

## BANKING CONVERSION RESOURCE GUIDE

**Please read this guide completely.**

It contains important information about upcoming changes being made to prepare the bank for the future and strengthen our ability to serve you. After you have had a chance to review this guide, please let us know if you have questions, concerns, or need assistance. As always, our team is here to serve you.

- **We are upgrading our core banking system.**

This will provide you with more control over your accounts, improved security, and an enhanced overall banking experience – both online and in person.

- **Your routing and account numbers will stay the same.**

You can keep using your existing Silex Banking Company checks after the conversion, and any automatic debits or direct deposits utilizing your existing routing and account number will continue to process.

- **You will receive a new debit card.**

Your new debit card should arrive during the second or third week of February. The new cards are contactless EMV cards. You also have the ability to link it to more than one account when using at an ATM.

- **A new online banking website and mobile banking app will be implemented.**

The current website and app will be available for activity until 2:00 p.m. on Friday, February 20<sup>th</sup>. After 2:00 p.m. Internet banking will be view only until the end of February and then will be shut down.

- **You may receive two statements in February.**

All customers will receive a bank statement as of close of business on February 20<sup>th</sup>, even if you have already received your February statement.

## IMPORTANT DATES

Friday, February 20<sup>th</sup>: The bank will close at 3:00 p.m.

Internet Banking will be view only after 3:00 p.m. on February 20<sup>th</sup>.

Saturday, February 21<sup>st</sup>: The bank will be closed.

Monday, February 23<sup>rd</sup>: The bank will be open with regular hours,  
8:30 a.m. - 3:00 p.m.

New Website and App available.

Your old debit card will work until 2 a.m.

Activate your new debit card.

### Conversion Checklist:

#### Before February 20<sup>th</sup>:

- ☐ Update your contact information in internet banking
- ☐ Download or print your online statements
- ☐ Download or print bill pay and recurring transfer information

#### On February 23<sup>rd</sup>:

- ☐ Activate your new debit card
- ☐ Log in to the new internet banking
- ☐ Download the new mobile app
- ☐ Set up online bill pay in the new system

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### BEFORE FRIDAY, FEBRUARY 20TH

**The current Internet Banking website will be available for use through February 20<sup>th</sup>. After 2:00 p.m. on February 20<sup>th</sup>, you will be able to log in to the current website for inquiries only.**

- ▶ Any bill scheduled through bill pay to pay on February 20<sup>th</sup> or later will NOT be paid. You should change the payment date to come out before the 20<sup>th</sup> or make the payment a different way.
- ▶ Bill Pay, recurring payments, and recurring transfer information built in the current website will not convert over to the new system. You will need to download or print out a list of your current payees, payment amounts, and due dates, as well as any payment history you would like to retain for future use.
- ▶ To help make this transition go smoothly, make sure your email address and contact information is up to date in Internet Banking.
- ▶ Once the conversion takes place, previous e-statements will not be available in the new website. Download or print any statements you may need for future use.

### BEGINNING MONDAY, FEBRUARY 23RD

- ▶ Re-enroll in Internet Banking at [www.silexbank.com](http://www.silexbank.com) or download the new app from your AppStore or Google Play Store. (You may begin this process on February 21<sup>st</sup>) In order to enroll, you will need your customer type, account type, account number, amount of a recent transaction, social security number, log in name, and email address.
- ▶ Set up Bill Pay in the new system. Use your downloaded or printed list of payee information to set up your payments and transfers.
- ▶ Activate your new debit card and set up your PIN number. You should have received your new card during the second or third week of February. You may now activate the card and begin using it! You will be able to set up your pin number on February 21<sup>st</sup> by calling 888-227-3096.

### QUESTIONS?

If you have any questions or need assistance at any point during the conversion, please reach out!

#### VISIT US

20 S. 2<sup>nd</sup> Street  
Silex, MO 63377

#### CALL

573-384-5221 or 877-384-5221

#### HOURS

Monday - Thursday: 8:30 a.m. - 3:00 p.m. | Friday: 8:00 a.m. - 6:00 p.m.  
Saturday: 8:00 a.m. - 11:00 a.m.