

CARSON BANK SYSTEMS UPDATE REFERENCE GUIDE

| PRODUCT | IMPACT DATE | IMPACT | CALL TO ACTION |
|----------------|----------------------------------|---|--|
| Bill Pay | 9/7/2020 through 9/13/2020 | Will not be able to add new bill pays or make changes to recurring payments/transfers during this time frame. | N/A |
| ATMs | 9/11/2020 | Debit Card PIN# will no longer be able to be changed at ATMs. | You will be able to change your Debit Card PIN# by calling toll free 888.227.3096 or by visiting one of our locations and we can assist. |
| Online Banking | 9/12/2020 and 9/13/2020 | Online Banking will not be available during this time. | Online Banking will be available on 9/14/2020. You will need to change your password. Your new Online Banking Password will be the last 6 digits of your Tax ID/SSN. Your online banking Login ID will remain the same |
| Mobile Banking | 9/12/2020 and 9/13/2020 | Mobile Banking will not be available during this time. | Mobile Banking will be available on 9/14/2020. You will need to delete your old Mobile Banking App and Download the new Mobile Banking App. App Store for i-phones Google Play for Android |
| E-Statements | 9/11/2020 | Previously generated monthly statements will not be available online after 09/11/2020. | Prior to 9/11/2020, print or download all prior e-statements that you may need for future use. |
| Bank by Phone | 9/12/2020 and 9/13/2020 | Bank by Phone will not be available during this time. | Bank by Phone will be available on 9/14/2020. During the initial login process, you will be prompted to change your password. Your temporary password will be your full Tax ID or SSN number. |
| SecurLOCK | 9/12/2020 | Carson Bank will no longer be supporting the SecurLOCK app. | Similar features to control your debit card will be available on our Online Banking and Mobile Banking platforms on 9/14/2020. |
| Debit Cards | January 2021 | Carson Bank will be replacing all Visa Debit Cards with new Contactless Mastercards. | You will receive your new Mastercard Debit Card and instructions for activation in January 2021. |