

# IMPORTANT INFORMATION

**Integration Weekend March 19-21. Please make note of these important dates and times.**

## **Friday, March 19**

- **Online Bill Pay** will be unavailable from 9:00 AM Friday, March, 19<sup>th</sup> until noon on Monday, March 22<sup>nd</sup>
- **Telephone Banking** will be unavailable from 6:00 PM Friday, March 19<sup>th</sup> and will resume at 5:00 PM on Sunday, March 21<sup>st</sup>
- **Online Banking** will be unavailable from 6:00 PM Friday, March 19<sup>th</sup> and will resume at noon on Monday, March 22<sup>nd</sup>
- **Mobile Banking** will be unavailable from 6:00 PM Friday, March 19<sup>th</sup> and will resume at noon on Monday, March 22<sup>nd</sup>
- **iOpen** will be unavailable from 6:00 PM Friday, March 19<sup>th</sup> and will resume at noon on Monday, March 22<sup>nd</sup>

## **Saturday, March 20**

- All Collinsville Bank, a Division of Northwest Community Bank's branch locations will be **CLOSED**

## **Sunday, March 21**

- Telephone Banking will resume at 5:00 PM

## **Monday, March 22**

- Online Banking, Online Bill Pay, Mobile Banking and iOpen will all be available at noon.

### **Online Banking and Bill Pay**

On March 22<sup>nd</sup> at noon, Online Banking and Bill Pay will resume. Your User ID and Password will remain the same. All of your current payees will be transitioned over to the new system. Your previously scheduled and recurring transfers and payments will process without interruption.

### **Telephone Banking**

Beginning on Sunday, March 21<sup>st</sup> at 5:00 PM, the new telephone banking number will be **800-455-6668**.

- You will need to re-enroll using the last four digits of your social security number as your temporary PIN.
- Business accounts should use the last four digits of the social security number of the authorized signer on the account.
- You may re-use your previous PIN after entering your temporary PIN.

### **Current Checks**

You can continue to use your checks until they run out. If you decide to re-order your checks after March 22<sup>nd</sup> through another source, please provide them with Routing and Transit number **#211174204**.

### **Statements**

During the month of March, you may receive two statements but will only be charged one monthly maintenance service fee, if applicable. All other fees will apply. Some statements may be delayed.

### **Debit Cards**

Your current debit card will continue to work during and after the Integration Weekend with the same PIN you use today.

### **Checking and Savings Account Interest**

You may receive two interest payments for the month of March. The full month's interest on Kasasa accounts will not sweep to Saver accounts in March.

### **New Routing and Transit Number**

Direct deposit, recurring transfers and automatic deductions will continue as normal. When setting up a new transaction or wire transfer use routing and transit number **#211174204**.