



Schofield • Weston • Wausau

Exceeding Your Expectations

Important Notice!

Dear valued customer,

Intercity State Bank is excited to announce that we are upgrading our core banking system over the weekend of **June 1st, 2019**. Our core banking system is the computer software that processes our major banking functions, such as handling deposits and withdrawals, creating and mailing statements, processing loan payments, tracking loan history, and online and mobile banking.

We are making this change because upgrading our core system will allow us to enhance our security measures and improve processing, which will enable us to better serve our customers. The change will primarily take place within the internal departments of the bank, as well as an improved look to monthly statements.

Our customers can be assured that all personal data and account information is safe and secure, as always. Funds also remain secure as all Intercity State Bank accounts continue to be insured in accordance with FDIC regulations.

Service Availability Schedule

	Thursday 5/30	Friday 5/31	Saturday 6/1	Sunday 6/2	Monday 6/3
Branch Offices	Regular Business Hours	Regular Business Hours	Regular Business Hours	Closed	Regular Business Hours
Online Banking (IOL)	Available	Inquiry Mode Only after 4:00 PM	Inquiry Mode Only	Inquiry Mode Only	Available
On-Line Business Banking (IOL-B)	Available	Unavailable after 4:00 PM on Friday	Unavailable	Unavailable	Available
Online Bill Pay	Available	Unavailable after 12:00 PM	Unavailable	Unavailable	Available
Mobile App	Available	Inquiry Mode Only after 4:00 PM	Inquiry Mode Only	Inquiry Mode Only	Available
Round-the-Clock Bankline	Available	Inquiry Mode Only after 4:00 PM	Inquiry Mode Only	Inquiry Mode Only	Available (833) 587-5534
ATM Networks	Available	Available	Available	Available	Available
Debit Card	Available	Available	Available	Available	Available

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Mailing Address: PO Box 560 Schofield, WI 54476-0560

intercitystatebank.com



Member FDIC

IMPORTANT CHANGES

Online Banking (IOL, Round-the Clock Bankline, Mobile App)

Beginning on Friday, May 31st at 4:00 PM, online banking will enter an “inquiry only” status. This means that balance information will not be displayed in real-time. Additionally, the ability to complete a transfer between accounts, set up new transfers, or edit current account transfers will be restricted. Online banking services will become available again on Monday, June 3rd through our website, www.intercitystatebank.com, or Round-the-Clock Bankline at (833) 587-5534.

The cut-off time for online banking transfers will be extended to 6:00 PM beginning Monday, June 3rd.

Your log on information will not change for IOL or IOL-B

Online Bill Pay

Bill pay will be unavailable starting Friday, May 31st at 12:00 PM. Please have any bill payments sent or scheduled to be sent no later than this date to ensure payment delivery. This service will become available on Monday, June 3rd.

Online Business Banking (IOL-B)

IOL-B will be unavailable after 4:00 PM on Friday May 31st. It will again be available on Monday at www.intercitystatebank.com, please note that the log in look for IOL-B will be changing with this upgrade. If you should have any questions or concerns please contact Mary at maryw@intercitystatebank.com or 715-359-4231.

E-Statements & Check Images

E-Statement history from the current online banking system will transfer to the new system. However, check images from the current system will not transfer to the new system. Please download and save all check images you wish to retain by Thursday, May 30th. Going forward, check images will be available for one year once that history has been built, which is an improvement from our current 45-day image retention.

Statements

You will receive your regular monthly May statement, but will also receive an additional statement dated May 31, 2019. Statements will be mailed monthly at the end of each month thereafter. Please note that your first statement delivered at the end of June may be a little delayed.

We thank you for your patience as we move through this migration. If you have any questions please do not hesitate to reach out to any of our employees. Thank you so much for your continued business.

Sincerely,

The Staff at Intercity State Bank