

FAQs

Please review the FAQs below to prepare for the technology upgrade conversion the weekend of October 14, 2022

Why is PSB completing a core conversion?

PSB wants to continue to offer the best in products and services to our customers as well as maximize operational efficiencies. The core conversion is a major step in accomplishing both goals.

Will my account number(s) stay the same?

Yes. You will have the same bank account number(s) you have currently for checking, savings, money market, CDs, IRAs, and loans.

May I continue to use my current PSB checks?

Yes. You may continue to use your PSB checks. Please contact us when you are ready for a re-order and we'll be glad to assist you.

May I continue to use my existing debit card?

Yes. You may continue to use your current debit card throughout conversion and at all times thereafter. You will not need a new debit card.

Will there be a period of time I do not have access to my funds due to the systems conversion on October 14, 2022?

We do not anticipate there being any time you will be unable to access your funds by debit card or check. We planned the conversion over a weekend (October 15th and 16th) to minimize the impact on you, while offering complete access to your funds. However, please carry an alternative form of payment during conversion weekend in case PSB experiences an unplanned disruption of service. Should you have further questions, please contact our customer support at 713-559-6800.

When can I expect to receive my deposit account statement(s)?

Checking Accounts

You will receive two (2) statements in the month of October. The first statement will be printed and mailed at conversion, on October 14th. The second statement will be printed and mailed on your normal monthly statement day. No fees will be Assessed on the first statement, and interest will be paid and credited as accrued for both statements. The statement format will change slightly, but the content will remain basically the same.

Savings Accounts

You will receive one (1) statement in the month of October. It will be printed and mailed at conversion, on October 14th. Your next statement will be printed and mailed on December 31st, and all statements thereafter will be generated on a quarterly basis. Interest payment and fee assessment will continue to occur and post at the end of each month. The statement format will change slightly, but the content will remain basically the same.

Commercial Account Analysis

You will receive two (2) statements in the month of October. The first statement will be printed and mailed at conversion, on October 14th. The second statement will be printed and mailed on your normal monthly statement day. Fees for October will accrue as normal but will not be charged until November. Going forward, account analysis checking statements will cut off on the last day of the month and fees will be charged on the first business day of the following month.

Business Checking

You will receive two (2) statements in the month of October. The first statement will be printed and mailed at conversion, on October 14th. The second statement will be printed and mailed on your normal monthly statement day. No fees will be assessed on the first statement.

Will my current direct deposits and automatic drafts be affected?

Since your account number is not changing, all current direct deposits or automatic drafts will continue to be processed normally.

How does the systems conversion affect online banking and bill payment?

Your online banking access will be unavailable during the weekend of conversion beginning on Friday, October 14th at 3pm CST until Monday, October 17th at 8am. The online banking system is the same one that you use today. Account and transaction history will remain in the system, and your log-in information will remain the same.

Bill payment services will be unavailable during the weekend of conversion beginning on Friday, October 14th at 3pm CST until Monday, October 17th at 8am. All payments previously scheduled through October 16th and through the week of October 17th will process normally. Payee and payment history will remain in the system, and you will continue to maintain single sign-on access to bill payment.

Access to online banking and bill payment services will be restored at 8:00 am CST on Monday, October 17th.

Who should I contact if I have questions during the process of the systems conversion?

Our customer service line is open to assist you during this transition. The numbers are 713-559-6800 or 1-855-553-6800 (toll free). Please call these numbers during normal business hours from 8:00 am to 5:00 pm CST Monday through Friday.