

CORE CONVERSION FREQUENTLY ASKED QUESTIONS

PEOPLES SAVINGS BANK

Q. WHAT IS CONVERSION WEEKEND?

The conversion weekend is the time we will transition your account information from our current internal banking system to the new provider. During this weekend, online banking, mobile banking and other services will be unavailable, but will be ready to go on Monday, July 15, 2019.

Q. DO I NEED NEW CHECKS?

No, you will be able to continue using your current checks.

Q. WILL I NEED A NEW DEBIT CARD?

No, you will be able to continue using your current debit card.

Q. WILL I HAVE TO GET A NEW ACCOUNT NUMBER?

No.

Q. WILL THERE BE ANY CHANGES MADE TO MY LOAN OR DEPOSIT ACCOUNT?

No.

Q. WILL MY STATEMENTS LOOK THE SAME?

Statements will be changing to a new, improved layout. Since these statements will be mailed outside of the bank, they may arrive a few days later than you are used to.

Q. WILL THERE BE ANY CHANGES TO DAILY "CUT OFF" FOR CURRENT DAY TRANSACTIONS?

Daily cut-off time will be 4:00 PM Monday – Friday, instead of 3:00 PM.

Q. IS THE WEBSITE CHANGING?

You can still find us at www.bankpsb.com with the same website you are used to. The only difference will be the Online Banking login area.

Q. WILL ONLINE BANKING AUTOMATICALLY TRANSFER?

No, you will need to login as a First Time User by selecting ENROLL NOW link on our website, www.bankpsb.com, and follow the enrollment instructions. Your past transaction information will be available.

Q. WHEN WILL MY CURRENT ONLINE BANKING AND BILL PAY BE DISABLED?

Wednesday, July 10th.

Q. WILL MY BILLS BETWEEN JULY 10TH – JULY 15TH STILL BE PAID AS SCHEDULED?

Yes

Q. WILL BILL PAY INFORMATION BE TRANSFERRED?

No, please print out or save all payee information and transaction history before Wednesday, July 10th. The payee information will need to be manually input into the new Bill Pay system.

Q. WILL THE BRANCHES BE CLOSED FOR THE WEEKEND?

All branches will be closed Saturday, July 13, 2019 for the conversion, but will be open at regular time on Monday, July 15, 2019.