



community state bank

Q: Will account numbers and debit card numbers be staying the same?

A: Yes

Q: Will I use the same checks, debit card(s), ATM card, PIN(s)?

A: Yes

Q: What other services are not changing?

A: Cashier's checks, gift cards, cash advance and credit cards

Q: When will statements cut?

A: Statements will cut on Friday, October 26. This will likely be a short cycle for most accounts. Statements will cycle again in November around your original statement date.

Q: What is the new TeleBank number?

A: We will have two numbers going forward: 515-727-8895 or toll-free 833-403-4780.

Q: Will I be required to re-enroll for online banking?

A: No, but if you utilize the text or browser-based versions of mobile banking, you will be required to re-enroll (for those services only) through online banking.

Q: If I use the Simply Mobile app will I be required to download a new app?

A: No, personal banking customers will not need to re-enroll.

Q: Will I be required to re-enroll for alerts from within online banking?

A: Yes, if you currently have alerts set up within online banking (daily balance, low balance, etc.), you will be required to re-enroll for those alerts within online on 10/29 or later.

Q: Will I be required to change my password when they login?

A: Yes, a password change will be required upon your *first* login on/after 10/29. You will also be required to select new security questions and accept the online banking terms and conditions.

Q: Will the enrollment process be similar after the Uplift?

A: Yes, however you will be required to enroll with your "Security Word" (account password) and select new security questions/answers.



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Will I need to re-enter my Bill Pay merchants and other information?

A: No, your payees/merchants should flood into Bill Pay after logging into online banking and accepting online banking and Bill Pay Terms & Conditions.

Were my recurring bill payments made in spite of the technology uplift?

A: Yes, bill payments set up prior to October 25 were made to your payees uninterrupted.

What if I have online banking bookmarked or saved as a “favorite” in my browser?

A: You should bookmark the new online banking site and save it as a favorite.

Please note that wait times on the phone and at the teller line may be longer than you are accustomed to following the technology changes. We appreciate your cooperation and understanding.