IMPORTANT CHANGES

Online Banking

Beginning on Friday, July 13th at 4:00 PM online banking will enter an 'inquiry only' status. This means that balance information will not be displayed in real-time. Additionally, the ability to complete a transfer between accounts, set up new transfers, or edit current account transfers will be restricted.

Online banking services will be available once again on Monday, July 16th through our website, csbloyal.com.

The cut-off time for online banking transfers will be 6:00 PM beginning Monday, July 16th.

==*The following information will be required in order to log into the new online banking system.*==

- o **Login ID (User Name) will still be the same for all accounts but <u>must be typed in lowercase letters.</u>**
- o **Online banking password will temporarily be the last 4 digits of a user's social security number.**
- o **After entering the ID and password customers will be prompted to choose a new password and new challenge questions**.
- o **Users with a Login ID (User Name) less than 6 characters long will be required to change their Login ID**.

Mobile App Banking

Mobile banking will be disabled Friday, July 13th at 4:00 PM. Mobile access and mobile deposit functions will not be available.

CSB's brand new mobile banking app will be available for download in app stores on Monday, July 16th.

Online Banking Bill Payment

The Bill payment portal within online banking will be unavailable beginning Thursday, July 12th at 11:00 AM.

Please have any bill payments sent or scheduled to be sent no later than this date to ensure payment delivery. CSB is making every effort to transfer Bill Payment payees and scheduled payments to the new online banking system.

Telephone Banking

Telephone banking will not be available beginning Friday, July 13th at 4:00 PM until July 16th. Only one telephone number will be available for customers to use for telephone banking beginning July 16th. The only automated telephone banking system phone number to access account information will be 1-877-257-3304.