



Core Conversion Info

Exciting Changes Coming Soon!

We are excited to announce a conversion to our core computer software. Our core software runs all aspects of the bank, from account balances to online banking. It was time for us to make an upgrade, and after much research, we have settled on a new vendor. We are partnering with DCI (Data Center Inc.), based out of Hutchinson, Kansas. DCI is based 100% in the United States and has great customer service. We know we will be in good hands with this company.

This upgrade will allow us to offer more products and services to our customers. Some of those new products will be:

- Online deposit account opening
- Real-time ATM and debit card transactions
- Remote deposit capture
- Virtual deposit tickets

If you are an ATM and/or Debit Card holder, you will receive a new card sometime in October. You will use your current card until the conversion date of **November 7th**. Your new card can be activated after the conversion date. Auto payments will need to be updated with your new card information.

*****Please activate and update card information AFTER conversion*****

We are looking forward to these changes and are working tirelessly to make this transition as smooth as possible for you!

Frequently Asked Questions

Q: When is Miners National Bank upgrading its core system?

A: The conversion to our new system will begin on Friday, November 4th and will be completed by the time we open on Monday, November 7th.

Q: Will I lose access to my funds during the conversion?

A: You will not lose access to your funds. We do always suggest carrying two forms of payment with you to avoid any unplanned service disruptions.

Q: Will my account number(s) stay the same?

A: Yes, customer account numbers will not change after the conversion.

Q: Can I continue to use my existing ATM/Debit Card?

A: Yes, existing ATM and debit cards will continue to work though the conversion.

Q: Will the daily cutoff time be the same?

A: No, the current cutoff time of 3:30 will be going away. After the conversion, all business transacted before the bank closes will be considered on "today's business."

Q: Will the conversion affect online banking?

A: Yes, online banking will be suspended on Friday, November 4th at 3:45. Access to the new online banking will be restored at 9:00 am on Monday, November 7th. On your first login, your temporary password will be the last 6 digits of your SSN. You will be prompted to create a new password upon logging in the first time.

Q: Will account balances be "real time"?

A: Yes, when a purchase is made with a debit card, the charge will be posted to your checking account immediately.

Q: Will I still continue to receive statements in the mail?

A: If you currently receive statements via postal mail, you will continue to do so. The statements will be mailed from DCI, so you may need to allow an extra day to receive it. We do offer eStatements for customers desiring instant access to their statement.

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Pre-Conversion Check List:

- Make sure your contact information and joint owners are up to date.** This assists us in updating our database to have the most current information on file. Please contact us if you have questions.
- Note the conversion dates on your calendar.** The conversion will **begin at 5:00 pm on Friday, November 4th** and will continue through the weekend, **finishing on Monday, November 7th** when normal banking hours resume.
- Prepare for limited access to your account.** Cover your banking needs prior to conversion weekend as online banking options will have limited availability.
- Have back up cash and/or other payment methods.** It would be beneficial to keep enough cash on hand during conversion weekend or have an alternate card, such as a credit card. Our ATM and debit cards will be available for cash withdrawals and purchases throughout conversion weekend. Balance inquiries and transfers will not be available during conversion weekend.
- Download eStatements prior to conversion.** If you want a record of statements **prior to November 4th**, we suggest you download or print eStatements in your Online Banking prior to that date.
- Make note of your Online Banking User ID, account pseudo names, alerts, and recurring account transfers.** You will need this information for the new online banking. On your first login, you will be required to create a new password and security feature.
- Optional: Print Bill Pay history.** If you would like a record of your history in Bill Pay, please print **prior to 1:00 pm on November 4th**.

Post-Conversion Check List:

- Login to the new GoBanking (formerly Online Banking).** Use your current Internet Banking ID. The last 6 digits of your SSN will be your temporary password.
- Download our new Mobile Banking apps.** Uninstall the current Miners Bank Mobile Banking app on your mobile devices. Our new Mobile Banking app will be available for download in Google Play and the App Store **starting on Monday, November 7th**.
- Enroll in GoStatements (formerly eStatements).** If you are an existing eStatement customer, make sure to enroll in GoStatements in the new GoBanking and your future statements will continue to be available electronically.
- Recreate account pseudo names in the new GoBanking.** Current account pseudo names will not convert over into the new system. You can recreate these after the core conversion.
- Confirm GoPay (formerly Bill Pay) information.** Bill Pay payee information should convert over to the new system. Confirm all your accounts and payees are listed as anticipated. Recreate any automatic payments that were previously set up in Bill Pay.
- Receive two statements for November.** The first will reflect transactions from your last statement date to the date of November 4th. The second will have a new, easier to read layout and will reflect activity from your regular cycle date.
- Activate your new debit card.** Any auto payments to your old card will need to be updated with your new card information.