



YOUR CONVERSION GUIDE

Table Rock Community Bank is excited to announce that as part of our ongoing commitment to provide you with the most reliable and efficient banking solutions we are launching an upgraded banking system. This upgrade will enable us to streamline our processes and improve your banking experience. In addition, it allows us to develop new products and enhanced features that will assist you in a more robust and rock-solid banking experience.

We want to let you know, in advance, how this will affect your banking experience and make you aware that some services will be temporarily unavailable during the conversion period from 5 pm on Thursday, February 1st through start of business on Monday, February 5th. The guide below will provide you with information that will prepare you for this transition. You will find information on what to expect, a conversion timeline, as well as some frequently asked questions.

We are certain you will enjoy the exciting new features and products that we will be announcing in the weeks and months to come. In the meantime, we appreciate your understanding and patience during this transition and apologize in advance for any inconvenience this may cause. If you have any additional questions, concerns or need assistance during this transition, we have staff standing by to take your call at any of our 3 locations.

417.272.9300

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WHAT TO EXPECT

ATM

ATMs will operate as normal with the exception of balance inquiries. Balance inquiries will not reflect updated information after 5pm on Thursday, February 1st until start of business on Monday, February 5th.

Bank by Phone

Bank by Phone transactions will be temporarily suspended from Thursday, February 1st at 5pm until start of business on Monday, February 5th. Any transactions needing posted before Monday, February 5th should be processed before 5pm on Thursday, February 1st.

Branch Hours

All locations will close at 3pm on Friday, February 2nd and will remain closed on Saturday, February 3rd. Branches will reopen on Monday, February 5th with regular business hours. Transactions made after 5pm on Thursday, February 1st will not appear on balance inquiries until after start of business on the following Monday.

Statements

Statements will be sent as normal. January's statement will include all transactions processed on February 1st with the February statement period beginning on February 2nd.

Debit Cards

Debit cards will remain active and available during the conversion period. Transactions will be processed based on the available funds as of Thursday, February 1st at 5pm.

Online Banking

Online banking services will be unavailable during the conversion period from 5pm on Thursday, February 1st through 8am on Monday, February 5th. Customers will have viewing access only. Balances will not update during this time and all transfers, remote deposit, and bill pay services will be temporarily suspended. If you have any automated transactions scheduled during the conversion period, we recommend that they be rescheduled for an earlier date. Otherwise, those transactions will be processed on Monday, February 5th after 8am.

End of Business Day

Starting on February 5th, 2024, End of Business Day will now be 5pm Monday – Thursday and 6pm on Friday. Any transactions processed on Saturday will post to the following Monday's business Day.

CONVERSION TIMELINE

Thursday, February 1st

All transactions processed before 5pm on Thursday, February 1st will be posted before the conversion process begins.

Friday, February 2nd

Online Banking and Bank by Phone services will be suspended, and conversion will begin. All branches will be open until 3pm. Transactions processed at the branch on Friday, February 2nd will not be visible to the customer until Monday, February 5th. ATMs will continue to work as normal, but balance inquiries will not reflect transactions processed after 5pm on Thursday, February 1st.

Saturday, February 3rd

All locations will be closed. ATMs will continue to work as normal, but balance inquiries will not reflect transactions processed after 5pm on Thursday, February 1st.

Monday, February 5th – 8am

Online Banking and Bank by Phone services will be restored and operating as normal. ATMs will have updated balances available. All locations will be open for normal business hours. Please allow a few extra minutes when visiting our branches as staff will be working to perfect and streamline new processes.

FAQs

Will there be changes to my account or routing number?

No. Account and routing numbers will remain the same.

Will there be changes to the features, services and benefits of my current banking products?

No. Current features, services, and benefits will continue to be available with some new and exciting additions in the near future.

Will my direct deposits or automatic payments be affected?

No. All direct deposits and automatic payments will transfer automatically.

Will there be changes to Online Banking and mobile app services?

No. There will be no changes to the current operation of our Online Banking services or on your mobile app.

Will I need a new Debit Card?

No. Your debit card will continue to work as normal during and after the conversion. There is no need to update your card.

What happens to my bank statements and transaction history during the conversion process?

All past bank statements and transaction history will be carried over to the new system. You will not have access to statements from Thursday, February 1st at 5pm until start of business on Monday, February 5th.

What will happen to my loan/credit lines with conversion?

All credit lines and loan accounts will remain the same. If you have an automatic payment scheduled during the conversion period from 5pm on Thursday, February 1st until 8am on Monday, February 5th, we recommend that they be rescheduled for an earlier date.

How will the conversion affect customer experience and service quality?

While we ask for your understanding and patience in the short-term as staff work to perfect new processes, the end result should be an improved and streamlined experience for our customer. It will also give us the opportunity to roll out some exciting new features and products in the coming weeks and months. The one immediate improvement you will notice is the use of electronic signature pads within our branches allowing us to minimize the amount of physical paper documents needed.