

How Will The Data Processing Conversion Affect You?

Revised 12/21/06

As we have been communicating for several months, XYZ Bank will undergo a data processing conversion in March of '07. We want to address several questions customers may have.

Q: Why make a change? Why not leave things as they are?

A: Our data processing company was purchased, meaning for continued support we need to convert to the new system. Once through the conversion, our new system will enable us to offer new products we could not previously offer.

Q: When will the conversion take place? Will I see a change then?

A: We will close as usual on Friday, March 16th. We will be closed on Saturday, March 17th, and will reopen on Monday, March 19th. When we reopen on Monday, employees will be using the new system. Although they have received much training, please be patient as they become more comfortable.

Q: Will I have access to money the weekend of the conversion?

A: ATM access will be available. Also, credit and debit cards will work for purchases. XYZ Bank will not be operating in a "real-time" environment though, so there will be some limitations on the dollar amounts available through ATMs, credit and debit cards. A Visa department representative will be available the Saturday and Sunday of conversion, 8 a.m. to 4:30 p.m. Call 555-5555, ext. 1234, for assistance with any issues you may have.

Q: Will I be able to access Online Banking, Bill Pay or Banking by Phone?

A: No, these services will not be available from the time we close on Friday, March 16th, until we open on Monday. If you have bills that need to be paid, make sure they are set up to come out of your account prior to Thursday, March 15th.

Q: How will Online Banking, Bill Pay, e-statements or Banking by Phone change after the conversion?

A: There will be no changes to any of these services, other than the password changes explained below.

Q: Will my passwords for Online Banking, e-statements or Banking by Phone change after the conversion?

A: Your Online Banking user name will not change. The first time you log on to Online Banking after the conversion, your password will be the last four digits of your Social Security Number. The system will then prompt you to create a new password to replace the temporary one. Your Banking by Phone password will be reset to the last four digits of your social security number, and you will be required to change it the first time you use Banking by Phone after the conversion. Your e-statement user name and password will remain the same, although your e-statement log in page will have a different appearance. If you have bookmarked the current e-statement log in page, you will need to reset it to the new log in page. This can still be accessed from our web site.

Q: How will my accounts change?

A: Your account numbers will not change. In time, you will see additional features added to some of our existing accounts due to the added flexibility of the new system.

Q: Will I need new checks or debit cards?

A: No. Your current checks and debit cards will continue to work as always. In the future, when you receive a new debit card on its normal expiration date, there will be a new process for activating the card. Instead of activating by phone, customers will activate the new card at an ATM or a point of sale purchase using their pin. There will be a label on the card instructing you to activate the card this way. Credit card activation will not change.

Q: Will my statements change?

A: The overall look of your statement will stay the same, although some wording may be slightly different.

Q: Where do I go if I have additional questions?

A: You can email questions to questions@xyzbank.com, call us at 555-5555 or come into any branch.