

# WHAT IS CHANGING FOR YOU?

Many of our current solutions will be replaced with new and improved services.

**ONLINE BANKING** Our Online Banking system will be upgraded and will provide you with additional features such as Mobile Banking, E-Mail Alerts and much more. Our Online Banking System will be unavailable beginning Thursday, June 18th at 5:00 p.m. until the morning of Monday, June 22nd.

**TELEPHONE BANKING** A new telephone banking system to provide you with more information and capabilities will be installed.

- Community Banks Express Telephone Banking system will continue to be accessed by dialing 1-800-391-3758.
- When calling for the first time after June 22nd, the existing User ID will remain the same. However, you will need to enter the last 4 digits of the primary account holder's social security number as the personal identification number (PIN). You will then be asked to enter a new PIN number. The new system will be available the morning of June 22nd.

**SERVICE CHARGES** Due to this process, all accounts will receive a periodic statement ending June 18th. All monthly service charges will be waived for this special statement cycle. Service charges will resume on your next normal statement cycle. Additionally, we will waive the debit card criteria for all Reward Checking customers during the month of June.

**INTEREST CREDITS** We will credit interest to all interest bearing checking accounts twice during the month of June. The first interest credit will take place on June 18th and will cover all accrued interest from your previous statement cycle through June 18th. The second interest credit will take place on your regularly scheduled statement cycle date and will cover all accrued interest from June 19th forward.

All Savings Accounts will receive an interest credit on June 18th and at the end of each quarter thereafter. Loan accounts will not be affected.

**ELECTRONIC STATEMENTS** The electronic statements will continue to be available for a twelve month period. Beginning June 19th, electronic statements will be reset causing prior statements to be temporarily unavailable.

Statements ending June 18th will be produced both electronically and on paper to ensure availability.

## EXPRESS CHECK CARD USAGE & ATM WITHDRAWALS

During the enhancement process we do not anticipate any issues with your Community Express Check Card availability; however, you may experience difficulty withdrawing funds utilizing your card at an ATM Machine and lower daily purchase limits. These outages may be sporadic and should be completely resolved on Monday, June 22nd as the process is complete.

## SATURDAY BANKING

Saturday Banking will not be available on Saturday, June 20th.

## EXTENDED BUSINESS DAY

This enhancement will allow us to extend our business day cut off time from 3:00 p.m. to 4:00 p.m. daily. Beginning Monday, July 6th all deposits made before 4:00 p.m. will receive same day credit.

## IMPORTANT DATES

### THURSDAY, JUNE 18TH

- Online Banking will be available until 5:00 p.m.
- Telephone Banking will be available until 5:00 p.m.

### FRIDAY, JUNE 19TH

All Community Bank Branches will be open regular hours and prepared to assist you with any questions regarding the enhancements

- Online Banking will not be available. Scheduled bill payments will not be affected.
- Telephone Banking will not be available

### SATURDAY, JUNE 20TH

- Saturday Banking Branches will be closed
- Online Banking will not be available. Scheduled bill payments will not be affected
- Telephone Banking will not be available

### MONDAY, JUNE 22ND

- Enhancements will be complete
- Online Banking System will be available and will reflect balances and transactions Friday, June 19th forward.
- Our New Telephone Banking System will be available



**Main Office**  
(985) 537-5283

**Lockport Branch**  
(985) 532-2562

**Thibodaux Branch**  
(985) 446-8491

**LaPlace Branch**  
(985) 651-5456

**Golden Meadow Branch**  
(985) 475-7100

**Napoleonville Branch**  
(985) 369-4700

**Larose Branch**  
(985) 798-7500

**Thibodaux City**  
(985) 449-0089

**Houma Branch**  
(985) 876-4126

For assistance with any of these enhancements, you can contact a Customer Service Representative at any one of our Community Bank locations.

[www.cbexpress.com](http://www.cbexpress.com)