



# Skyline National Bank

ALWAYS OUR BEST

## Important Combination Information for You Debit Cards & Online Banking

We are determined to make the process of becoming Skyline National Bank as seamless as possible. Here you will learn of some important changes that will take place during our conversion weekend, September 7th—10th. Please take time to review this carefully as it will explain how our debit cards and online banking will be affected during this process.

If you have any questions please feel free to contact us at 1-866-773-2811.

### Conversion Weekend At-A-Glance

#### Friday, September 7: *Conversion weekend starts.*

- Customer Service Telephone Support open from 8:00 am - 8:00 p.m. Call 1-866-773-2811.
- All branches will close at 2:00pm on Friday, September 7 and will reopen on Monday, September 10.
- Online Banking and Wire Services become unavailable until 9:00 a.m. on Monday, September 10.
- Continue to use your Great State Bank debit card throughout the weekend.

#### Saturday, September 8:

- Skyline Customer Service Telephone Support open from 8:00 am - 5:00 p.m. Call 1-866-773-2811.

#### Sunday, September 9:

- Skyline Customer Service Telephone Support open from 12 noon - 5:00 p.m. Call 1-866-773-2811.

#### Monday, September 10: *Conversion weekend ends.*

- All branches reopen at their normal time.
- Online Banking and Wire Services become available.
- Begin using your activated Skyline National Bank MasterCard®. Your Great State Bank debit cards will no longer work.

#### Tuesday, September 11:

- Bill Pay becomes available through Online Banking.

### Debit Cards

- Your new Skyline debit cards will be received through the mail prior to September 7.
- Continue to use your old Great State Bank debit card throughout conversion weekend.
- You will need to activate your new Skyline National Bank debit card once you receive it.
- Once activated, you will be able to choose your PIN (feel free to use your current PIN or pick a new one).
- You will have a new MasterCard® debit card with a new card number and a new expiration date.
- Be sure to update any recurring payments that you have set up using your debit card as source of payment.
- ATMs should be available throughout the weekend.
- Starting September 10 at 8:00am, you will need to start using your new Skyline National Bank debit card. It is important that you activate your new card as soon as you receive it.
- If you lost or never received your new debit card through the mail, contact us at 1-866-773-2811.

### Online Banking

- Online Banking will be unavailable during conversion weekend, September 7 - 10. Once it has been converted you will have full access to your Online Banking again at [www.skylinenationalbank.com](http://www.skylinenationalbank.com) beginning Monday, September 10.
- Your payees in Online Bill Pay will transfer automatically.
- Your Bill Pay payment history will not transfer over. You may print your payment history prior to September 7 if you would like. Otherwise your online payment history will be available on your account statements, as in the past.
- Bill Pay will be available through your online banking beginning Tuesday, September 11.



Member FDIC