







EXCITING CHANGES coming soon!


THURSDAY | 10/27

-  Last day on current banking system.
Online banking, telephone banking and mobile app will transition to 'Inquiry Only' mode with information accurate as of 2pm on 10/27.
-  Transaction limits on Debit and ATM cards will be changed to **standard or reduced limits** thru weekend.
-  ATM's are limited to **cash withdrawals and transfers** for up to two weeks.
-  BillPay, ACH, and Mobile Deposit functions are **not available** until Monday. More details are online.




FRIDAY | 10/28

-  First day on new banking system!
Online banking and mobile app for the new system will be **offline and unavailable** through the weekend. Access to the previous online account will remain available as "inquiry only". More details are online.
-  Wait time in our lobby and over the phone will be **longer than normal**.

SATURDAY | 10/29

-  All branches are **CLOSED**.
-  We will be **working hard** to complete the conversion to our new system with **minimal disruptions** to you!

MONDAY | 10/31

-  All branches are **OPEN**.
-  Our **NEW** online banking and mobile app are **LIVE!**
-  Some ATM's may still have limited service.













Member
FDIC



ROCK SOLID
& STILL CLIMBING

FREQUENTLY ASKED QUESTIONS

-  **Where can I get more information?**
We will use our website and our Facebook account to communicate any important information about this change. Visit the website to receive more information on these FAQs.
-  **Why is MMB changing computer systems?**
We strive to offer our customers the financial tools they need to be successful. The new system will allow us to offer new products and services quickly and stay ahead of technology advancements.
-  **Are my funds and personal information safe?**
Yes, your personal data and account information will be safe and secure, as always. Your funds remain secure and will continue to be insured by the FDIC for up to \$250,000.
-  **Will my account numbers remain the same?**
Yes, your account numbers and the Bank routing number will remain the same. Additionally, there are no changes to your debit card number and any existing checks will continue to work as they have in the past.
-  **Will this affect my debit and/or ATM card?**
During the weekend of our conversion, limits on debit and ATM transactions will be changed to standard or reduced limits. Any travel during Oct 26-31 must be communicated to us no later than October 19 to ensure transaction approval.
-  **Will online and mobile banking be different?**
Our new online and mobile banking apps will be LIVE on Oct 31. You can still view your account from the old system throughout the conversion weekend, but the information will not update until you log in to the new system on Monday.
-  **How do I log in to the new mobile app?**
Starting Oct 31, you can access our new digital platforms! You will need to either update or download a new app. The username remains the same. To login for the first time, enter your **username followed by the last four of your SSN** as your password. See our website for log in assistance.
-  **Will my statement schedule be different?**
All accounts will receive a final statement from the old system for transactions thru Oct 27. The first statement from the new system will generate within 5 weeks of the Oct 27 statement. Contact us if you need an expedited statement.
-  **Will my direct deposit info be the same?**
Your direct deposits from payroll, federal benefits, and/or your PFD will continue to post to your account as they always have.
-  **Will I still be able to use my Passbook?**
We will continue to offer Passbook services to our customers, however, if you would like to have an updated Passbook, you will need to bring in or mail your Passbook to us before Oct 26. Any transaction **not** updated by Oct 26 will not be retrievable on the new system, therefore can't be added to the Passbook.