



WANDA STATE BANK

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To Our Valued Customers,

In an effort to provide our customers with the best possible banking experience, The Wanda State Bank will be implementing a new core operating system at our bank. This new system includes changes in how we process transactions, our debit card system, and our online banking system just to name a few. This new, more reliable, core system will allow you to take a more active role in your banking experience. The conversion process is already underway and will continue over the next few months, with the official launch the weekend of October 20, 2023. We will be communicating with you over the next few months with statement stuffers, online messages, and letters as we unveil the new system. It is **very important** to read over all correspondence as there will be changes where you will need to take specific action by certain dates to facilitate a smooth conversion.

Debit Cards: This fall you will receive a new MasterCard Debit Card and a new PIN number. This new card will replace your existing debit card. On October 23rd your current Debit card will cease to work and at that time you will be allowed to activate your new card. You will then need to destroy your old card. If you have any automatic payments set up with your old card, you will need to contact those businesses and give them your new card information.

Online Banking: After Monday, October 23rd, your new online banking will be accessed through our recently updated www.wandastatebank.com website. Any old online banking bookmarks or shortcuts will need to be deleted and replaced with our new site. Your existing internet banking account will transfer to the new system; however, you will need to reset your password to proceed on the new system.

Mobile Banking: If you currently use our mobile app, you will be required to delete the old app and download the new one on or after October 23, 2023.

Bill Pay: If you are a current Bill Pay user, your account information will still be available and will transfer to the new online banking systems. However, from October 16th - 23th you will not be able to add any new bill pay recipients or make changes to any recurring payments/transfers. This provides us with some time to transfer your existing information to our new system.

E-statements: If you are an eStatement user, Thank You! We strongly suggest downloading your previous eStatements, as a form of insurance when we transfer them to the new online banking system. If you are not currently enrolled in eStatements and would like to, you may contact us at any time. Once enrolled you will receive an email notifying you when your eStatements are ready to view via your online banking. Please be aware that ALL customers will receive one paper statement as part of the conversion process.

Telephone Banking: After October 23rd we will have a new Voice Banking system including a new toll-free number. Customers using our Dial A Bank System will be transferred to our new Voice Banking system and assigned a temporary password. You will be prompted to change your password during the initial login process. The new phone number and temporary password will be provided closer to conversion.

As you can see, this is going to be a large process not only for us, but for you, our valued customers as well. We look forward to assisting you through this new transition, and ask for your patience through the process. We are confident that the time and effort will be well worth the improvement to your banking experience.

Please continue to watch for statement inserts and future letters in the coming months. If you have any questions, please feel free to contact us at 507-550-1678. We will also be posting all our letters and informational materials on our website at www.wandastatebank.com/conversion.

Sincerely,

Tim VanDerWal
President/CEO
Wanda State Bank