

This list is meant to provide some quick answers about what to expect with our System Service Upgrade - **all customers will receive additional details on the upgrade process during the month of October.**

Accounts & Account Access

Will the branches be open during the upgrade?

All branches will close early on **Friday, December 4** and remain closed on **Saturday and Sunday, December 5 - 6**. They will reopen for normal business hours on **Monday, December 7**.

Will Online, Mobile and/or Telephone Banking be available during the upgrade?

Online, Mobile and Telephone Banking will be unavailable beginning on the afternoon of **Friday, December 4** and remain unavailable on **Saturday and Sunday, December 5 - 6**. All services will become available again during the morning of **Monday, December 7**.

How can I access my accounts during upgrade weekend?

Customers will be able to use Debit Cards, withdraw cash at ATMs or write checks.

Will my accounts or my account numbers be changing?

No, your accounts and account numbers will remain the same.

Do I need to get new checks or a new Debit Card?

No, you can continue to use your existing checks and Debit Card following the upgrade.

Will this impact my direct deposits or pre-authorized / recurring payments?

No, any established direct deposits or pre-authorized / recurring payments you have set up for your accounts will continue to be processed as normally scheduled.

Online & Mobile Banking

Is Online Banking changing?

Yes. Personal Online Banking and Business Online Banking will be combined into a single, updated Online Banking platform. You will be prompted to create a new password the first time you log in. If you have bookmarked the URL for Online Banking, you will need to update the link.

Will I be able to access all my old eStatements?

You will have access to the previous 18 months of eStatement history. If you would like to retain any eStatements older than 18 months, you must download and save or print them prior to the upgrade.

After the upgrade, will all my payees still be in Bill Pay?

Yes, any payees within Bill Pay will be carried over to the new Online Banking platform.

Will there be a new Mobile Banking App?

Yes, you will need to download the new Mobile Banking App and delete the old one from your device. Once you have reestablished your credentials through Online Banking, you will then use those same credentials to access the new Mobile Banking App.