

## Key Dates & Times



SERVICE AVAILABLE



SERVICE UNAVAILABLE

Please take note of the following dates and times as the below banking services will become unavailable due to our system upgrades.

	May 11 MONDAY	May 12 TUESDAY	May 13 WEDNESDAY	May 14 — May 17 THURSDAY - SUNDAY	May 18 MONDAY
Online Banking				<p>Starting <b>Thursday, May 14 at 6:00PM</b>, system upgrades will make <b>Online Banking, TeleBanking and the Mobile Banking App</b> unavailable.</p> <p>However, <b>you will still be able to access your accounts during this downtime by calling or visiting a Kish Bank branch.</b> You can also <b>continue to use your debit card and checks.</b></p> <p>If you have any questions or issues, you <b>can contact our dedicated Kish Innovation Support Line at 1-888-702-6087.</b> This line will have expanded support hours of 8:00AM to 8:00PM starting May 11 through June 7.</p>	<ul style="list-style-type: none"> <li>Service resumes at 9:30AM</li> <li>Log in using your existing Username. Your password is reset to your Username plus the last four digits of your SSN</li> </ul>
Mobile Banking App					<ul style="list-style-type: none"> <li>Service resumes at 9:30AM</li> <li>Apple Users: update the mobile app on your device</li> <li>Android Users: delete the old app &amp; download the new Kish Bank app on your device</li> </ul>
Mobile Deposits	Due to system upgrade, service unavailable starting at 12:00AM				<ul style="list-style-type: none"> <li>Service resumes at 9:30AM</li> <li>Mobile deposit limits increase to \$5,000/day</li> </ul>
Online Bill Pay			Due to system upgrade, service unavailable starting at 6:00PM		<ul style="list-style-type: none"> <li>Service resumes at 9:30AM</li> <li>All scheduled bill payments will transfer to the new system</li> </ul>
TeleBanking					<ul style="list-style-type: none"> <li>Service resumes at 9:30AM</li> <li>Create a new PIN when calling the first time. Your temporary PIN is the last four digits of your SSN</li> </ul>
ATMs			Cash withdrawals will be the only service available starting at 12:00AM		<ul style="list-style-type: none"> <li>ATMs will start being restored to full capability. Individual ATMs will have proper signage for their capabilities. Check <a href="https://www.kishinnovation.com">KishInnovation.com</a> for the latest status of each Kish ATM</li> </ul>
Debit Cards			Transaction limits temporarily decrease from \$1,000 to \$600		<ul style="list-style-type: none"> <li>Normal transaction limits resume</li> <li>Continue using your debit card as usual</li> </ul>

Online & Mobile Banking and Bill Pay	Checking, Savings, Money Market Accounts, & Statements	Green Checking & Health Savings Accounts	CDs & IRAs	Loans
Alerts, bill payments, transfers, and transaction history will carry over to the new Digital Banking experience on May 18.	Your current accounts are transitioning to new account types on May 18. Details available at <a href="https://www.kishinnovation.com">KishInnovation.com</a> . Account numbers are not changing. You will receive a final paper statement with activity through May 14. If you are currently enrolled in eStatements, you will continue to receive them and also begin receiving eNotices.	These accounts are not changing. Continue using your account as usual.	All terms will remain the same. However, the renewal grace period for CDs will change to 10 calendar days going forward.	All terms will remain the same. All payments, including automatic payments, should continue as usual.