

# Timeline of Conversion

## - Important Dates

Right now, there isn't anything you need to do. Please continue to conduct your banking with Chasewood Bank as normal using your same account numbers, checks, debit cards, and online banking access. Below is a quick reference of key dates. Please reference your conversion booklet for full details.

### FRIDAY, FEBRUARY 14<sup>th</sup>

- All Chasewood banking centers (including drive thrus) will close at 5:00 p.m. and remain closed through the conversion weekend.
- Chasewood ATMs will be unavailable after 5:00 p.m. You may continue to use your debit card through Monday.
- Chasewood Bank's consumer online banking and telebanking will go into inquire-only status at 2:00 p.m. - no transactions within online banking or telebanking may be performed after 2:00 p.m.
- Chasewood Bank's business online banking will no longer be available after 2:00 p.m.

### SATURDAY, FEBRUARY 15<sup>th</sup>

- All Chasewood banking centers (including drive thrus) are closed.

### MONDAY, FEBRUARY 17<sup>th</sup>

- All banks are closed due to the Presidents Day holiday.
- All access to Chasewood's consumer online banking will cease at 2:00 a.m.
- Chasewood Bank debit cards deactivated at 8:00 a.m.
- Begin using your new Austin Bank debit card.

### TUESDAY, FEBRUARY 18<sup>th</sup>

- All banking centers will reopen with new business hours:
  - **Houston - Cypress Creek** (20333 ST HWY 249, Ste 100):
    - \* Lobby -  
Monday through Thursday, 9 a.m. to 4 p.m.  
Friday 9 a.m. to 5 p.m.  
Saturday - Closed
    - \* Drive Thru -  
Monday through Friday, 8 a.m. to 5:30 p.m.  
Saturday 9 a.m. to 12 p.m.
  - **Spring - Champion Forest** (8500 Cypresswood Dr, Ste 101):
    - \* Lobby -  
Monday through Thursday, 9 a.m. to 4 p.m.  
Friday 9 a.m. to 5 p.m.  
Saturday - Closed
    - \* Drive Thru -  
Monday through Friday, 9 a.m. to 5 p.m.  
Saturday 9 a.m. to 12 p.m.
- Access to online banking will be available through AustinBank.com; telebanking available at 888.758.2265.



# Debit Card & Online Banking

## - Quick Reference Guide

### DEBIT CARDS

- A new Austin Bank debit card will be mailed to you on or before February 3<sup>rd</sup> with activation instructions.
- Continue to use your Chasewood debit card through 8:00 a.m. on Monday, February 17<sup>th</sup>.
- Start using your new Austin Bank debit card on Monday, February 17<sup>th</sup>.
- We advise you to destroy your Chasewood debit card by shredding or cutting through the magnetic strip and card number on Monday, February 17<sup>th</sup>. It will not work after this date.
- Debit cards will be in operation with reduced limits between February 14<sup>th</sup> and February 18<sup>th</sup>. You are encouraged to plan accordingly to meet your cash needs during that weekend.

### ATM

- All Chasewood Bank ATMs will be out of service from 5:00 p.m. on Friday, February 14<sup>th</sup>, until Tuesday, February 18<sup>th</sup> to allow for installation of new smart ATMs on the Austin Bank system.
- Smart ATMs will dispense cash, accept deposits, and allow for PIN changes.

### ONLINE BANKING

- Chasewood Bank's consumer online banking will go into inquire-only mode at 2:00 p.m. on Friday, February 14<sup>th</sup>. You will be unable to complete any transactions via online banking after this time.
- Chasewood Bank's business online banking will not be available after 2:00 p.m. on Friday, February 14<sup>th</sup>.
- If needed, download and print your Chasewood Bank account statements prior to 2:00 p.m. on Friday, February 14<sup>th</sup>. Copies of statements will be available in bank offices but not in online banking after this time.
- Effective Tuesday, February 18<sup>th</sup>, you will access online banking through [www.AustinBank.com](http://www.AustinBank.com). Consumers will log in using their current online banking credentials. Business online banking users will be contacted and given new credentials.
- You may download and use the Austin Bank mobile apps (personal and business) beginning Tuesday, February 18<sup>th</sup>. Apps are available from the Apple App and Google Play stores. Search 'Austin Bank'.



### CUSTOMER CARE CENTER

800.644.9275

[customercare@austinbank.com](mailto:customercare@austinbank.com)

Available:  
Monday - Friday, 7 a.m. to 7 p.m.  
Saturday, 8 a.m. to 12 p.m.