



March 20, 2024

Dear Ixonía Bank Debit Cardholder,

Ixonía Bank is pleased to announce we have chosen to partner with 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™

Additionally, with this switch to our new debit card partner, we have redesigned all of our cards. See more information on the enclosed slip. Coming *after* April 15, there will be a brand-new debit card management feature integrated into our mobile apps. Stay tuned for details!

Important information you need to know:

- **Continue using your current debit card.** Your debit card number, CVV and PIN are not changing. All cards will be upgraded upon expiration.
- 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.
- Between Monday, April 8 and Monday, April 15, we unfortunately will not be able to issue new debit cards.
- If you use the CardValet app, it will be disabled on April 15.
- Be aware there may be intermittent outages on or around April 15, 2024, during the upgrade.
- Call your preferred branch if your contact information (phone, email, & mailing address) has changed.

Have more questions? You can find status updates, important details, and Frequently Asked Questions (FAQs) on our website at IxoníaBank.com/New-Debit-Card.

We thank you in advance for your patience during this transition. We deeply appreciate our relationship with you, and look forward to continuing to serve you in the future!

Sincerely,

A handwritten signature in black ink that reads 'Sabrina Palmer'.

Sabrina Palmer
Customer Solutions Manager