

# **CORE CONVERSION FREQUENTLY ASKED QUESTIONS**

## **FIRST STATE BANK**

### **Q. WHAT IS CONVERSION WEEKEND?**

The conversion weekend is the time we will transition your account information from our current internal banking system to the new provider. During this weekend, online banking, mobile banking and other services will be unavailable, but will be ready to go on Monday, July 22, 2019.

### **Q. DO I NEED NEW CHECKS?**

No, you will be able to continue using your current checks.

### **Q. WILL I NEED A NEW DEBIT CARD?**

No, you will be able to continue using your current debit card.

### **Q. WILL I HAVE TO GET A NEW ACCOUNT NUMBER?**

No.

### **Q. WILL THERE BE ANY CHANGES MADE TO MY LOAN OR DEPOSIT ACCOUNT?**

No.

### **Q. WILL MY STATEMENTS LOOK THE SAME?**

Statements will be changing to a new, improved layout. Since these statements will be mailed outside of the bank, they may arrive a 2-3 business days later than you are used to.

### **Q. WILL THERE BE ANY CHANGES TO DAILY "CUT OFF" FOR CURRENT DAY TRANSACTIONS?**

Daily cut-off time will be 6:00 PM Monday – Friday, instead of 3:00 PM.

### **Q. IS THE WEBSITE CHANGING?**

You can still find us at [www.fsbsumner.com](http://www.fsbsumner.com) with the same website you are used to. The only difference will be the Online Banking login area, and the Online Banking layout.

### **Q. WILL ONLINE BANKING AUTOMATICALLY TRANSFER?**

No, you will need to login as a First Time User by selecting ENROLL NOW link on our website, [www.fsbsumner.com](http://www.fsbsumner.com), and follow the enrollment instructions.

### **Q. WILL INTERNAL TRANSFERS SET UP IN ONLINE BANKING BE TRANSFERRED?**

Yes

### **Q. WHEN WILL MY CURRENT ONLINE BANKING AND BILL PAY BE DISABLED?**

Monday, July 15<sup>th</sup>.

### **Q: WILL I NEED TO SETUP AUTOMATIC PAYMENTS FROM OTHER COMPANY WEBSITES, LIKE MY CABLE BILL?**

No, any recurring payments you have established with another business on their website will continue as usual. Any recurring payments scheduled on FSB's Bill Pay system through Online Banking will need to be rescheduled, starting July 22, 2019.

**Q. WILL BILL PAY INFORMATION BE TRANSFERRED?**

No, please print out or save all payee information and transaction history before Monday, July 15<sup>th</sup>. The payee information will need to be manually inputted into the new Bill Pay system.

**Q: WILL I BE ABLE TO ACCESS ALL OF MY CHECKING ACCOUNTS WHEN I LOGIN TO THE NEW BILL PAY?**

No, but you will have the option to add other checking accounts that you are an owner of. Contact FSB if you wish you have this option.

**Q. WILL THE BRANCHES BE CLOSED FOR THE WEEKEND?**

No, the Sumner drive-up will be open Saturday, July 20, 2019 with regular hours.

**BUSINESSES SIGNING UP FOR ONLINE BANKING:**

**Q: WHEN I SIGN-UP FOR ONLINE BANKING, WHAT DATE SHOULD I USE FOR *DATE OF BIRTH*?**

You can use the date your business was established, as long as it is greater than 18 years. If it is a newer business than that, you may use your birthdate instead.