



# CommunityBank

OF LOUISIANA™

Dear Valued Customer,

Our software conversion weekend is rapidly approaching! Our staff has been hard at work to make certain every customer will have the best experience possible with minimal downtime and errors. As always, our commitment is to the service we provide you. Once we are operational on the morning of Monday, November 6<sup>th</sup>, we hope that you'll enjoy our new offerings.

Attached with this letter, you'll find additional details regarding your debit card and online banking access during the conversion weekend and forward. Please take the time to review the information as your functionality will be limited. We've made every effort to have as little impact on your daily activity as possible.

Please note that in the month of November, you will receive two statements. The first will show all activity on your account to November 3<sup>rd</sup>. The second will be mailed to consumer customers on the 23<sup>rd</sup>, and to commercial customers on the last business day of the month.

As a reminder, our conversion will begin at 5:00 PM on Friday, November 3<sup>rd</sup>. Through the weekend, you'll have no online access to your account. Full access and functionality will be restored to you at 8:00 AM on Monday, November 6<sup>th</sup>. We will not be opening our drive-thru windows on that weekend due to the system changes. Should you have further concerns or additional questions regarding our conversion, contact your local office for assistance. We shall have staff available from 8:00 AM to 5:00 PM on November 4<sup>th</sup> and November 5<sup>th</sup>.

We thank you for your patience in this process. We know that change is sometimes difficult but hope that the new products and technology will prove worth the inconvenience.

Sincerely,

William Dorroh  
President & CEO

Customer Service Representatives will be available on November 4<sup>th</sup> – 5<sup>th</sup>, from 8:00 AM to 5:00 PM to answer any questions you might have. Please call your local office.

Mansfield: 872-3831 | Logansport: 697-4303 | North DeSoto: 933-5276 | Stonewall: 925-1702 | Walker Road: 688-6833  
Bert Kouns: 861-3655 | Fairfield: 212-0600 | Downtown: 429-6911 | South Bossier: 629-1815 | Benton Road: 742-1717

Visit our website for additional details and up-to-date information at [www.communitybankofla.com](http://www.communitybankofla.com).



## Conversion Weekend Customer Considerations

- Your Community Bank debit card will continue to function, but with limited availability. You will NOT have access to the entirety of your account balance. It is highly recommended that you make time to withdraw cash or process any payments necessary on Friday, November 3<sup>rd</sup> before 2:00 PM to ensure that you won't have any problems. You may continue to write checks as you need.
- You will NOT be receiving a new debit card. Your current card will continue to function as normal after the conversion through the same expiration date.
- Your debit card PIN remains the same.
- Our Online Banking website is changing! In an effort to be easier distinguished from standard websites, you will now navigate to [www.communitybankofla.bank](http://www.communitybankofla.bank). Our new domain ensures customers that your information is safe and secure and you're visiting the correct webpage.
- All Online Banking access and Telephone Banking access will be suspended as of 5:00 PM. All customers will be able to access the new systems at 8:00 AM on Monday, November 6<sup>th</sup>.
- You will need to enroll in eStatements again! Our new system makes it easier and safer to access your statements online. As of November 3<sup>rd</sup>, your eStatements will only be accessible for the previous 12 months. If you need the statements prior to November 2016, we suggest printing them or saving them for your records.
- Your current CBLA Mobile app on your iOS or Android device will no longer function. It is recommended that you delete the app on Friday evening after 5:00 PM and install our new application. They can be found on the Apple App Store and Google Play Store by searching CBLA.
  - Consumer eBanking customers will install the CBLA mobile app. This includes all account holders that are not a commercial business. You can identify the app as a gold image of the state of Louisiana on a maroon background
  - Business eBanking customers will install the CBLA Business Mobile app. This includes commercial customers who utilize ACH payroll and ACH collections. You can identify the app as a white image of the state of Louisiana on a maroon background.
  - If you are not certain which application you should use, please contact your local office and we will inform you.
- When you attempt to log in to Online Banking on the morning of Monday, November 6<sup>th</sup>, you must first do so from a desktop or laptop computer. Once you've entered your Account Dashboard, you can enable your mobile device and begin using the mobile applications.
- Your Online Banking User ID will change. You will use the same characters as before, but they are now case sensitive and all lowercase! This means you can't have a variety of characters cases on your login. If you try to enroll without a user ID that is all lowercase, you'll have an error and need to contact the bank. Business customers will be provided a Company ID that you will need to log in each time.
- Your Online Banking password is changing! Please pay special attention to the notifications you will receive via Online Banking prior to Saturday, November 3<sup>rd</sup>. These notifications will provide you with User ID and password information that will be needed to access Online Banking on the morning of Monday, November 6<sup>th</sup>. If you need assistance please contact your local office to receive your temporary password.

Customer Service Representatives will be available on November 4<sup>th</sup> – 5<sup>th</sup>, from 8:00 AM to 5:00 PM to answer any questions you might have. Please call your local office.

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### Conversion Weekend Customer Considerations

- Please contact your local office to receive your new access ID for Telephone Banking.
- Your access to your account with Quickbooks and Quicken will be limited over the conversion weekend. As of 5:00 PM on November 3<sup>rd</sup>, you will no longer be able to download transactions. Please go in and disconnect your software from your accounts at this time. On Monday, November 6<sup>th</sup> after we come online at 8:00 AM, you will need to reconnect your software to your accounts. This is made even easier now as you'll log in with your online banking information inside your software. Please note that you must access your online banking before your software will work.

Customer Service Representatives will be available on November 4<sup>th</sup> – 5<sup>th</sup>, from 8:00 AM to 5:00 PM to answer any questions you might have. Please call your local office.

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