



## Upgrade Reminders

Dear 1<sup>st</sup> State Bank Customer,

Hopefully, you know of our upcoming core system upgrade that will begin on Thursday, May 16 and conclude on Monday, May 20, 2024. We are excited to work through the actual upgrade so you can begin to enjoy the enhanced functionality of our digital banking platform as well as other features our upgraded system provides.

All upgrade communications, customer action checklists and instructional videos are located on our website at [www.1stState.Bank/Upgrade](http://www.1stState.Bank/Upgrade) or by scanning the QR code below. **We highly encourage you to familiarize yourself with this information.**

Below are reminders of key activities and system restrictions during the upgrade process. We apologize for any inconvenience during this time and appreciate your patience.

### Key Reminders

May 9: Current "Online Bill Pay" system access unavailable until Monday, May 20.

May 16: **Access to Online Services and Mobile Banking app unavailable until Monday, May 20**

May 16: Temporary ATM/Debit card limits effective through Sunday, May 19.

May 16: Mid-month statements produced. All statements will be printed and mailed.

May 20: **Full services resume.** Digital Services available to login and new 1<sup>st</sup> State Bank Mobile app available to download.

May 20: Re-establish Alerts in Digital Banking service.

May 16 through May 24: **Complete a PIN based card transaction on ATM/Debit card**

Please refer to [www.1stState.Bank/Upgrade](http://www.1stState.Bank/Upgrade) or scan the QR Code below for full, detailed information to best prepare you for our upgrade. **You can also contact your 1<sup>st</sup> State banker or call 989.799.7500 to answer any questions you may have or provide any assistance you may need.** Thank you.

Scan the QR code below with your smartphone camera:



[www.1stState.Bank/Upgrade](http://www.1stState.Bank/Upgrade)

