



ONLINE BANKING CONVERSION – FAQs

1. I get paid during the online outage; will I still have access to my funds?

Yes. First Commercial Bank will operate as usual during the online outage. The only interruption will be your ability to access your online banking products via your computer or mobile device.

2. I have electronic drafts, checks or other payments scheduled during the online outage. Do I need to be concerned about those?

No. All transactions that were scheduled prior to 6pm CDT on Monday, August 10, 2015, will process as scheduled. All transactions initiated by any means other than online banking on the day(s) of the outage will process normally.

3. Will I be able to call or come in to the Bank during the online outage?

Yes. First Commercial Bank will be open for normal operations during the online outage.

4. Can I use internet banking, my mobile app, SMS banking, or telephone banking during the online outage?

Internet banking, mobile banking, and SMS banking will all be unavailable. OnCall telephone banking will operate normally, by calling 601-709-2221.

5. Why are you doing this?

We are implementing new technology to continue providing you the best possible service. With this upgrade, you'll have even more options available at your fingertips.

6. Will the way I access my accounts change?

No. Your User ID and Password will not be reset. No changes will be required on your part to access online banking products (including Mobile Banking and SMS Banking) once functionality resumes.

7. What will change?

When online banking functionality resumes, you will be able to see cleared and pending transactions as they occur. You will also have more loan payment options and the ability to conduct real time account transfers.