

# FAQs

## frequently asked questions

### What is the core data processing system?

It's the software and supporting hardware that Envista uses to maintain your deposit and loan accounts, process transactions and support services such as debit cards and Online Banking.

### How does the core conversion benefit me?

By updating our system today, we are positioned to give you more in the future:

- A convenient streamlined banking experience
- Existing and emerging technology
- Enhanced Online Banking experience
- More system automation for business accounts

### Is my personal and financial information safe and secure?

Yes. The safekeeping of your account and personal information is Envista's top priority. Personal data and account information will be safe and secure throughout the entire conversion process.

### Will my account number change?

Yes. Your account number will look a little different, with a couple extra digits added to the end.



### With the modification to my account number, do I need to update my direct deposit?

No. Your direct deposit will work as it always has. We do recommend confirming via Online Banking or TouchTone Teller that all payments and direct deposits process correctly and on time after Nov 2.

### Will my statement have a new look?

Yes. While the overall look will be very much the same, statements will have some slight modifications such as descriptions and loan numbers.

### Will there be a delay in receiving my statements because of the conversion?

Yes and no. October statements (paper) will arrive within the normal delivery timeframe. October statements will include activity from October 1 through October 30. Any activity that happens on the account from October 31 to November 30 will be included on your November statement. However, there will be a 45-60 day delay before eStatements are available for viewing.



# FAQs

## *frequently asked questions*

### **Will branch hours be affected during the conversion?**

**Yes. All Envista branch lobbies will close at 5:00 PM and drive thrus will close at 6:00 PM on Friday, October 30. Envista will re-open on Tuesday, November 3.**

### **Will I be able to access Online Banking during the conversion?**

No. Online Banking will be unavailable from approximately 5:00 PM on Friday, October 30 until the conversion completes on Tuesday, November 3.

### **Will I be able to access Online Bill Pay during the conversion?**

No. Online Bill Pay will be unavailable from approximately 5:00 PM on Friday, October 30 until the conversion completes on Tuesday, November 3.

If you have scheduled bill payments set up in Online Banking they will be processed as normal. After the conversion, please verify payees, dates and amounts to ensure accuracy.

### **Will I be able to access Touch Tone Teller during the conversion?**

No. Touch Tone Teller will be unavailable starting at 5:00 PM on Friday, October 30. Services will resume on Tuesday, November 3. The PIN number for Touch Tone Teller will be changed to the last 4 digits of your social security number. One you log in the first time, you can change your PIN.

### **What should I do if I have questions?**

- Visit [www.envistacu.com/conversion](http://www.envistacu.com/conversion)
- Review the Member Guidebook
- Start an online chat with us at [www.envistacu.com](http://www.envistacu.com)
- Email [member.service@envistacu.com](mailto:member.service@envistacu.com)
- Call our team 785-228-0149
- *If you wish to be included in conversion related email communication, please send your current email address to [member.service@envistacu.com](mailto:member.service@envistacu.com).*