

## UPCOMING TECHNOLOGY UPGRADE – WEEKEND OF OCTOBER 14, 2022

	BANK ACCESS	
	During Upgrade Weekend	After Upgrade is Complete
<b>Branch Offices</b>	<p>All branches will be CLOSED at 5:00 pm on Friday, October 14<sup>th</sup>.</p> <p>All branches will be CLOSED on Saturday, October 15<sup>th</sup>.</p>	<p>We will re-open on Monday, October 17<sup>th</sup>, at 8:00 am ready for all business.</p>
<b>ATM</b>	<p>ATM and Debit Cards will be usable throughout the weekend at PSB ATM machines and all other locations.</p> <p>However, balance inquiries and PIN changes will not be available at ATMs during the conversion weekend.</p> <p>Additionally, if you currently use Debit Card Alerts, that feature will not be available during conversion.</p> <p><b>PLEASE NOTE: Deposits are not accepted at any of our ATM machines. We strongly encourage you to use our night deposit service during this weekend.</b></p>	<p>We will be online real-time starting 8:00 am on October 17<sup>th</sup>. All cards and PINs will stay the same.</p> <p>Balance inquiries and PIN changes will be available at 8am on October 17, 2022.</p> <p>Debit Card Alerts will resume approximately two weeks after conversion weekend.</p>
<b>PSB Online Banking</b>	<p>Online Banking WILL NOT BE AVAILABLE Friday, October 14<sup>th</sup>, from 3:00 pm until Monday, October 17<sup>th</sup>, at 8:00 am.</p>	<p>We will be online again beginning October 17<sup>th</sup> at 8am.</p> <p>If you use Bill Pay, all your Payee information will be saved and available after conversion. Your Online Banking Login and Password will remain the same.</p>
<b>Night Deposit</b>	<p>The night depository will be available through conversion weekend.</p>	<p>Transactions will be posted when the Bank re-opens on October 17<sup>th</sup>.</p>

## WHAT YOU NEED TO KNOW

<b>Account Numbers</b>	<ul style="list-style-type: none"> <li>All account numbers will remain the same</li> </ul>
<b>Business Days</b>	<ul style="list-style-type: none"> <li>Transactions conducted on Saturdays and Holidays will not be effective until the following business day.</li> </ul>
<b>Your Statements</b>	<ul style="list-style-type: none"> <li>The look of our statements and notices will change. However, they will still contain the same information.</li> <li>All statement accounts (checking and savings) will receive a statement as of October 14, 2022. You may receive multiple statements for the month of October. This is a function of the technology upgrade and will not affect your account balances.</li> <li>Going forward, you will receive only one statement per month starting November 2022. However, your statement may appear different when you receive your first statement after October 14, 2022. This can be attributed to the new system. Please rest assured that all information will be consistent with what you received prior to our upgrade.</li> </ul>
<b>eStatements</b>	<ul style="list-style-type: none"> <li>As of October 17<sup>th</sup>, storage of your eStatements through Online Banking will only go back one year. If you would like to keep a record of the statements older than one year, we suggest you download them to your personal hard drive.*  <b>How to download eStatements through Online Banking:</b>            Log into Online Banking, click on Account Access and choose the Online Statement option. Select your account and selected Statement to Download. Adobe Reader will come up with the statement. Save the statement to your hard drive. Repeat the process for every monthly statement you would like to save.</li> </ul>

\*After the technology upgrade conversion, a fee may apply in order to access copies of Archived Statements.

**Customer Service Representatives will be available Monday through Friday, from 8:00 am to 5:00 pm to answer any questions you may have - Please call 713-559-6800**