset your PIN (Personal Identification Number)**  
On Monday, July 22, 2024, when the system upgrade is complete, you may call the telephone banking number at 1-855-673-9828 and follow the prompts to reset your PIN and accessed the enhanced system.



# SERVICE INTERRUPTIONS

During the upgrade, there will be some interruptions in service. The following are the times services will not be available. **Please plan accordingly!**

## Need to make a deposit or loan payment over the weekend?

All deposits and loan payments will need to be made before the bank closes at 5:30 pm on Friday, July 19th. Any reoccurring payments that were previously scheduled will process as normal.

## Bank Branches closed on Saturday, July 20th, 2024.

All bank offices will be closed from 5:30 pm on Friday, July 19th and reopen at 8:30 am on Monday, July 22nd

## Business Remote Deposit Capture

Business Remote Deposit Capture will be unavailable beginning at 2 pm on Friday, July 19, 2024, and is expected to be available by noon on Monday, July 22, 2024



## BLACKOUT DATES

- ✘ All Branches and Drive-Thrus: Saturday, July 20.
- ✘ Online Banking: Noon, Friday, July 19 --> noon Monday, July 22.
- ✘ Online Bill Pay\*: 9:00 am Friday, July 19 --> noon Tuesday, July 23.  
\*We do not anticipate any interruptions to scheduled Bill Pay payments or auto-transfers due to the upgrade.
- ✘ Mobile Banking: Noon, Friday, July 19 --> noon Monday, July 22.  
You will need to download the new app after July 22.
- ✘ Business Remote Deposit Capture: 2pm on Friday, July 19, 2024 --> noon on Monday, July 22,
- ✘ Telephone Banking: Noon, Friday, July 19 --> noon Monday, July 22.
- ✘ ATM Reduced Limits/No Balance Checks: 5:30 pm Friday, July 19 --> 9 am Monday, July 22.
- ✘ Limited Debit Card Transactions: 5:30 pm Friday, July 19 --> 9 am Monday, July 22.
- ✘ No Loan Payments Accepted: 5:30 pm Friday, July 19 --> 9 am Monday, July 22.
- ✘ E-Statements: Noon Friday, July 19 --> several weeks.
- ✘ End of Month Data/Statements: Our first combined statement will include the information from July 20 - August 31, so if you need end of month data, reach out to an employee or use Online Banking after noon on Monday, July 22.