

## Important Changes to Online Banking Coming Soon!

On March 31, 2025, our digital services will be updated!

What does this mean for YOU?

At 4:00pm on Friday, March 28<sup>th</sup>, digital services will be unavailable. This interruption will last through the weekend and service will be restored on Monday, March 31<sup>st</sup>. Debit card usage and Bonus Points will **not** be affected by this update.

We will have **Customer Support** available to assist you at these times:

**Saturday 3/29/25 - 9:00am - 1:00pm**                      &                      **Sunday 3/30/25 - 2:00pm - 6:00pm.**

After the update is completed, you will be asked to authenticate your identity the first time you log in to online banking or the mobile app. Please be sure that we have up-to-date information for you by contacting us prior to the update. After you have been authenticated, you will be prompted to update your username and password.

You will immediately notice a new look to our online banking, but we've kept the functions the same. Below is a list of changes for specific features:

**Alerts** – All banking alerts will need to be re-established.

**Bill Pay Users** – Your bill pay history will be available, along with any scheduled payments, and current payees. Please review your Bill Pay profile after the update and contact us if there are any issues.

**External Transfers** – For security reasons, all external transfers and payees will need to be re-established and future payments will need to be re-scheduled.

**Internal Transfers** – All recurring and scheduled transfers between your bank accounts held at Citizens should not be affected. Please review your transfers after the update and contact us if there are any issues.

**Text Banking** – You will need to re-enroll in text banking. For your convenience, here are the commands that may be sent to 59217 for text banking:

- **BAL** – Account Balance
- **HIST** – Last 3 Transactions on Your Primary Account
- **TRAN** – Transfer Money from Selected From Account to the Primary Account. Ex: To Transfer \$100, Text TRAN 100.
- **HELP** – User Assistance
- **STOP** – Cancel Text Banking Enrollment

**Quickbooks/Quicken Users** – Services can be interrupted for up to 5 business days post update. Please visit our website for important steps to take before and after the update.

Please feel free to contact us with any issue you may have!

Citizens Bank of Ada  
123 W 12<sup>th</sup> St.  
Ada, OK 74820  
(580) 332 - 6100

