

ROXBORO SAVINGS BANK IS MAKING A BIG UPGRADE

DEAR CUSTOMER,

Your online banking platform will look slightly different starting October 19, 2020. You'll notice a few mostly cosmetic changes, but they represent a much larger upgrade in our banking system.

Roxboro Savings Bank is upgrading its core banking system. This is the system that stores data, protects your customer information, and handles day-to-day banking functions such as opening accounts and posting transactions.

We'll begin this upgrade on Friday, Oct. 16th, and it will be complete by Monday, Oct. 19th.

Customers should not be affected by the system changes. If you do have a concern with your account information after the upgrade, please call us at (336) 599-2137. We have a Roxboro Savings Bank team dedicated to answering your questions.

WHY THIS UPGRADE?

This upgrade equips us with the latest banking technology and tools so that we can offer even more tailored service to our customers and better protect your information with the most up-to-date/high-end security features.

While it's a big investment of the bank's time and resources to transfer data from our old system to the new one, we know this upgrade will make us a better bank for you.

WHAT WILL IMMEDIATELY IMPROVE WITH THE CORE SYSTEM UPGRADE?

While this upgrade is largely happening behind-the-scenes, you will notice some improvements right away:

- **Customized Account Alerts:** Once you have logged into the upgraded online banking system, you will have the ability to customize the alerts sent to your phone or email regarding account activity. Before the upgrade, the alerts could not be customized. Following the upgrade, you can control when and why you receive account alerts.

WHAT YOU NEED TO KNOW:

- ✓ On Monday, October 19th you're getting a better bank
- ✓ Drive-Thru for both RSB Main and Timberlake Commons locations will be closing at 5:00PM on Friday, Oct 16th and re-opening at 8:30AM on Monday, Oct 19th to prepare for this upgrade (lobbies operating under normal hours)
- ✓ Online Banking, Bill Pay and Mobile Banking will NOT be available starting at 5:00 PM on Friday, Oct. 16th through 9AM on Monday, Oct. 19th.
- ✓ New Mobile Remote Dep and Bill Pay features
- ✓ New A2A(Acct-to-Acct) transfer services

- **Mobile - Remote Deposit and Bill Pay Services:** Roxboro Savings Bank checking account customers will now be able to enroll in Mobile – Remote Deposit and Bill Pay services, allowing them to make deposits and to set up bill payments securely from their mobile device
- **Expanded Password Reset Capabilities:** Customers will have the ability to reset their passwords via the Mobile App and Online Banking. Password resets will also happen in real time.
- **Account-to-Account (A2A) Capabilities:** Customers will have the ability to initiate funds transfers between accounts easily and securely.

WHAT DO I ABSOLUTELY NEED TO KNOW ABOUT THE UPGRADE?

01

Prepare for the weekend of the upgrade.

- Drive-Thru for both RSB Main and Timberlake Commons locations will be closing at 5:00 PM on Friday, Oct 16th and re-opening at 8:30 AM on Monday, Oct 19th to prepare for this upgrade (lobbies operating under normal hours)
- **Online Banking, Bill Pay and Mobile Banking will be unavailable starting at 5:00 PM on Friday, Oct. 16th, through 9 AM on Monday, Oct. 19th.**
- You will be able to withdraw cash at ATMs as normal while the branches are closed.
- You will be able to use your debit cards as normal while the branches are closed.

02

Current banking functions and account information won't change.

- Your deposit and loan account numbers will stay the same.
- Existing checks and deposit slips will continue to work.
- Any auto draft or direct deposits set up on your accounts will not be interrupted or changed (unless you have been previously notified).

03

Download the NEW Mobile App....
(old App will no longer be supported)

- **After the upgrade, you'll need to re-verify yourself and enroll on the Mobile App** to enable you to explore the new features that your Mobile App will offer. (i.e. Mobile Remote Deposit/Bill Pay and



Personal App

04

Confirm your online banking login information post-upgrade.

- After the upgrade, online banking customers will need to visit the Roxboro Savings Bank website to access the new Online Banking portal. You will log into the new Online Banking site for the first time using your existing username and password (or last 4 digits of your SSN).
- Once you log in, you'll need to agree to the Terms & Conditions, confirm your social security number (or TIN) and zip code and enter a new password.

05

One-Time Change in Statement Cycle:

- Depending on your account's statement cycle, **be aware that all checking/savings/mmda accountholders will see additional statements during the month of October.** Activity between Oct. 1 – 16 which will close out transactions with our current core system. Activity on our new core system will begin Oct 17.

06

For Digital VOICE Banking Customers – beginning at 9AM on Oct 19th.

You will need to re-enroll. When first calling, the user will be informed they need to press the "star" key for enrollment. Upon entering the enrollment process, the user will be asked to:

- Enter their USER ID
- Enter their PIN (Last 6 digits of SSN)
- Register at least one phone number and define whether it is a home, mobile, or work number
- Choose three security questions and provide numeric answers for them
- Create or choose a security phrase
- Change the current PIN to something different than what it is now (prompted for this twice)
- Telephone Banking Toll Free will remain: 800-436-5137

• **Balances in Online and Mobile Banking:** After the upgrade, any pending transactions you have will not be reflected in the running balance or the current balance on that page until they fully post to your account that night. Currently, pending transactions are included in the current balance, available balance and the running balance shown after each transaction on that screen.

MORE IMPROVEMENTS ARE COMING.

STAY TUNED.

This upgrade gives Roxboro Savings Bank the flexibility to keep growing as a modern bank with more features and services. We'll communicate any future changes and enhancements as we go.

One area is already in the works for Business/Commercial Customers: We are developing an enhanced digital business application and look forward to introducing new features and functionality to you in the coming months.

Visit us at www.roxborosavings.com or call us at 336.599.2137.

We are grateful for the trust you place in Roxboro Savings Bank and look forward to continuing to be the Bank that you deserve!

Roxboro  Savings Bank

WHAT ELSE WILL CHANGE WITH THE CORE SYSTEM UPGRADE?

- **Loan Passbook Conversion:** Loan account passbooks will eventually convert to Loan COUPON BOOKS as a result of this conversion. More information coming your way in the next few months.
- **Quicken/QuickBooks Users:** Migration to our new online and mobile banking system on Oct 19th will require changes to your Quicken/QuickBooks software. Please take action to ensure a smooth transition. Conversion instructions will be made available at www.roxborosavings.com or by calling RSB at 336.599.2137 to request a copy. Please carefully review your download transactions after completing the migration to ensure no transactions were duplicated or missed.