



In order to serve you better, we are scheduled for a technology conversion and upgrade on **Saturday, February 24th. All locations will be closed that day.**

We look forward to serving you again on Monday, February 26th, when we return to normal business hours. Please review the information below so that you may prepare, as services may be affected during that time. Customer service representatives will be available on Saturday, February 24th and Sunday, February 25th from 9:00 am to 5:00 pm to answer any questions that you may have. Please call (409) 763-1271 or email customerservice@hometown.bank

Para poder brindarle un mejor servicio, estamos programados para una actualización de tecnología el **sábado 24 de febrero. Todas las sucursales estarán cerradas ese día.** Esperamos poder atenderle nuevamente el lunes 26 de febrero, cuando volvamos al horario normal. Llámenos al (409) 763-1271 para que podamos responder cualquier pregunta que pueda tener y prepararlo para saber como nuestros servicios bancarios podrían verse afectados durante ese fin de semana.

WHAT YOU NEED TO KNOW

BANK ACCESS		
	During the Upgrade Weekend	After Upgrade is Complete
Branch Offices	All branch offices will close at regular hours on Friday, February 23 rd . All branches will be CLOSED on Saturday, February 24 th .	We will re-open on Monday, February 26 th , at 9:00 am ready for all business.
Debit Cards/ ATM	The debit card system may be affected during the conversion. Although we hope to avoid any interruption, please be prepared to utilize other forms of payment throughout the weekend of February 23rd-25th, 2024.	We are expecting to be online, real-time on Monday, February 26 th . All cards and PIN numbers will remain the same.
HTB Online Banking	Online Banking WILL NOT BE AVAILABLE Friday, February 23rd at 5:00pm until Monday, February 26th.	We will be online again on Monday, February 26 th . If you use Bill Pay, all your Payee information will be saved and available after the conversion. Your Online Banking Login and Password will remain the same.
HTB Phone Banking/CAL Line CAL - Customer Assistance Line 1-877-771-1225	Telephone Banking/ The CAL Line will not be available Friday, February 23 rd at 5:00pm until Monday, February 26 th .	Telephone inquiries will be available for all customers. The first time that you call HTB Phone Banking after Monday, February 26 th , you will need to change your PIN #. All PINs will be reset to the last four digits of your Social Security Number during the conversion process. Listen carefully as the menu options will have changed as well.
Night Deposit	The night depository will be available throughout the conversion weekend, February 24 th -25 th .	Transactions will be posted when the Bank re-opens on February 26 th .

WHAT YOU NEED TO KNOW (continued)

Account Numbers	All account numbers will remain the same.
Your Statements	<p>The look of our statements and notices <i>will change</i>. However, they will still contain the same information.</p> <p>All checking and savings accounts will receive a statement as of Friday, February 23, 2024. <i>You may receive multiple statements for the month of February</i>. This is a function of the technology upgrade and will not affect your account balances.</p> <p>Going forward, you will receive only one statement per month starting with March 2024. However, your statement may appear different when you receive your first statement after February 24, 2024. This can be attributed to the new system. Please rest assured that all information will be consistent with what you received prior to our upgrade.</p>
eStatements	<p>*IMPORTANT* If you would like to keep a record of your eStatements prior to February 2024, we suggest you download them NOW/prior to February 20, 2024 to your hard drive.</p> <p>How to download eStatements through Online Banking: Log into Online Banking and find the “Additional Services” menu. In the list, click on “eStatements”. Statement links are listed there for each account. Click on the statement you wish to view/ download. Adobe Reader will open that statement. Save the statement to your hard drive/ your computer. Repeat this process for every monthly statement you would like to save.</p>

Customer service representatives will be available on Saturday, February 24th and Sunday, February 25th from 9:00 am to 5:00 pm to answer any questions that you may have. Please call (409) 763-1271.

Frequently Asked Questions

Will there be a period of time I do not have access to my funds/ view balances/ view transactions due to the system conversion on February 24th?

Customers will not have access to online banking during the conversion weekend so login to the app and/or website will not be available to view balances or transactions. We do not anticipate there being any time you will be unable to access your funds by debit card or check; However, please carry an alternative form of payment during the conversion weekend in case HomeTown Bank experiences an unplanned disruption of service.

How does the system conversion affect online banking and bill payment?

Customers will not have access to online banking during the conversion weekend so login to the app and/or website will not be available to view balances or transactions. Online banking access will be suspended at 5:00 pm Friday, February 23rd. Bill payment services will be suspended as well. No payments scheduled for Saturday, February 24th or Sunday, February 25th will be completed. After the conversion, payee and payment history will remain in the system for your access.

Who should I contact if I have questions during the process of the systems conversion?

HomeTown Bank employees will be available by phone until 6:00 pm on Friday, February 23rd and again on Saturday, February 24th and Sunday, February 25th from 9:00 am to 5:00 pm or via email at customerservice@hometown.bank

After the software upgrade/ conversion.....

Will my account number stay the same?

Yes. You will have the same bank account number(s) you currently have for checking, savings, money market, CDs, IRAs and loans.

May I continue to use HomeTown Bank checks?

Yes. You may continue to use your current HomeTown Bank checks. Please contact us when you are ready for a re-order and we will be glad to assist you.

May I continue to use my existing HomeTown Bank debit card after the conversion weekend?

Yes. You may continue to use your current debit card after the conversion weekend and at all times thereafter. You will not need a new debit card.

*We do not anticipate there being any time you will be unable to access your funds by debit card during the conversion weekend of Saturday, February 24th through Sunday, February 25th; However, please carry an alternative form of payment during the conversion weekend in case HomeTown Bank experiences an unplanned disruption of service. *

When can I expect to receive my deposit account statements?

We will generate a deposit account statement at the close of business on Friday, February 23rd for all deposit accounts. Therefore, all accounts will receive two statements for the month of February (One on the account's normal cycle date and one additional statement). Savings account statements will remain quarterly.

Will my current direct deposits and automatic drafts be affected?

Since your account number is not changing, all current direct deposits or automatic drafts will continue to be processed normally after the conversion.

Is the Bank routing number changing?

No. HomeTown Bank will continue to use the same routing number: 113100570.

Will my funds continue to be FDIC-insured?

Yes. We are not making any changes to FDIC insurance which currently provides at least \$250,000 of coverage on interest-bearing accounts and unlimited coverage for non-interest-bearing accounts. In many cases, accounts can be insured for more than \$250,000. Our New Account Representatives are happy to help assess your individual situation.

May I still call HomeTown Bank if I have any further questions?

Absolutely. The employees at your branch location can handle your needs and requests. You may also call our main phone number at (409) 763-1271. Customer service representatives will also be available on Saturday, February 24th and Sunday, February 25th from 9:00 am to 5:00 pm to answer any questions that you may have.

Our goal is to make this transition as smooth as possible for our valued customers. Please do not hesitate to contact us, if you have any questions or need assistance.



www.hometown.bank

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