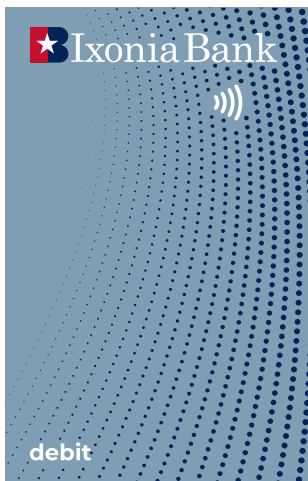


New & Improved

# DEBIT CARDS

COMING APRIL 2024

New Designs!



## Contactless Payments

## New Features!

When making a purchase, simply hover or tap the card close to the terminal. A beep or green light will indicate that your transaction was successful.

## Digital Wallet Capability

A solution that allows you to make purchases from any mobile device through Apple, Google or Samsung Pay.

## Digital Card Issuance

Works in combination with your mobile wallet. No more waiting for your physical card in the mail - we can send you a digital card to use right away.

## Fraud Prevention Services

We've always monitored accounts for fraud, but now we'll be able to quickly text you if something is suspicious. And *soon*, there will be a real-time debit card management tool within our mobile apps to set up alerts, control spending, etc.

Flip for more info.



# COMMON FAQs

## WHAT IS HAPPENING WITH MY DEBIT CARD?

Beginning April 15, 2024, we will have a new debit card processor which will allow us to bring new features and enhancements to our customers in the near future. Some of these features include:

- Contactless (or "Tap-to-Pay") functionality
- Digital Wallet (Apple/Google/Samsung Pay®) connectivity
- Digital Card Issuance capability
- New fraud prevention services through SecurLOCK™

## WHEN WILL I RECEIVE MY NEW DEBIT CARD?

You will receive a new debit card when your current debit card is nearing its expiration date.

## WHAT IF I NEED A NEW CARD BEFORE 4/15?

We are confident we can accommodate new card requests prior to April 8. **During the week of April 8 through April 14, we unfortunately will not be able to issue new debit cards.**

## WILL MY INFORMATION REMAIN SECURE?

Yes, your security is always our top priority, and your account information will remain protected as we complete our switch to a new processor.

## WILL THIS AFFECT MY ACCOUNT(S)?

Any direct deposits, ACH transactions or items processed against your routing number and account number will not be affected during this change.

## WHAT DO I NEED TO DO NOW?

Here are a few things to consider:

- If you received a debit card from us within the last 90 days and have not activated it, please activate before April 15. Failure to do so will cause your card not to work.
- If you use the CardValet app, it will be disabled on April 15.
- Call your preferred branch if your contact information (phone, email, & mailing address) has changed.



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