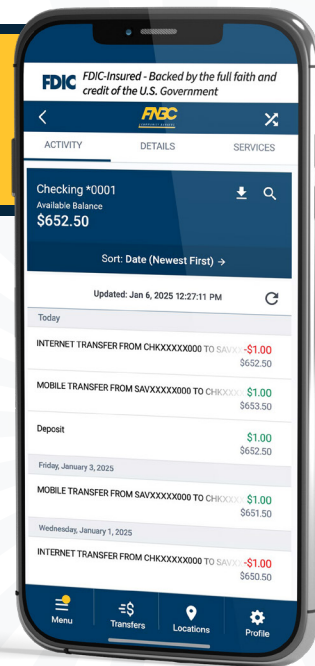


YOUR BANKING EXPERIENCE IS EVOLVING

Use this checklist to make sure you have everything covered

- ☐ Online & Mobile Banking will be disabled at 3:00 pm on Thursday, Oct. 16, and will remain offline until Monday, Oct. 20. Please complete any online transactions beforehand.
- ☐ If you use Bill Pay, schedule any payments you want processed between Oct. 9-16 before 8:00 am on Oct. 9. After that, Bill Pay will be unavailable until Oct. 20. Payments scheduled prior to Oct. 9 can be processed through Oct. 16. Please note: existing scheduled payments may not transfer. You may need to reestablish them after Oct. 20 – please verify upon logging in. You may want to keep biller details on hand.
- ☐ Daily debit card limits remain the same. ATMs will be available, and iBankers will be open Saturday, Oct. 18, but we encourage you to plan ahead by arranging alternate payment methods.
- ☐ TransferNOW access ends at 12:00 am on Oct. 10. Mobile Deposit will be disabled at noon on Oct. 16.
- ☐ On Oct. 20, Apple users with auto-updates enabled for apps will receive the new FNBC app automatically. If auto-updates are not enabled, you must manually update the app by going to the App Store. If you are an Android user, you must delete the app and re-download it from the Google Play Store.



Dear FNBC Customer,

We are excited to transition to a new banking software and digital platform to **evolve your banking experience** October 16-20. These improvements will include new tools and improved functionality, giving you everything you need to make managing your finances faster, easier and more efficient.

The front of this postcard features a checklist to help you stay organized with the updates.

We've also created a helpful webpage for you to reference, which includes Frequently Asked Questions and other important information. If you have any questions, you can also call us at **870-994-2311**, or visit your nearest branch—we're committed to helping you through every step of this process!



**Scan here or visit
fnbc.us/evolution
to learn more**

Thank you for your patience during this transition. We are excited about the future and appreciate your continued trust and support.

The FNBC Team