

## TECHNOLOGY UPGRADE APRIL 5-9 2018

	BANK ACCESS DURING UPGRADE WEEK	BANK ACCESS AFTER UPGRADE IS COMPLETE
<b>Branch Offices</b>	All Branches will be open during conversion. See website for our business hours.	All Branches will be open after conversion. See website for our business hours.
<b>Account Numbers</b>	All account numbers will remain the same.	All account number will remain the same.
<b>ATM / Debit Cards</b>	ATM & Debit Cards should be usable throughout the week. We do not anticipate any problem using your Card, but you may NOT be able to access balance inquiries at some ATM's beginning March 26th when ATM conversion begins. <b>During the actual conversion beginning at 5:00 pm on Thursday (April 5) through 8:00 am Monday (April 9), you will only be able to access LIMITED withdrawals on your card at an ATM and LIMITED POS at merchants. Therefore, we always recommend that you have an alternate form of payment.</b>	All cards and PINs will remain the same. We do not anticipate any problem using your card, but we always recommend that you have an alternate form of payment.
<b>BPSB Online Banking</b>	BPSB Online Banking will NOT be available Friday, April 6th through Sunday, April 8th. If banking information is needed, please call or visit any office on Friday or until Noon on Saturday.	Go to BPSB's new Online Banking on our website, <a href="http://www.bayportstatebank.com">www.bayportstatebank.com</a> . Please remember NOT to use a saved BPSB Online Banking web address in your favorites. Sign in with your user name and temporary password (zip code + last 4 digits of SSN). You will then be prompted to create a new password.  <b>Any re-occurring transfers &amp; wires will have to be re-entered as they will not convert to the new system.</b>
<b>Bill Pay</b>	Bill Pay will NOT be available beginning Monday, April 2nd through Sunday, April 8th. The last day scheduled Bill Pay payments will process is Thursday, April 5th. <b>Any payments scheduled for April 6th or after will not process. It is important that you have your current payee information for enrollment in the new Bill Pay system prior to the shut down at 9:00 am on Monday, April 2nd. After that time, it will be unavailable.</b>	On Monday, April 9th, you will have to enroll in our new Bill Pay. No information will transfer from the old Bill Pay. All payees will need to be re-entered along with any scheduled bill payments. You will also have to re-enroll in any eBills you have set up.
<b>BPSB Telephone Banking</b>	Telephone Banking will NOT be available on Friday, April 6th.  If banking information is needed, please call or visit any office on Friday or until Noon on Saturday.	Telephone Banking should be available for all customers on Saturday, April 7th at 8:00 am. You will sign in with a new temporary password using your zip code + last 4 digits of your SSN. You will be prompted to change to your own unique password at that time. Listen carefully as the menu options may have changed. The Telephone Banking phone number remains 1-877-556-2772.
<b>Night Deposit</b>	Night Depository will be available.	Night Depository continues to be available.
<b>Your Statements</b>	All checking & saving accounts will receive a statement that will include activity that has posted to your account since your last statement through April 5, 2018.	After conversion you will receive your new statements on your regular statement cycle. The look of your statements and notices may change, but they will contain the same information.
<b>CardValet</b>	CardValet, your debit card management tool, will not be available after 5:00 pm on April 5th.	SecurLock, the new management and fraud mitigation tool should be available on Monday, April 9th at 8:00 am. Go to our website for more information at <a href="http://www.bayportstatebank.com">www.bayportstatebank.com</a>

All dates & times may be subject to change. Customer Service Representatives will be available 8:30 am to 4:00 pm Monday through Friday to answer any questions you may have.



Bay Port  
989-656-2231

Pigeon  
989-453-2225

Bad Axe  
989-269-3195

Member FDIC