

## SYSTEMS UPGRADE FAQs

### Important to Remember

1. Upgrade Dates: September 11<sup>th</sup> – September 14<sup>th</sup>.
2. All bank offices will be closed on Saturday, September 12<sup>th</sup>.

### **Why are we performing a Banking System Upgrade?**

This System Upgrade will give our customers the latest in technologically based services. This upgrade requires a significant investment in both time and resources but enables Carson Bank to offer new and enhanced features and capabilities that will ultimately increase your overall banking experience. It is part of our continuing commitment to provide the very latest in quality products – and exceptional service – to our customers.

### **When will the Systems Upgrade take place?**

The Systems Upgrade will take place beginning on Friday, September 11<sup>th</sup> at 6pm and continue until the morning of Monday, September 14<sup>th</sup>.

### **What steps do I need to take to prepare for the upgrade?**

- If you have the Carson Bank Mobile App, you will need to delete your old app and download the new Carson Bank Mobile App on September 14<sup>th</sup> (App Store for iPhone/iPad and Google Play for Android).
- ATMs may be down intermittently from Friday September 11<sup>th</sup> through Monday September 14<sup>th</sup>. Keeping some extra cash on hand during this time frame could help reduce potential inconveniences.
- Online access for e-statements dated prior to September 2020 will no longer be available to download online. We advise that you download and save or print your bank statements prior to September 2020 for future use.

### **Will my debit card work during and after the upgrade?**

Your debit card will not be affected by the Systems Upgrade; however, we will be updating our debit cards to Contactless Mastercards in January 2021. We will be sending our customers information about the debit card update in December 2020.

### **Will my checking account number change?**

No. Your existing account numbers will all remain the same.

### **What account statements will I receive?**

All customers will receive a statement of their accounts as of September 14<sup>th</sup> through the mail. Going forward, customers will receive statements according to their existing delivery preferences.

### **Is my personal and financial information secure?**

The safety and security of your information is a top priority. The Systems Upgrade will provide heightened ID and account security features to protect your information even further.

### **How do I find out more information about the upcoming upgrade?**

You can stop by one of our branches or contact a customer service representative at 316.777.1171 for more information on the Systems Upgrade.