



BETTER BANKING FOR YOU!

SYSTEM UPGRADE – OCTOBER 9TH to OCTOBER 12TH, 2021

FAQs (*Frequently Asked Questions*)

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Capeannsavings.bank

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Dear Valued Cape Ann Savings Bank Customer,

We are excited to announce that during Columbus Day Weekend (October 9, 2021 to October 12, 2021), we'll be introducing a new state-of-the-art operating system that will make your banking experience with Cape Ann Savings Bank easier, faster, and more convenient. We will continue to provide you with safe, secure products and services utilizing the newest banking technology.

To accommodate the system changes, our banking offices will be closed as of 4:00 p.m. on Friday, October 8, 2021 and will reopen at 8:30 a.m. on Tuesday, October 12, 2021. Your online banking access will be temporarily unavailable from 5:00 p.m. on Friday, October 8, 2021 to mid-day on Tuesday, October 12, 2021. Our ATMs will be available for withdrawals only. Your ATM /Visa Debit Card will be fully functional for purchases.

While our system upgrade will happen behind the scenes, there will be times when it affects some of the services that you may use. Please take a moment to familiarize yourself with the information in this communication to see what applies to you and the accounts and services that you have with us.

Thank you for banking with the Cape Ann Savings Bank. We remain an independent mutual savings bank proudly serving our customers and local community for over 175 years. We realize that you have many options for your financial services, and we appreciate the continued opportunity to work with you.

We are looking forward to providing you with this state-of-the-art technology as well as expanding our branch network. Watch for the opening of our new Gloucester Crossing location in the Spring of 2022.

If you have any questions, we encourage you to contact us at 978.283.0246, visit our website at www.capeannsavings.bank, or come into any of our branches. Our staff is trained and fully prepared to answer any questions you may have.

Respectfully,

Marianne Smith

President, Cape Ann Savings Bank

**CAPE ANN SAVINGS BANK SYSTEM UPGRADE TIMELINE,
BANKING & SERVICE AVAILABILITY**

	Hours of Operation	ATM Access	Online Banking, Mobile Banking & Telephone Banking
Friday, October 8, 2021	All Bank offices close at 4 p.m.	ATM withdrawals available ATM deposits, transfers & balance inquiries are unavailable after 4 p.m.	Bill Pay available until 9 a.m. Mobile Deposit available until 2 p.m. Telephone Banking available until 3 p.m. Online & Mobile Banking available until 5 p.m.
Saturday, October 9, 2021	All Bank offices are closed	ATM withdrawals available ATM deposits, transfers & balance inquiries are unavailable	All Online, Mobile & Telephone Banking services are unavailable
Sunday, October 10, 2021	All Bank offices are closed	ATM withdrawals available ATM deposits, transfers & balance inquiries are unavailable	All Online, Mobile & Telephone Banking services are unavailable
Monday, October 11, 2021	All Bank offices are closed in observance of Columbus Day	ATM withdrawals available ATM deposits, transfers & balance inquiries are unavailable	All Online, Mobile & Telephone Banking services are unavailable
Tuesday, October 12, 2021	All Bank offices re-open: 8:30 a.m. - 4 p.m. System upgrade is complete	ATM withdrawals available ATM deposits, transfers & balance inquiries are unavailable *Please check our website at capeannsavings.bank for availability updates.	Online Banking, Bill Pay & Mobile Banking services, available by mid-day Telephone Banking available

Timeline Updates – Important Information: We ask customers to check our website at capeannsavings.bank, leading up to and during the system upgrade weekend for any notices on necessary adjustments to the above schedule. While we anticipate adhering to the schedule, adjustments may need to be made as necessary.

BE PREPARED: SYSTEM UPGRADE CHECKLIST

WHAT DO I NEED TO DO BEFORE THE UPGRADE?

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Be Informed - Read the FAQs

All Bank offices will be closed from 4 p.m. on Friday, 10.8.21, reopening at 8:30 a.m. on Tuesday, 10.12.21. In addition, you will not have access to your accounts via Online Banking, Mobile Banking or Telephone Banking, during this time. ATM deposit, balance inquiries and transfers will not be available. ATM Card, Visa Debit Card ATM withdrawals and POS transactions are available. Take the time to understand what is taking place and what the impact may be for your customer experience.

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Need cash over the weekend?

Plan ahead by visiting one of our Bank offices before 4 p.m. on Friday, 10.8.21, or visit one of our 9 ATMs for cash withdrawals during the system upgrade weekend. Visit our website: capeannavings.bank/locations to view our ATM locations.

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Need to make a deposit or loan payment over the weekend?

All Bank offices will be closed from 4 p.m. on Friday, 10.8.21, reopening at 8:30 a.m. on Tuesday, 10.12.21. If you do not want to hold onto your deposit or loan payment until Tuesday, make use of the Bank's Night Depositories located at our three branch offices. Note: Night Depository deposits and loan payments dropped after 3 p.m. on Friday, 10.8.21, will be processed on 10.12.21.

WHAT DO I NEED TO DO AFTER THE UPGRADE IS COMPLETE (10.12.21)?

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Download the Mobile Banking App on October 12th

Visit capeannavings.bank/Mobile-banking for download instructions for the upgraded Mobile Banking app and system. There will be specific instructions on that page for iPhone (IOS) and Android users.

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Online Banking access – New Password creation for New Online System

Upon your initial Online Banking log in, starting on Tuesday, 10.12.21, you will be prompted to choose a new password. Simply go to the capeannavings.bank Online Banking login page, enter your username and follow the temporary password instructions on the screen. You will then be prompted to create a new password. You will use your new password going forward when logging into Online Banking.

