

Mutual Savings Association

2024 Core Conversion



**MUTUAL SAVINGS
ASSOCIATION**

Like a Bank...only Better!

A Message from the CEO

I would like to start by saying “Thank You” for your business. Our team at Mutual Savings is deeply honored you trust us with your financial services needs.

In 2023, MSA embarked on one of the largest projects in the 138-year history of our organization, changing our core provider and upgrading our core software. This project has taken considerable time and resources and impacts almost every aspect of our business. So, why are we doing it? First, our goal at MSA is to provide our clients with the best possible products and services. This includes our debit cards, digital banking options, as well as our small-business banking products. Over the last several years, it became clear to us our current core provider was unable to help us meet our goals. Second, Mutual Savings is committed to remaining an independent community bank. We need strategic partners who understand the challenges and opportunities unique to community banks, and who are committed to helping us continue to meet the needs of the communities we serve.

This booklet is designed to introduce some of the upgraded product offerings resulting from our conversion, as well as to inform our clients on what to expect when we “throw the switch” on our new system in late April. Please read through the material carefully. If you have additional questions, or want more information, please contact any member of the MSA team. We are excited to bring our clients these new products and services, and we are committed to making the conversion process as comfortable as possible.

Thank you again for continuing to trust Mutual Savings Association with all your financial services needs.

Warmest Regards,



Josh Hoppes
President/CEO



EXCITING NEW UPGRADES TO YOUR BANKING EXPERIENCE!

Mutual Savings Association is excited to announce some enhancements to our system. The new technology we will be implementing will allow us to make your banking experience even better!

Beginning **Thursday, April 25, 2024**, we will undergo an extensive software upgrade.

This upgrade will include:

- New and Improved **Mobile Banking App**
- New and Improved **Online Banking**
- New and Improved **Bill Pay**
- New and Improved **Debit Card Technology and Designs**
- and Much More

Please review this booklet for more details on how these changes will directly impact you.

Changes Beginning April 25, 2024

Please review each section carefully to understand how these services will be changing and what you need to do to prepare. Details will be available on our website and as always, please feel free to contact one of our customer service representatives at Mutual Savings Association at (913) 682-3491.

What you need to know:

Software upgrade

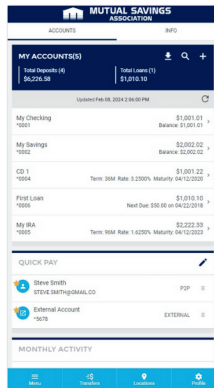
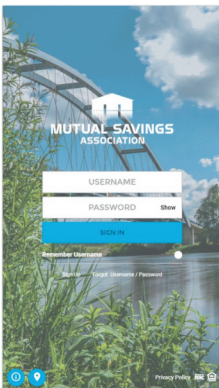
System conversion will begin on Thursday, April 25th and continue through Monday, April 29th. Mutual Savings Association will be open during our regular business hours, but some services may be impacted during this time.

ATM service

Our ATMs will be out of service the morning of April 25th as we upgrade our ATM software. Services should be restored by April 29th. You will be able to use your new card at non-Mutual ATMs. As always, we do not charge a fee for using other ATMs. We are also happy to reimburse for any fees charged by other institutions while our ATMs are unavailable.

Our new mobile banking app

The New Banking App will offer person to person payments, debit card controls and mobile deposit! Refer to the online banking section of this booklet or our website for instructions on how to log in to the new app for the first time. Please visit Google Play or the App Store on or after Monday, April 29th to download the new app.



Debit cards

You will be receiving a new debit card with EMV contactless chip. Your new card will be arriving to you in the mail between April 8th and April 19th. A document will be enclosed instructing you on how to activate your new card on or after Thursday, April 25th. Please continue using your existing debit card until April 25th. **Your old card will be inactive after this date.** Please dispose of it appropriately and begin using your new card. Balance inquiries will be unavailable Thursday, April 25th through Sunday, April 28th. Purchases and withdrawals should not be impacted.

Recurring Payments: Visa provides updated card information to companies that request that service. However, there is no way to verify which companies utilize that feature. If you have recurring payments set up using your MSA debit card, you may need to provide your new card information to any company that will process a payment after Thursday, April 25th.

Person to Person Payments (Cash App, Venmo, etc.) will be unavailable from Thursday, April 25th through Saturday, April 27th. You will be able to enter your new card information and continue using these services on Sunday, April 28th.

Online banking

Online Banking will be unavailable from 6pm Thursday, April 25th through 9am Monday, April 29th. On Monday, April 29th, you will be able to log in using your existing username. You will then be prompted for a temporary password. **Your temporary password will be your username + the last four digits of your Social Security Number.** For example, if your username is jdoe and the last four digits of your social is 1234, then your temporary password is jdoe1234. Once your temporary password has been accepted, you will be prompted to create a new password.

Account nicknames will not carry forward to the new system. We recommend you personally keep track of your account nicknames that are set up within our current system prior to Thursday, April 25th. Once you have logged in to the new system, you will be able to rename your accounts.

Bill pay

Bill Pay will not be available beginning Wednesday, April 24, through the morning of Monday, April 29th. Bill Pay users and information (including payees and scheduled payments) will not convert. Therefore, existing users will need to re-enroll and re-schedule payments after Monday, April 29th. Please ensure all bills that are due before Monday, April 29th are scheduled to process by Wednesday, April 24th. We are confident the improved experience and upgraded features of our new system will outweigh the initial inconvenience of this conversion.

Statements

All checking and savings accounts will receive a statement as of April 25th. If you typically receive a statement at month end, you will also receive your normal statement. This means you will receive two statements in the month of April. All other account statements will cut on May 10th. **Interest bearing accounts will receive interest effective April 25th and again at the end of the month.** Electronic Statements will now be available via Online Banking.

Electronic transactions

Direct deposits and automatic payments that are pending will post Thursday, April 25th which could be prior to the effective date in some cases.

Account numbers

Checking and savings account numbers will not be changing!

Loan account numbers will change. Your new account number(s) can be found in our new online banking solution or by contacting an MSA team member. If you have provided your loan account number for electronic or online bill payment service with another institution, please update your account number with that institution after Thursday, April 25th.

We are beyond excited to provide you with an even better banking experience and thank you for your patience during this transition!

If you have questions about this conversion or would like additional information, please call (913) 682-3491 or visit our website at: www.msa.bank