



# Skyline National Bank

ALWAYS OUR BEST

## Important Combination Information for You

### Debit Cards and Online Banking

We are determined to make the process of becoming Skyline National Bank as seamless as possible. Here you will learn some of the important changes that will take place during our conversion weekend, November 8-12, 2024. Please take time to review this carefully as it will explain how your debit cards and online banking will be affected during this process.

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

#### 4:30 p.m., Thursday, October 31:

- The ability to add eBills (eBills are bills that are received electronically instead of paper) will become unavailable at the end of business and will not be available until Tuesday, November 12. Any existing eBills that are currently in your inbox will still be available. Beginning Tuesday, November 12, you can re-enroll for eBills within Skyline National Bank's bill pay service.

#### Conversion Weekend At-A-Glance

##### Thursday, November 7:

- The ability to schedule a bill payment via Online Banking will become unavailable at the end of business and will not be available until Tuesday, November 12. All previously scheduled bill payments will be paid just as they normally are without interruption. You will have the availability to view history of previous payments up to the end of day on Thursday, November 7.

##### Friday, November 8: *Conversion Weekend Starts*

- Skyline Customer Service Telephone Support open from 8 a.m. – 8 p.m. Call 866-773-2811.
- The Johnson County Bank branch will close at 2 p.m. on Friday, November 8 and will reopen on Tuesday, November 12.
- Online Banking and Wire Services become unavailable until Tuesday, November 12.
- Continue to use your Johnson County Bank debit card throughout the weekend.

##### Saturday, November 9:

- Skyline Customer Service Telephone Support open from 8 a.m. – 5 p.m. Call 866-773-2811.

##### Sunday, November 10:

- Skyline Customer Service Telephone Support open from 12 p.m. – 5 p.m. Call 866-773-2811.

##### Monday, November 11:

- Skyline Customer Service Telephone Support open from 8 a.m. – 5 p.m. Call 866-773-2811.

##### Tuesday, November 12: *Conversion Weekend Ends*

- Johnson County Bank branch is now Skyline and reopens at their normal time.
- Online Banking, Bill Pay, and Wire Services become available.
- Begin using your activated Skyline National Bank MasterCard debit card. Your Johnson County Bank debit card will no longer work.

#### Debit Cards

- Your new Skyline National Bank MasterCard debit card will be received through the mail prior to November 8.
- Continue to use your old Johnson County Bank debit card throughout conversion weekend.
- You will need to activate your new Skyline National Bank MasterCard debit card once you receive it.
- Once activated, you will be able to choose your PIN.
- You will have a new Skyline National Bank 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 Johnson County Bank debit card as a source of payment.
- ATMs will be available throughout the weekend.
- Starting November 12 at 8:00 a.m., you will need to start using your new Skyline National Bank MasterCard 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 866-773-2811 or visit your local Skyline National Bank branch and we will be happy to assist you.

#### Online Banking

- Online Banking will be unavailable during conversion weekend, November 8-12. Once conversion is complete, you will have full access to your Online Banking again at SkylineNational.Bank beginning Tuesday, November 12.
- Your payees in Online Bill Pay will transfer automatically.
- Your Bill Pay history will not transfer over. You may print your payment history prior to November 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, November 12.