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Telephone Banking – Reset your PIN (Personal Identification Number)

On Tuesday, 10.12.21, the system upgrade will be complete and Telephone Banking users will need to reset their PIN (Personal Identification Number) upon initial log in to access the enhanced system. Call the Telephone Banking phone number on or after 10.12.21 at **978.282.4349** or **866.283.1846** and follow the prompts to reset your PIN and access the system.

WHAT'S NOT CHANGING? WHAT'S NEW OR UPDATED?

Not Changing

- Account numbers
- Visa Debit / ATM Card and PINs (Personal Identification Number)
- Online Banking Username
- Bill Pay: No change to payees and enrollment
- Your checks

What's New or Updated?

Visit capeannsavings.bank for more information on these great new features.

- New and improved Online & Mobile Banking
 - One Online Banking experience for Retail and Business users
 - New! Online Account Opening for existing customers
 - Update your contact information through the new Online Banking system
 - Retail & Business Online Banking users can set alerts
 - Manage your users in Business Online Banking
 - New expanded Online Banking transfer features
 - Manage all of your finances with the new "Money Management tool"
- Enhanced Telephone Banking System

ONLINE BANKING & BILL PAY

Will Online Banking and Bill pay be available during the enhancement?

No.

- **Online Banking** will be unavailable from 5 p.m. on Friday, 10.8.21, and is expected to be available by mid-day on Tuesday, 10.12.21, once the upgrade is complete.
- **Bill Pay** will be unavailable as of 9 a.m. on Friday, 10.8.21 and is expected to be available by mid-day on Tuesday, 10.12.21, once the upgrade is complete.

Is my Online Banking username changing?

No. Your username will stay the same.

Is my Online Banking password changing?

Yes. When the system upgrade is complete on Tuesday, 10.12.21, you will need to choose a new password upon your initial log in to the new Online Banking system. Go to capeannsavings.bank

and log into Online Banking using your current username. You will then be prompted on how to choose a new password. Your new password will be used going forward when accessing the new system. We are expecting our Online Banking services to be available by mid-day on Tuesday, 10.12.21.

Will I see my account history in Online Banking after the enhancement?

Yes. Six months of history will be available for checking accounts, one year of history will be available for savings and certificate accounts and sixteen months of history will be available for loans.

MOBILE BANKING

How do I access the new Mobile Banking system?

The upgraded Cape Ann Savings Bank Mobile app will be available on October 12th, by mid-day. Both retail and business online banking users need to follow the steps below to access the upgraded mobile app.

- **iPhone (IOS) users:** Visit the Bank's website at capeannsavings.bank/mobile-banking to download the new app or navigate to the iTunes App Store and download the app by searching for CASB Mobile or Cape Ann Savings Bank.
- **Android users:** Delete your current Cape Ann Savings Bank app and visit the Bank's website at capeannsavings.bank/mobile-banking to download the new app or navigate to the Google App Store and download the app by searching for CASB Mobile or Cape Ann Savings Bank.

Will my username change?

- **No.** Your username will stay the same.

Will my password change?

- **Yes.** If this is your first Online log in to the new Online Banking system you will need to choose a new password. Log in to the Online Banking system using your new or updated app on or after 10.12.21 and follow the prompts to change your password and access the enhanced system. We are expecting our online banking services to be available by mid-day on 10.12.21.

VISA DEBIT/ATM CARD

Is my Visa Debit / ATM Card PIN changing?

No. Your PIN will not change, and you can continue to use your card for withdrawals and purchases during the enhancement weekend.

Can I make ATM withdrawals during the upgrade period?

Yes. You will have access to ATM withdrawals at any of our 9 ATM locations or any **ATM that uses the SUM, NYCE or Cirrus networks. **Subject to surcharge fees

Can I make ATM deposits or check my balance during the upgrade period?

No. These services will be restored throughout the week of 10.12.21.

TELEPHONE BANKING

Can I access Telephone Banking during the system upgrade weekend?

No. Telephone Banking will be unavailable beginning at 3 p.m. on Friday, 10.8.21, with access returning on Tuesday, 10.12.21.

Will I need to reset my Personal Identification Number (PIN)?

Yes. On 10.12.21 when the system upgrade is complete, you may call the Telephone Banking number at 978.282.4349 or 866.283.1846 and follow the prompts to reset your PIN and access the enhanced system.

STATEMENTS

Will my statement(s) look different?

After the system upgrade you will be receiving enhanced statements that are easy to read and will include all of your activity for your statement period.

- **Before the upgrade:** Prior to the enhancement you will receive your regular statement with all activity through Friday, 10.8.21.
- **After the upgrade:** You will receive your statement monthly, with your first statement containing activity starting with Saturday, 10.9.21.

eStatements customers – What happens with my statement history?

After the upgrade is complete on 10.12.21, previously enrolled eStatement customers will have access to up to 13 months of statements. **Note, there may be a delay of a few days for all of the statements to build in the upgraded system.* For new enrollees, post upgrade, 18 months of statement history will be built going forward, starting on 10.12.21. If you need to keep your e-statements that are older than 13 months, please download and save them before 5 p.m. on Friday, 10.8. 21.

CUSTOMER SUPPORT

We are here to support you! For questions leading up to our system upgrade, please contact our Customer Support Team at **978.283.0246** or toll free at **888.283.2272** during our normal banking hours: Monday – Friday, 8:30 a.m. – 4 p.m. and Saturday, 8:30 a.m. – Noon. Please note that we will be closed to accommodate the upgrade on Saturday, 10.9.21, and on Monday, 10.11.21, in observance of Columbus Day.

For up-to-date information and post upgrade contact information, please visit our website:

capeannavings.bank. **Updated customer support hours and a dedicated post upgrade “Customer Support Hotline” phone number will be available on the website on Tuesday, 10.12.21 for Online, Mobile Banking and enhanced system navigation questions and assistance.**

