

## TOP 5 THINGS YOU SHOULD KNOW

The project begins at 5pm on Friday, 10/26. Online banking will be **available 8am on Monday, 10/29.**

After your first login to online banking, following the uplift, you will be asked to change your password, select new security questions and accept Terms & Conditions.

Bill Pay will be unavailable beginning at 8pm on 10/25. It will be **available at 8am on 10/29.**

Simply Mobile and Bill Pay will **be available at 8am on 10/29.** You will be prompted to accept Terms & Conditions.

Enjoy a new and enhanced online banking experience. Watch for more details!

The project takes place **5pm on Friday, October 26 through 8am on Monday, October 29.**

- Your balances will be unavailable until 10/29.
- We will post alerts at [www.bankcsb.com](http://www.bankcsb.com) as services become available.
- We will increase Customer Care staff to assist you.
- We recommend manually tracking your balances over the weekend.

## WHAT YOU CAN EXPECT DURING THE CSB TECHNOLOGY UPLIFT

- *The Bank will be closed on Saturday, 10/27.*
- There will be *no changes* to your current account number, checks, ATM/debit cards or PIN(s).
- We are *temporarily* implementing an automated phone menu to more efficiently direct and assist callers.
- Bill payments made prior to 8pm on 10/25 will not be interrupted.
- Telebank will be unavailable from 5pm on Friday, 10/26 through 8am on Monday, 10/29. On 10/29, please note that our Telebank number has changed to (515) 727-8895 or toll free (833) 403-4780.



**Enhanced Customer Care can provide assistance during extended hours - (515) 331-3100.**

Friday, October 26: available until 6:30 pm

Sunday, October 28: 10:00 am – 5:00 pm

Saturday, October 27: 7:30 am – 6:00 pm

October 29 - November 2: 7:30 am – 7:00 pm