

# CUSTOMER CHECKLIST & IMPORTANT DATES

## CUSTOMER CHECKLIST

### Prior to July 12

- Verify that your Online Banking username is readily available to you.
- Ensure West Gate Bank has your current contact information.
- Add any new Bill Pay vendors, or modify your existing payments as needed before 1:00am on Friday, July 12. Access to the Bill Pay feature will be temporarily unavailable through the weekend. See Technology Upgrade Guide for additional information.

### On Thursday, July 18

- Complete all mobile deposit transactions before 1:00pm. Mobile Deposit will be temporarily unavailable through the weekend.
- Download or print your past statements before 5:00pm for uninterrupted access to these files.

### Beginning Monday, July 22

- Download our new mobile app or visit [westgate.bank](http://westgate.bank) to begin an enhanced Online Banking experience that's designed with you in mind.



**WEST GATE BANK**®

*Our interest is you*

## Get ready for our Technology Upgrade in July!

Make sure you're ready for our technology upgrade in July using our customer checklist. Important dates about product availability are listed below, as well as a checklist to keep track of action items based on our system availability.

### IMPORTANT DATES

#### Friday, July 12

- Bill Pay, Zelle®, and External Transfers will become temporarily unavailable to make changes starting at 1:00am. See Technology Upgrade Guide for additional information.

#### Thursday, July 18

- Mobile deposit will be temporarily unavailable beginning at 1:00pm.
- Online and Mobile Banking will transition to a view only mode starting at 5:00pm.
- Your debit card will be available throughout the weekend. For inquiries about card transactions, contact our Solutions Center.

#### Friday, July 19

- Technology upgrade begins!
- Recent transactions may not be immediately reflected in our account balance in Online Banking.
- Lobbies will be open regular business hours.

#### Saturday, July 20 & Sunday, July 21

- West Gate Bank lobbies will be closed.
- Our Solutions Center will be available at 402.434.3456
  - Saturday, July 20: 7:00am- 7:00pm
  - Sunday, July 21: 8:00am - 5:00pm

#### Monday, July 22

- Technology upgrade is complete! Watch your email for updates!

*All times listed are noted as Central Standard Time (CST).*