



SYSTEM UPGRADE

FEBRUARY 10 — 13, 2023

WHAT YOU NEED TO KNOW

In February 2023, we are upgrading our core system in order to enhance your experience, to introduce new products and services, and to improve processing productivity. This upgrade will help provide a better banking experience to you in person and digitally.

KEY DATES TO REMEMBER

**FEB
9**

Personal Bill Pay

At 8:00AM, Personal Bill Pay will be disabled.

**FEB
10**

ACH Origination

At 3:00PM, ACH origination will become unavailable until February 13.

Digital Banking

At 4:00PM, Personal Online & Mobile Banking goes into "View Only" mode. Business Online Banking & Bill Pay, Mobile Deposit, Online Account Opening, and Telephone Banking will be disabled.

All Branches

All branches will close at 5:30PM, and remain closed through weekend, to complete upgrade.

**FEB
13**

All Services

All branches and services will resume at normal business hours on Monday, February 13.

Debit and ATM cards will work for limited cash withdrawals and purchases without interruption.

If you anticipate needing more cash than usual over the upgrade weekend, we encourage you to withdraw what you need **prior to February 10.**



Flip for more info.



COMMON FAQs

WHY ARE WE UPGRADING OUR SYSTEM?

Your banking experience is important to us, and this upgrade is necessary in order to provide you with the highest level of service possible.

DURING THE UPGRADE, WILL I STILL BE ABLE TO ACCESS MY ACCOUNTS?

If you use *Personal Online Banking*, you will have limited access to your accounts during the upgrade. *Business Online Banking* will be disabled during the upgrade weekend. Refer to the schedule on the reverse side for availability of our services.

WILL MY INFORMATION REMAIN SECURE?

Yes, your security is always our top priority, and your account information will remain protected as we complete this upgrade.

CAN I USE ATMs AND MY IXONIA BANK CARDS DURING THE UPGRADE?

Yes, ATMs and all Ixonia Bank cards (debit and credit) will be available during our upgrade weekend.

WHAT DO I NEED TO DO NOW?

There are a few things you will need to do to help ensure a smooth transition. *Personal Customers* can refer to our Customer Checklist and *Business Customers* will have separate tasks which will be communicated to them.

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