



April 17 – 22

Your Go-To Guide for Our

SYSTEM UPGRADE

TexasBank.com/betterbanking





Dear Valued Customer:

Better Banking is quickly approaching. We are proud to offer you a significant upgrade that gives you a better experience, more functionality, and provides a platform that allows for ongoing enhancements and new services.

You will experience a new website and digital banking platform on Monday, April 22. This guide will help you discover what's changed and what's not, frequently asked questions and a schedule of service interruptions. Please keep this handy throughout the upgrade period.

We will also regularly update resources at [TexasBank.com/betterbanking](https://www.texasbank.com/betterbanking). There you can view short info videos on how to log in for the first time, updated FAQs and online resource guides.

We know weekends are a busy time, so please pay attention to our System Upgrade Schedule. All locations will be closed on Saturday, April 19. Desktop and mobile banking will not be available starting Thursday evening, April 18. On Monday, April 22, the new system will be available where all your TexasBank accounts can be accessed.

We can't wait for you to enjoy the enhanced user interface with the right balance of ease and security that empowers you to do more.

Together, we are TexasBank Strong! Thank you for your business.

Sincerely,

Greg Dodds
President & CEO

THINGS TO DO BEFORE **APRIL 17**

For a seamless experience, please make sure that you:

- ✓ Verify your address, email, and mobile number are correct.
- ✓ Verify your payment information in Bill Pay. You will not have access to Bill Pay after Wednesday, April 17 in the old system.
- ✓ Save or print your most recent statements. You will not have access to your statements for the first few weeks on the new system.

WHAT TO EXPECT DURING UPGRADE WEEKEND

We have tried to limit as many inconveniences as possible. However, a few things will be unavailable.

- Desktop and mobile banking will not be available starting Thursday evening, April 18. On Monday, April 22, the new system will be available where all your TexasBank accounts can be accessed.
- eStatus Connect Mortgage Portal will no longer be available starting Thursday, April 18. You can log into the new system to view your mortgage and all other TexasBank accounts on Monday, April 22.
- After 4:00 pm on April 18, TexasBank deposit-taking ATMs will be temporarily unavailable to deposit funds. You will be able to withdraw cash.



TexasBank.com/betterbanking
for videos, resources and FAQs



Post Upgrade: WHAT WILL CHANGE, AND WHAT WILL STAY THE SAME?

Debit Card Numbers: Your debit card numbers will NOT change.

Checks: Your checks and routing number will NOT change.

Website: Our website address, TexasBank.com, will NOT change. Our look and design will.

Telephone Banking: The prompts and program will change.

Bill Pay: Your bills and payee information will be transferred to the new system. After Wednesday, April 17, you will not have access to your Bill Pay until you login to the new system.

Desktop & Mobile Banking: The platform will change. It will be easier to use with added functionality and all your TexasBank accounts in one place.

Statements: Your statement design will change and possibly the date you receive it. If you have a TexasBank checking or savings, you will receive two statements in April.

eStatus Connect Mortgage Portal: eStatus will no longer be available. You will now be able to pay your mortgage via Digital Banking. You will be able to view all your TexasBank accounts in one location.

Mobile App You will need to uninstall the old app. Then download the new TexasBank app on or after Monday, April 22.



888.401.2599
[TexasBank.com/betterbanking](https://www.texasbank.com/betterbanking)

