

Please Mark
Your
Calendar!

IMPORTANT DATES

Beginning Monday, April 2nd and continuing until April 9th (Consolidation Week) some services will be temporarily unavailable as we work to consolidate and upgrade our systems. **Please take note of the important dates below for changes that require action on your part.** We thank you for your attention and your patience while we work to improve our services and deliver a better banking experience for you!

Prior to April 2nd:

- > Print or Save any eStatements you wish to keep.
- > Print any Online Bill Pay history you wish to keep.
- > Make note of any recurring "variable" payments that you have set up in Online Bill Pay.

Thursday, April 5th:

- > Online Bill Pay services will be temporarily suspended. Any bills that you have entered into the system will be processed without interruption but no new bill payment information can be entered until Monday, April 9th.

Friday, April 6th:

- > **ONLINE24** Internet Banking and **ACCESS24** Telephone Banking services will be temporarily suspended starting at 5PM.

Saturday, April 7th:

- > All branches of CBT Bank will be closed.

Monday, April 9th:

- > **ACCESS24** Telephone Banking will resume service with enhanced functionality such as voice response commands.
- > **ONLINE24** Internet Banking and Online Bill Pay services will resume with full functionality.

ACTION NEEDED ON OR AFTER APRIL 9TH:

You may continue to login using your previous UserID and password, however, upon your first login you will be prompted to select a Personal Image and establish new security questions.

- > CBT Bank's NEW enhanced Mobile Banking app will be available for download and will now include Person to Person and Account to Account payment options!

ACTION NEEDED ON OR AFTER APRIL 9TH:

Even if you are already enrolled in Mobile Banking, you still need to download CBT's new enhanced Mobile Banking app. On April 9th, you may log in using your existing UserID and passcode but

you will need to recreate any account alerts you wish to have in place. Don't forget to delete the old app!

*If you are not already a Mobile Banking user, first visit CBTBank.bank to enroll in **ONLINE24**. Then download the CBT Bank app and follow the prompts to get started banking on your smart phone or other mobile device! Be sure to have your full account number handy.*

- > All Club accounts will become fully automated, meaning that at maturity the proceeds must be deposited to a CBT Bank checking or savings account in order for the account to automatically renew. (Corporate club accounts maintained through an employer may continue to receive proceeds via check.)

ACTION NEEDED ON OR AFTER APRIL 9TH:

To ensure that your Club account automatically renews at the next maturity, contact your local community office to sign up for automatic deposit of the proceeds to a CBT Bank checking or savings account. Otherwise, upon maturity your Club account will close and it will be necessary to visit a CBT branch to open a new club account.

- > Effective April 9th, CBT Bank's new Routing number is 031312398. You can continue to use your current checks and deposit slips and there will be no interruption to any established automatic payments or direct deposits you already have in place. Any checks with the prior CBT Bank Routing number will continue to be accepted indefinitely, but upon reorder your new CBT Bank checks will have the new Routing number. After April 9th, the following Routing number is the one you should use when setting up new automatic payments/direct deposits and sending wire transfers.

NEW ROUTING NUMBER:

031312398

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