

AUGUST 1, 2018

NEW DEBIT CARDS

In an ongoing effort to offer our customers the best banking services, Citizens State Bank is excited to announce it is changing to a new debit card provider effective August 1, 2018.

What does this mean for you as a CSB debit cardholder?

You may continue to use your existing debit card through July 31st however new debit cards and new PINs will be issued to you around the **week** of July **23rd** so you receive your new debit card by August 1st. On August 1st, you will activate your new debit card and begin to use it.

What do I, the customer, need to do in preparation?

If you are going out of town during this time frame, please plan accordingly. Make sure you have additional methods of payment. Also, once you have received your new card, be sure to update your automatic billings with your new card number, expiration date, and CVC security code.

Why are we making this change?

CSB strives to offer our customers enhanced products and services. By making this change, we have the opportunity to offer our customers the following features:

Card On/Off - Offers the convenience for you to turn your debit card on/off via our mobile app or internet banking.

Card Alerts - Enhanced card alerts will be available via text message or email.

Instant Issue - The Bank will once again be able to offer you the convenience of issuing you a new or replacement debit card at the Bank. Walk in and walk out with your debit card ready to use.