

# COUNTDOWN TO LAUNCH

## LAUNCHING A NEW INNOVATIVE BANKING EXPERIENCE

*American Nation Bank's Core Conversion*

### “STAY IN THE KNOW”

As we prepare for our upcoming core conversion, we want to ensure a smooth transition to our new systems. Below is the timeline of key dates and events leading up to the launch. Please mark your calendars and stay updated as we approach these important milestones.

**September 15, 2025:** Our new systems go live. This is a critical date as we transition to our upgraded platform, which will improve our operations and customer experience. We appreciate your patience and support during this transition period.

**NEW APP Download:** Download our new app on September 15th! This app will provide you with enhanced features and functionalities, making it easier for you to manage your accounts and access our services.

### WHAT SHOULD I EXPECT?

We understand that change can be unsettling, but we are committed to making this transition as smooth as possible for you. Here's what you can expect during the conversion process:

- Minimal Disruption: We have carefully planned the conversion to minimize any disruption to your banking experience. Services related to debit card transactions, online banking and bill pay may be affected during the weekend of September 13<sup>th</sup> and 14<sup>th</sup>. We will have dedicated teams to assist you during this transition.
- Clear Communication: We will keep you informed every step of the way, providing timely updates and information about any changes or enhancements.
- Support and Assistance: Our dedicated team will be available to assist you with any questions or issues that may arise during the transition. Your satisfaction is our priority.

While our systems are evolving, our commitment to providing exceptional customer service remains unchanged. The friendly, familiar faces you trust will continue to offer personalized care and support, whether in-branch, by phone, or online.

We are excited about the opportunities this core conversion brings and are confident that these enhancements will significantly improve your banking experience. Thank you for your trust and loyalty. Together, we are building a brighter, more efficient future for your banking needs.

