

# SYSTEM UPGRADE: REMINDER & ADDITIONAL INFORMATION AS OF 4/23/24

Citizens Savings Bank will be launching a new upgraded mobile banking app and bill payment experience. If you are currently a mobile app user, you **MUST DOWNLOAD** the updated app from your device's app store beginning on May 13, 2024. The current app will no longer work on your mobile device beginning on May 13, 2024.

If you do not use our mobile banking app or bill payment services, you will not be impacted by this upgrade. You will continue to access our online banking services by using your current login credentials through the Citizens Savings Bank website. Please consider downloading our upgraded mobile app, which lets you access banking services on the go, allowing you to save time and make payments more conveniently.

## NEW UPDATED MOBILE BANKING APP

The new app will be available in your device's app store to download on May 13, 2024. Once you download the new app, you can delete the old one. **Beginning May 13, 2024, you will NOT be able to access your account information on your mobile device until you download the new Citizens Savings Bank app.**



The new app on your mobile device or tablet app utilizes the same bank-level security and allows you to check balances, recent transactions, account history, make mobile deposits, pay bills and transfer funds. Your mobile banking experience will have the same great features and more which include:

- Quicker availability on mobile deposits on eligible accounts
- Bill Pay with Bill Discovery
- Ability to receive text message alerts related to your accounts
- Instant balance on your mobile device's home screen
- One login for your mobile banking, online banking & bill pay services
  - > Mobile app users will need a PIN to login, or use biometric identification

### COMING SOON

- TransferNow® (transfer funds between Citizens Savings Bank accounts and accounts held at other financial institutions)
- Zelle® (send and receive money to people you know and trust using email addresses or mobile numbers)

## MOBILE DEPOSITS:

Due to the upgrade window between 5/9/24-5/13/24, no mobile deposits should be submitted on or after 5/9/2024 using the current mobile banking app. Mobile deposits can be submitted using the new mobile banking app beginning on or after 5/13/2024.

## BILL PAY USERS: UPGRADE BEGINS 5/9/24

All bill pay users will be impacted by the system upgrade. Please **DO NOT** schedule new payees or payments between 5/9/24-5/13/24. All payee information and payments made on or before May 9, 2024 will process as usual.

Please review the following information:

- No payments should be scheduled on the current system to be paid after 5/9/24.
- Please download your bill pay history before 5/9/24.
- Personal payments or external account transfers scheduled (i.e., friends or family) will not move to the new system.
- Payees without a valid U.S. address will not convert to the new system.

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## QUESTIONS?

If you have questions, email us at [customersupport@citizens-savings.com](mailto:customersupport@citizens-savings.com) or call our Deposit Operations Department at 570-587-0655, ext. 1. You can also reach any of our branch offices, toll free at 1-800-692-6279, ext. 4.

If you have any trouble logging into your mobile banking app or bill pay after May 13, 2024 you can still log in to online banking services at [www.citizens-savings.com](http://www.citizens-savings.com).

Visit our website for more information as we move through this system upgrade.

## **ONLINE BANKING**

Your online banking system will remain the same. If you don't use mobile banking today, you can enroll through the online banking system or by downloading the updated mobile app from your designated app store beginning on May 13, 2024. You will receive a pop up notification offering you the opportunity to enroll in mobile banking. A PIN will be created as an added security measure. Click 'enrollment' to begin the mobile banking process immediately, 'decline' to turn down the offer, or 'ask me later' to defer the offer until a future date.

## **ESTATEMENT ACCESS**

Mobile and online banking users will continue to access e-statements through the online banking platform.

If you have questions, please email us at [customersupport@citizens-savings.com](mailto:customersupport@citizens-savings.com) or call our Deposit Operations Department at 570-587-0655, ext. 1. You can also reach any of our branch offices, toll free at 1-800-692-6279, ext. 4. Thank you for your business and for being our valued customer.