



# Big Changes, Big Benefits

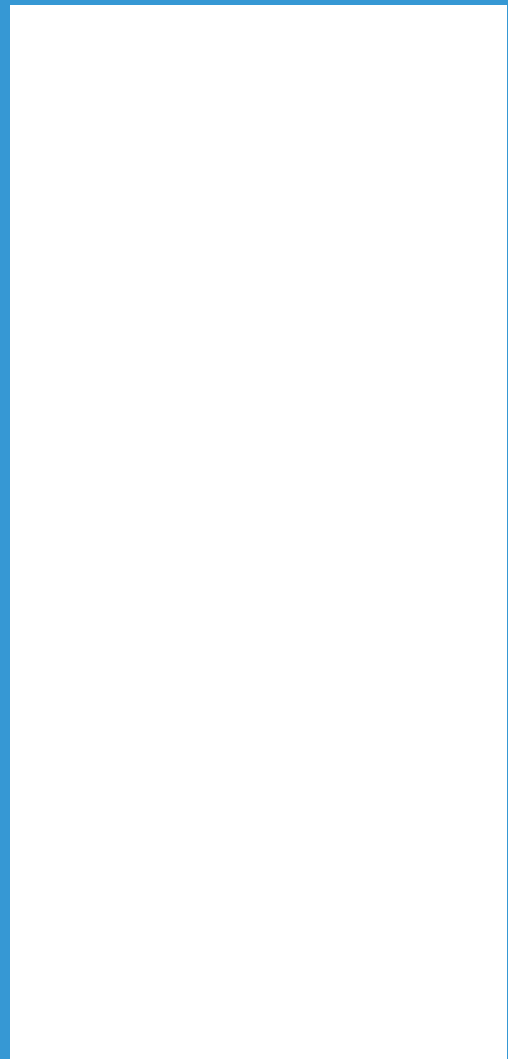
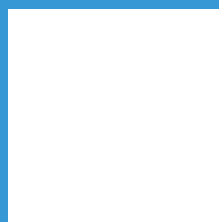
See What's Inside!

- ✔ ENHANCED CUSTOMER SERVICE
- ✔ INNOVATIVE FEATURES
- ✔ EASIER ACCOUNT MANAGEMENT



TRANSPECOS BANKS

For comprehensive details and more visit [transpecos.bank](https://transpecos.bank)



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100  
ANNIVERSARY



Big News Inside!

# We're Upgrading Your Banking Experience



We're excited to announce significant upgrades to our banking systems, designed to serve you better.

You'll enjoy enhanced customer service, innovative banking features, and new tools for effortless account management.

We're committed to making this transition smooth. This guide provides essential information about the upcoming changes and how to prepare.

## Important Dates

### FRIDAY, OCT 25

- Last day to schedule bill pay, account transfers, and pay a person

### THURSDAY, OCT 31

- All branches close at 12 pm
- Last day to use current online banking and mobile app

### NOV 1-3

- All branches closed
- Start enrolling in new online banking
- Use existing debit card for purchases
- Payroll direct deposits will be processed and posted as usual on Friday, November 1

### MONDAY, NOV 4

- Branches resume normal hours
- Begin using your new debit card



## What's Changing?

### NEW DEBIT CARD

You'll receive a new debit card in late October with tap-to-pay functionality and enhanced fraud alerts. Remember to update your automatic payments and subscriptions.

### UPGRADED DIGITAL BANKING

Enjoy a brand-new online banking portal and mobile apps with faster deposits and improved features. Note: Loan customers will create 2 separate logins.

### STREAMLINED STATEMENTS

Your statements are getting a fresh look. Enroll in electronic statements for easy access.

Our Customer Care team is available to answer your questions at 877.445.9550 or at [transpecos.bank](https://transpecos.bank)



## What's Not Changing?

- ✓ Your account number and routing number
- ✓ Loan account details, terms, due dates, and payment amounts
- ✓ Fees and product pricing
- ✓ **Our commitment to serving you**

## Next Steps

- Visit [transpecos.bank](https://transpecos.bank) for a complete guide to the upcoming changes and answers to frequently asked questions
- Enroll in the new digital banking platform starting **November 1st**
- Activate your new debit card and set your PIN
- Update your automatic payments if using auto pays with your debit card



## Commercial Customers & Public Entities

### Key Changes & Actions

- **PAYMENTS** Process ACH and wires until 12 pm on October 31. Take note of your saved templates to re-enter in the new system starting November 1.
- **USER ACCESS** Enhanced user management for stronger financial oversight. We'll help you set up your organization's profile and user access in the new system.
- **REMOTE DEPOSITS** Use the current system until October 31 at 12 pm. Starting November 1, use the new online banking portal. Your scanner is compatible.

**Our team will reach out** to schedule concierge sessions tailored to your specific needs. We'll guide you through the changes and ensure a seamless transition.

Thank you for banking with TransPecos Banks. We appreciate your patience as we enhance your banking experience and reaffirm our commitment to you.