



# FNB Bank

FONTANELLE  
(641) 745-2141  
fnbfontanelle.com

GREENFIELD  
(641) 743-2163  
fnbgreenfield.com

MASSENA  
(712) 779-2234  
fnbmassena.com

ANITA  
(712) 762-3100  
fnbanita.com

CORRECTIONVILLE  
(712) 372-4421  
fnbcorrectionville.com

July 18, 2024

**We are upgrading our systems to better serve you!**

## **Digital Banking Information**

Starting at 2:00 p.m. on Friday, August 2, 2024, and continuing over the weekend, we will be performing maintenance on our Digital Banking products which includes our Online Banking and mobile app. This means that you will **not** be able to make transfers or mobile deposits after 2:00 p.m. on Friday, August 2, 2024, until after 8:00 a.m. on Monday, August 5, 2024, as our systems will be in Inquiry mode only. **If you need to complete a transfer or make a mobile deposit, you must have it submitted before 2:00 p.m. on Friday, August 2, 2024.** Our offices will be open our normal hours during this upgrade time, so please contact your local FNB office for help if needed.

After our upgrade, as part of this process, depending on the settings on your computer or mobile device, you may be asked to enter your username in addition to your password. *If you are unsure of your username or password, we strongly encourage you to contact your local FNB office as soon as possible so that you have this information available to you for your first login on August 5, 2024, or after.* After successfully entering your username and password, you will also be asked to re-create your security challenge questions on our new digital banking system. Because of this, we suggest you complete your first login on (or after) August 5, 2024, from a computer or a web browser on your mobile device by accessing our website at [www.fnbfontanelle.com](http://www.fnbfontanelle.com) and entering your username and password in the Online Banking section on our homepage.

**QuickBooks/Quicken Software Customers**—If you use these products to download your FNB Bank account information, please see information on the back of this page for detailed instructions to follow as part of our upgrade.

## **Debit Card Information**

Your debit card will work during the upgrade with a few exceptions. There will be an expected period on Friday, August 2, 2024, from approximately 3:00 – 4:00 p.m. and again on Monday, August 5, 2024, from approximately 9:00 – 10:00 a.m. when card transactions will be declined, so please be prepared with an alternate form of payment during these windows. Also, please be aware that during the upgrade process (3:00 p.m. on Friday, August 2, 2024 through 10:00 a.m. on Monday, August 5, 2024) any “person-to-person” payments (i.e. Venmo®, Zelle®, CashApp®, etc.) may be declined. Balance inquiries will be unavailable during the migration weekend.

## **Periodic Statement Information**

There will be some changes to our periodic statement process. Checking account statements will be cycled at the end of the month. If you receive a paper statement that you pick up in your local FNB office, after the upgrade weekend, the statement will be delivered to you through the U.S. Mail system. Whether your statements are provided in paper or electronic format, you will notice a new fresh look—color, duplexed, and enhanced statement messaging options to name a few. This is a great opportunity to enroll in our eStatement offering if you haven’t taken advantage of that convenient service yet. Please contact your local FNB office if you have questions or need assistance enrolling in eStatements.

## **IMPORTANT ACCOUNT INFORMATION-YOUR ABILITY TO WITHDRAW FUNDS**

Effective Monday, August 5, 2024, for determining the availability of your deposits, every day is a business day, except Saturdays, Sundays, and federal holidays. If you make a deposit on a business day that we are open, we will consider that day to be the day of your deposit. However, if you make a deposit on a day we are not open, we will consider that the deposit was made on the next business day we are open.

Thank you for your patience during this exciting upgrade!! If you have any questions, please contact your local FNB office.

Sincerely,

**FNB Bank**

## ATTENTION QUICKBOOKS AND QUICKEN USERS

As part of our systems upgrade as described on the front page, you will need to make changes to your QuickBooks and/or Quicken software. Please carefully review and **take action** as described in the Conversion Instructions linked on our website in the “NOTE” banner at the top of our website ([www.fnfontanelle.com](http://www.fnfontanelle.com)) to ensure a smooth transition. Please note there are specific instructions depending on which product you use-QuickBooks Desktop, QuickBooks Online, or Quicken.

The conversion instructions reference two Action Dates. Please use the dates provided below:

1<sup>st</sup> Action Date: **August 2, 2024**

A data file backup and a final transaction download should be completed by this date. Please make sure to complete the final download before this date since transaction history might not be available after the upgrade.

2<sup>nd</sup> Action Date: **August 5, 2024**

This is the action date for the remaining steps on the conversion instructions. You will complete the deactivate/reactivate of your online banking connection to ensure that you get your current Quicken or QuickBooks accounts set up with the new connection.

Intuit aggregation services may be interrupted for up to 5 business days. Users are encouraged to download a .QFX (Quicken) or .QBO (QuickBooks) file during this outage. The following services may not work during the outage.

- Quicken Win/Mac *Express Web Connect/Quicken Connect*
- QuickBooks Online *Express Web Connect*

Please carefully review your downloaded transactions after completing the migration instructions to ensure no transactions were duplicated or missed on the register.

If you have questions, please contact us at (641) 745-2141 or (800) 428-3423.