WHAT'S AVAILABLE & WHAT'S NOT

SYSTEM UPGRADE SCHEDULE: APRIL 17 – 22

	WEDNESDAY APRIL 17	THURSDAY APRIL 18	FRIDAY APRIL 19	SATURDAY APRIL 20	SUNDAY APRIL 21	MONDAY APRIL 22
LOCATIONS	Open (normal business hours)	Open (normal business hours)	Open (normal business hours)	Closed	Closed	Open (normal business hours)
WEBSITE	Available	Available	Available	Available	Available	Available (New design, same web address)
eSTATUS MORTGAGE PAYMENT PORTAL	Available	No longer available	No longer available	No longer available	No longer available	Login to Digital Banking to make a mortgage payment
DESKTOP & MOBILE BANKING WITH MOBILE DEPOSIT	Available	Unavailable after 4:00 pm CST	Unavailable	Unavailable	Unavailable	Available for first-time login
DEBIT CARD PURCHASES	Available	Available	Available	Available	Available	Available
ALERTS	Available	Available	Unavailable	Unavailable	Unavailable	Available (Must enroll in new system)
DIRECT DEPOSIT & AUTOMATIC PAYMENTS	Available	Available	Available	Available	Available	Available
BILL PAY ACCESS*	Last day to submit a bill (3:00 pm CST)	Unavailable	Unavailable	Unavailable	Unavailable	Available
ACH ORIGATION	Available	Available until 3:00 pm CST	Unavailable	Unavailable	Unavailable	Available
ATM WITHDRAWALS	Available	Available	Available	Available	Available	Available
ATM DEPOSITS AT TEXASBANK ATMS	Available	Available until 4:00 pm CST	Unavailable	Unavailable	Unavailable	Unavailable
24-HOUR TELEPHONE BANKER	Available	Available until 4:00 pm CST	Unavailable	Unavailable	Unavailable	Available
NIGHT DEPOSIT	Available	Available	Night deposits made during system upgrade weekend will be processed on Monday, April 22.			

*Any scheduled bill payments between April 17 to April 22 will be paid as scheduled. Access to the new system's Bill Pay will be available on April 22.



NEED TO ACCESS YOUR FUNDS DURING OUR UPGRADE WEEKEND? HERE'S HOW:

- Use your debit card
- Use checks
- Withdraw cash from TexasBank or Allpoint® ATMs
- Use P2P service (Venmo®, PayPal®, Cash App)



Questions or Concerns?

- Call 888.401.2599
- Visit TexasBank.com/betterbanking
- Message us in Desktop and Mobile Banking
- Stop by a location near you



YOU ASKED. WE ANSWERED!

SYSTEM UPGRADE FAQs

1

WHY IS TEXASBANK UPGRADING THEIR SYSTEM?

Your banking experience is important to us, and this upgrade is necessary in order to provide you with the highest level of service possible.

2

DURING THE UPGRADE WEEKEND, WILL I STILL BE ABLE TO LOGIN TO DESKTOP OR MOBILE BANKING?

No, desktop and mobile banking will not be available starting Thursday evening, April 18. On Monday, April 22, the new system will be available where all your TexasBank accounts can be accessed.

3

HOW WILL THE UPGRADE IMPACT AUTOMATIC WITHDRAWALS AND DIRECT DEPOSITS?

All automatic withdrawals and direct deposits should proceed normally on April 18. However, you may notice a minor delay in automatic withdrawals and direct deposits on April 22.

4

WILL I STILL MAKE MY MORTGAGE PAYMENTS VIA THE ESTATUS CONNECT MORTGAGE PORTAL?

No, eStatus Connect will no longer be available. During the upgrade, you can mail or drop off your mortgage payment at one of our locations. To make an online mortgage payment after the upgrade, you will login to Digital Banking located at the top right-hand corner of the TexasBank website.

5

WILL MY TEXASBANK DEBIT CARD WORK?

Yes, your debit card will work normally throughout the upgrade.

6

WILL TEXASBANK ATMS BE AVAILABLE?

Yes, customers can withdrawal funds from any TexasBank ATM. However, deposits will not be accepted after 4:00 pm CST on Thursday, April 18.

7

WILL MY INFORMATION BE SECURE THROUGHOUT THE UPGRADE?

Yes, your security is always our top priority, and your account information will remain protected as we complete this upgrade.

8

WHAT IF THE UPGRADE TAKES LONGER THAN EXPECTED?

While we do not anticipate any delays in completing the upgrade, we will post updates on our website and communicate via email if the upgrade extends beyond the currently scheduled April 22 completion date.

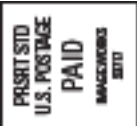
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IMPORTANT!

