

October 9, 2020

INTERNET BANKING: IMPORTANT INFORMATION

We are excited to announce we will be upgrading our internet banking platform on **October 26, 2020**. As we prepare for these upcoming improvements, we would like to take this opportunity to provide you with important information regarding our upgraded system, so please read this letter carefully.

Important Dates for your online access:

- **Thursday October 22, 2020:** Bill Payment services will be unavailable starting 4pm CTD. Payments scheduled prior to this date will process as normal.
- **WEEKEND OF October 24-25th:** Internet banking access will be available in **“Inquiry Only”** mode starting at 4pm CTD on **FRIDAY October 23rd**. Please plan accordingly and conduct all internet banking transactions prior to these dates.
- **October 26, 2020:** Upgraded system goes live at approximately 8AM CTD.

Instructions for Signing on to the Upgraded Online Banking Platform ON OR AFTER 10/26/2020

1. **Log on to our website at “WWW.CNBANKTX.COM”.**
Select the “ONLINE BANKING” button to sign on to the system just as you normally would.
2. **Your existing User ID will be converted to the upgraded system however your will need to use all lowercase letters.**
Click and enter your User ID then click “Submit”.
3. **Your password will NOT be converted to the upgraded system.**
Your new password will be: Last 4 numbers of your Social Security Number
You will be asked to change your password before you gain access and maybe required to reset your security questions.

Account history, auto transfers and current Bill Pay information will be carried over into the upgraded system.

IMPORTANT: If you have not signed into Internet Banking during the last 12 months and you are a Bill Pay user, you must re-enroll into Bill Pay to keep your reoccurring payments active.

Added Features:

- Download our Mobile Banking App for banking on the go. Available for Apple and Android.
- Forgot your Password: Having trouble logging in? Reset your own password with the “Forgot your password” feature.
- E-Statements: Access e-statements quicker and easier!

If you have any questions about our upcoming improvements, please feel free to contact us directly at 830.426.3066

Thank you for your time and continued business.

Sincerely,
Community National Bank