

# Technology Upgrade

May 3-6, 2019

## What you need to know

Dear Piggott State Bank Customers,

During the weekend of May 3-6, 2019, we will upgrade several aspects of our technology, to ensure our continued ability to provide the quality banking products and services you expect from Piggott State Bank.

**The upgrade will begin at 4:00 p.m. on Friday, May 3, and will be completed by 9:00 a.m. on Monday, May 6.**

Please review this document for important information about how the upgrade may affect you during the weekend, and tips to help minimize any disruption. Once the upgrade process is complete, all of your banking services will be available as usual. Thank you in advance for your patience; we appreciate your business!

**Cody Knight**  
President & CEO

### Branch Hours

- Piggott State Bank branches will be open during their regular business hours on Friday and Monday during the upgrade. We will be closed Saturday.

### Debit Cards

- Card usage amounts for ATM and debit card transactions may be limited during the upgrade. Please plan ahead to ensure you have adequate cash on hand.
- Customers will be able to withdraw cash from ATMs, though balance inquiries will not be available during upgrade weekend.

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### **Online and Mobile Banking**

- **Personal Online Banking** and **Personal Mobile Banking** will be unavailable during the upgrade; customers will be unable to log in or perform transactions.
- Account history and statement images will be available once the upgrade is completed.
- Customers will be asked to make new security questions when they first log in Monday morning.
- There will be no change to logins, password.
- Web addresses for Online Banking will change; saved Favorites or Bookmarks will become invalid. After the upgrade, visit our homepage at [www.piggottstatebank.com](http://www.piggottstatebank.com), click the appropriate login button and re-save.

### **Questions?**

Visit your nearest Piggott State Bank branch or call us at **870-598-3802**.

