



FEBRUARY 10
— **THROUGH** —
FEBRUARY 13

Open postcard to review details
about our System Upgrade!

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IxoniasBank.com/System-Upgrade



IMPORTANT! To ensure you're receiving our updates, please verify your contact information (phone number, email, and mailing address) **prior to February 10.**

Simply call your preferred branch if your contact information has recently changed.



MEMBER FDIC | EQUAL HOUSING LENDER | BANK NMLS# 423065



Ixonias Bank

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P.O. Box 110
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PREPARE FOR OUR



FEBRUARY 10
— **THROUGH** —
FEBRUARY 13

We're upgrading our core system in order to enhance your experience with us in person and digitally. **Please plan ahead for changes beginning Friday, February 10.** Details inside!



Valued Customer,

Our system upgrade will soon bring an enhanced in-person and digital experience for you. During our **upgrade period of February 10-13**, some services will be *temporarily* unavailable. Please keep this guide handy so you can refer to it if any questions arise. We appreciate your business and patience during this time!

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.

WHAT TO DO NOW

- ❑ **VERIFY** Ixonia Bank has current contact information:
 - ❑ Address
 - ❑ Phone Numbers
 - ❑ Email Address
- ❑ **ONLINE PAYMENTS** through Bill Pay, Zelle or Internal Transfers should be scheduled prior to February 9 or after February 13.
- ❑ **KEEP** extra cash and/or another payment option (credit card) on hand between February 10-13, as an added precaution.
- ❑ **PRINT or DOWNLOAD** any statements you'll need before February 10. eStatements will not be immediately available after the upgrade.
- ❑ **QUICKBOOK USERS**, as a precaution, have a recent backup completed by February 10.

WHAT TO DO ON/AFTER FEBRUARY 13

- ❑ **LOGIN** to Personal Online Banking via desktop or mobile browser.
NOTE: Your username will stay the same. Your temporary password will be your 5-digit Postal Zip Code and last 4 digits of Tax ID



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.**

Number, i.e. Social Security Number, etc. Change your password and set up your security questions. **Complete this step before accessing mobile banking.**

- ❑ **DOWNLOAD** Ixonia Bank's new mobile app.
- ❑ **CHECK** eStatements enrollment.
 - ❑ Go to "Accounts," then "Documents" in Online Banking.
 - ❑ Enroll in eStatements.
NOTE: Previous eStatements *may not* be immediately available. You may get paper copies for a cycle or two while the system updates after you enroll.
- ❑ **SET** alerts to manage account(s) and protect against fraud under "Self Service" menu.
- ❑ **REVIEW or RE-ESTABLISH:**
 - ❑ Recurring payments in Online Bill Pay.
NOTE: If you have duplicate recurring payments (Ex: mortgage payment on 1st and 15th each month for \$500 each), switch to "Pay Twice A Month" model for first payment and delete the second.
 - ❑ Recurring internal Online Banking transfers will need to be re-established.
 - ❑ eBills need to be re-established with billing vendor(s).



YOU ASKED. WE ANSWERED!

SYSTEM UPGRADE 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.

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.

HOW WILL THE UPGRADE IMPACT AUTOMATIC DIRECT DEPOSITS AND PAYMENTS (ACH TRANSACTIONS)?

It shouldn't. Since your account numbers are not changing, existing direct deposits and ACH transactions will not be affected.

WILL I NEED TO RE-ENROLL IN ONLINE AND MOBILE BANKING?

Personal and Business customers do not need to re-enroll in Online Banking, but will need to accept new Terms & Conditions. In order to provide you with an upgraded mobile experience, we have developed new mobile apps (one for Personal accounts and one for Business accounts) which will replace our previous apps.

WHAT IF THE UPGRADE TAKES LONGER THAN EXPECTED?

While we do not anticipate any delays in completing the upgrade, we will post updates on our website and on social media if the upgrade extends beyond the February 13 completion date.

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.

I HAVE ADDITIONAL QUESTIONS. WHERE CAN I GO FOR HELP?

Please call or visit your preferred branch or go to IxoniaBank.com/Contact-Us. We are always happy to assist you!