



# AN ENHANCED BANKING EXPERIENCE

Coming September 14th



Providing the banking tools you need, when and where you need them.

As a customer-driven community bank, Sentry Bank is committed to providing personalized service, localized decision-making and proven technology, while promoting a positive environmental and social example to it's community.

As part of this commitment we will be transitioning to an enhanced online experience for you, our valued customer. Please be sure to review this document for an in-depth description of how these services will be changing and what you need to do to prepare for our enhanced online and mobile banking.

Details will be available on our website and as always please feel free to contact one of our friendly customer service representatives at your nearest Sentry Bank location.

We anticipate a smooth transition with very little disruption to you. We appreciate your patience as we navigate these exciting changes and we cherish your continued trust and confidence.

## Enhanced Features to Make Banking Easier

- Person-to-Person (P2P) Payments
- Bill Pay
- Mobile Banking
- Mobile Deposits
- Secure, Easy-to-Use Interface
- And more...

## Modified Branch Hours During Transition

**Saturday, Sept. 12th**

All Sentry Bank branches will be closed

**Monday, Sept. 14th**

Normal business hours resume with enhanced banking features in place

For more information please call **(320) 363-7721** or visit **mysentrybank.com**

# WHAT YOU NEED TO KNOW:

Be prepared for the enhanced banking experience

## Online Banking

- Online banking will be inquiry view only beginning at 4:00 p.m., on Thursday, Sept. 10th.
- Effective Monday, Sept. 14th, you will login using your existing login ID. You will then be prompted for your temporary password.
- Please note: After Monday, Sept. 14th, you may have limited transaction history. However, you will still be able to access your statements (there will be no change to your ability to access statements).

**Your temporary password will be your existing user ID, plus the last four of your social security number.**

For example, if your login ID is **JDOE** and the last four of your SSN are **1234**, your temporary password is **JDOE1234**. A new password and security questions/answers can be set at login.

## Bill Pay

- Bill Pay will be temporarily unavailable from Friday, Sept. 4th through Monday, Sept. 14th.
- Please ensure all bills due by Monday, Sept. 14th are scheduled by Thursday, Sept. 3rd.
- All Bill Pay information, including vendors and scheduled payments, will convert with exception of e-bill notices. E-bill notices will need to be setup after Monday, Sept. 14th.

## Mobile Banking

Account access using the **existing** Sentry Bank mobile app will be unavailable beginning Thursday, Sept. 10th, at 3:00 p.m. Our new Sentry Bank branded app will be available for download (on iOS and Android) with the following enhanced features beginning Monday, Sept. 14th:

- **Bill Pay**
- **Deposit checks directly from your phone through Mobile Capture with the touch of a button**
- **Person-to-Person (P2P) Payments allows you to send money to your friends and family**
- **Transfer funds between accounts**
- **Locate your nearest Sentry Bank branch including ATMs and hours**
- **View your recent transaction history**
- **Access Sentry Bank's Facebook page**
- **Contact us with the touch of a button**
- **Turn your debit card on/off with the touch of a button**

## Statements

- You will receive a statement as of Thursday, Sept. 10th in addition to a normal statement. Based on your statement cycle you may receive two statements for September.
- For your convenience, account fees (if applicable) will not be accessed for the one-time Thursday, Sept. 10th statement.
- Interest-bearing accounts will receive interest effective Thursday, Sept. 10th and then again on your next regular statement date.
- Pending ACH payments (i.e, house payment, car payment, payroll, etc.) will post Friday, Sept. 11th.

## ATM/Debit Cards

Balance inquiries will be unavailable Thursday, Sept. 10th - Saturday, Sept. 12th, however, purchases and withdrawals will not be impacted.