

# Upgrades are Coming.....

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As part of our commitment to provide you with the most innovative banking technology, we are pleased to announce that we are upgrading our computer processing system. Our

new system will allow us to offer new products and services, while also continuing to provide the extraordinary customer service you have come to expect.

## Upgrade Timeframe

**Start:** Friday, March 16, 2018 at 3 p.m.  
**Finish:** Monday, March 19, 2018

During the transition to our upgraded system, there will be some interruption of services. We want you to be aware of these changes and ask that you read this notice carefully to help ensure the system upgrade causes you as little disruption as possible.

- **Debit Card** Point of Sale transactions and ATM cash withdrawals will be intermittently available during the system upgrade. Please make arrangements to have an alternative form of payment available to use with any purchase.
- **Online Banking** functions accessed through [www.colonybank.com](http://www.colonybank.com):
  - **Personal Online Banking** will be limited to viewing account balances and recent past transactions only. The following Online Banking features will be **disabled** during the system upgrade: Funds Transfers, Bill Payments, POPMoney payments, view Documents, Categorize payments and Downloading of documents.
  - **Business Online Banking will not** be available during the system upgrade.
- **Mobile Banking** functions accessed through Mobile APPs:
  - **Personal Mobile Banking** will be limited to view account balances and recent past transactions only. The following Mobile APP features will be **disabled** during the system upgrade: Mobile Deposit Capture, Funds Transfers, Bill Payments and POPMoney payments.
  - **Business Mobile Banking will not** be available during the system upgrade.
- **Telephone Banking will not** be available during the system upgrade.
- **Colony Bank offices will not** be open on Saturday, 3/17/2018. We will resume normal hours at all locations on Monday, 3/19/2018.



*To help you with any Debit Card questions that you may have during the system upgrade, please call us at (800) 873-6404.*

### Call Center SPECIAL Hours:

Friday, 3/16/2018, until 9:00 PM EST  
Saturday, 3/17/2018, 10:00 AM - 9:00 PM EST  
Sunday, 3/18/2018, 10:00 AM - 6:00 PM EST

Thank you for your patience during this system upgrade and we apologize for any inconvenience you may experience. Please check our Colony Bank Facebook page and [www.colonybank.com](http://www.colonybank.com) for updates.

