

ANB LAUNCH

FAQ'S

LAUNCHING A NEW INNOVATIVE BANKING EXPERIENCE

American Nation Bank

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At American Nation Bank, we are thrilled to announce a significant upgrade to our online banking experience. This upgrade, known as our core conversion, is part of our ongoing commitment to provide you with exceptional service and a seamless banking experience, while maintaining the same personal touch and dedication to our valued customers.

Why Make the Change?

This core conversion aims to enhance your banking capabilities, ensuring that our services are not only current but also future-oriented. Here are some of the key reasons for this important transition:

- 1. Modern Technology Platform:** By upgrading our core system, we are moving to a more modern technology platform that will allow us to innovate and introduce new features more rapidly.
- 2. Increased Efficiency:** The new system will streamline our operations, reducing processing times and improving overall efficiency for both customers and staff.
- 3. Enhanced Security:** Security is a top priority. Our upgraded system incorporates continued advanced security measures to better protect your personal and financial information.

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What to Expect During the Transition:

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:

1. **Minimal Disruption:** We have carefully planned the conversion to minimize any disruption to your banking experience. Our team will be working diligently to ensure everything goes smoothly. For more information, check out our Post-Launch Important Information for services that may be limited.
2. **Clear Communication:** We will keep you informed every step of the way, providing timely updates and information about any changes or enhancements.
3. **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.
4. **Potential Brief Disruption of Certain Services:** *You may experience interruptions in services, including online banking, bill payments, debit card transactions, and ATM operations, during September 13th and 14th.*

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.