



Core Conversion- Frequently Asked Questions

Why are you changing software? The Maries County Bank is excited to be converting our core platform to Jack Henry. This transition should provide employees and customers with a single, modern, and flexible platform that will automate processes and boost efficiency, while continuing to deliver high-touch customer service.

Why are you closing on May 6th? We will be closed on Saturday, May 6, 2023 to ensure the accuracy of information as we transfer to our new software provider. You will have access to funds through your debit card at slightly lower limits and by writing checks.

What happens with my debit card during conversion weekend? Your current card will still be active during conversion weekend with lower limits. These limits are designed to protect you while our software upgrade is in process. From 4:00 p.m. on May 4, 2023 to 8:00 a.m. on May 8, 2023, your Cash Limit is \$305.00, and your Point of Sale Limit is \$750.00. You may visit one of our twenty-five ATMs to access your funds.

Can I access my accounts online during conversion weekend? All Online, Mobile, and Voice Banking services will be unavailable beginning Thursday, May 4th at 3:00pm. On Monday, May 8th, your digital banking services will resume.

Will the online banking app change? Our new and improved app can be downloaded on Monday, May 8th. At that time, you may need to reset your security features. Your BillPay information and scheduled transfers will convert.

Will my Online Banking Username change? Only users that used a special character in their name will see a change. The bank is required to remove the special characters in those instances. Ex: The%Maries%County%Bank would now be TheMariesCountyBank.

Will any account numbers change? Unless you have been contacted by your local banking team, you should not have any changes to account numbers. Our routing number will stay the same, too.

What about my Christmas or Vacation Club weekly payments? If you make weekly payments via transfer or in-person, you will not be penalized for posting errors between May 4, 2023 and May 8, 2023.

Will I still be able to see my account history online? You will still have access to your account history online. The bank also maintains records as required by our Federal and State Regulators. Online access to e-statements prior to May 4, 2023 will no longer be available. You should download or print to a secure location as the actual statements will not transfer to your new Online Banking.

Why did I get a new Debit Card in the mail? We are excited to convert to a new Contactless Debit Card. You can activate your new Contactless Debit Card on Monday, May 8, 2023. If your current card has an expiration date prior to 01/26, your card will be deactivated on May 8th and we recommend you securely destroy the old card. If you use your card for any recurring payments or digital wallets, be prepared to update that information.

What if I got a new card earlier in 2023? If your current card has an expiration date equal to or greater than 1/26, your card will work through conversion. You will not get a new card.

What if I do not receive a new debit card? It could be because you are one of our Military or Mascot Account holders. You will continue to use your current card with no updates required until you receive notice from MCB.

