



AMERICAN BANK

June 9, 2021

Dear American Bank Customer:

In an effort to improve the efficiency of our operations and to continue providing exceptional products and services, American Bank, N.A. will be updating and converting our core operating system over the weekend of **July 9, 2021**.

Our goal is to make this transition as smooth as possible for all of our clients. As such, please see below for a bulleted list of important information you will need to know.

WHAT THESE CHANGES MEAN FOR YOU

- All existing Bill Payment information will be converted to the new system, along with information set up within Cash Management, including Wires, ACH and Positive Pay.
- During this upgrade, the following services will not be available between 5:00 p.m. on Friday, July 9 and 9:00 a.m. (CST) on Monday, July 12:
 - o Retail and Business Online Banking, including Bill Payment, Mobile Banking and Mobile Deposit, Cash Management and Remote Deposit Capture
- Account statement formats will undergo enhancements.
 - o All past web and mobile statements will carry over during the conversion process.
- You will receive two bank statements for the month of July 2021.
 - o July 1 through July 9
 - o July 12 through July 30
 - o July 10, 11 and 31 are considered Monday business days
- For interest-bearing accounts, interest will continue to accrue through Sunday, July 11, and will be posted that day. Interest accrual will resume on Monday, July 12, and will post on your regular statement cycle.
- Fees assessed for Commercial Checking with Account Analysis will be waived for the period between July 1 through July 11. Fees assessed after this period will be assessed at the end of the month.
- There will no longer be a \$5.00 credit for the selection of eStatements.
- For customers using Cash Management-ACH Origination, please ensure your ACH transactions are submitted and approved before the conversion weekend.
- The Dallas drive-through location will be closed on Saturday, July 10.

WHAT WILL REMAIN THE SAME

- Account numbers will not change, and you may continue to use your current American Bank checks.
- Debit cards will not change, and although we hope to avoid any interruption in service, please be prepared to utilize other forms of payment throughout the conversion weekend.
- During the system conversion weekend, all Bill Payments will be processed as usual for retail and business clients.
- Credentials for Online Banking, Bill Payment, Mobile Banking, Cash Management and Remote Deposit will not change.

For all of us at American Bank, N.A., delivering the highest level of service and communication is our first priority. Please review and do not hesitate to contact us with any questions.

Thank you for your trust and confidence in allowing us to continue to serve your banking needs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Weaver', with a long horizontal flourish extending to the right.

Jeff Weaver

President | CEO

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ABDallas.bank