



System Upgrade

Your guide to temporary service disruptions

**We are making upgrades to our systems to serve you better!
Please read below to find out what to expect during the transition.**

When is this happening?

- Our upgrade will take place over a weekend from September 11-13.
- We will begin using our new and improved system on Monday, September 14.

What can I expect?

- Our branch network will be closed on Saturday, September 12.
- Branch operating hours will remain the same.
- Extended phone support will be available on Saturday, September 12, 8am – 12noon.
Call (601)469-3663
- Our online services will be intermittently unavailable during the upgrade weekend.
- ATM and debit card usage may be briefly interrupted.

What's not affected?

- There will be no changes to your account number, debit card, rates, or our digital banking site and app.
- Online banking usernames and passwords will not change.

Should I do anything to prepare?

- Be aware that some services will be impacted during this upgrade weekend.
- Consider having a back-up payment method available should debit card services be impacted.

Is my personal and banking information safe?

- Yes! Rest assured that your personal and account information will remain secure throughout this upgrade process.

Questions about specific services?

Account Balances

Please be aware that account balances may not reflect pending transactions during upgrade weekend.

Branch Availability

Branch hours will remain the same, but expanded phone service hours will be available.
Call us at (601) 469-3663 Saturday between the hours of 8am - 12pm

ATMs

ATMs will be available but may not reflect weekend/pending transactions. Updated balances will be available on Monday, September 14.
Check your balance on September 11 and be aware of weekend spending.

Debit Cards

Should work as usual but prepare a second method of payment should any glitches occur. Balances may not reflect weekend/pending transactions. Check your balance on September 11 and be aware of weekend spending.

Internet & Mobile Banking

Access may be intermittently unavailable. If you are able to log in, you may notice some features are temporarily unavailable, and your balance may not reflect pending transactions

OnCall/Telephone Banking

OnCall/Telephone Banking will not be available during the upgrade timeframe. The service will return on Monday morning. More information to come!

Statements

All statements will have a new look after this upgrade. Everyone will receive a final statement on our old system as of September 11.
Your next regular statement will have a new look, and may cut-off on a new date.

Service Charges/ Fees

Your service charge amount will not change. There will not be a service charge assessed on your September 11th statement.
The date your service charge is assessed, which is also the date your statement drops, may change after September 11.

Reach out to your local branch with any questions or concerns.