



May 3, 2021

Name
Address 1
Address 2
City, State ZIP

Important Information Regarding Your Bill Payment Account

Pendleton Community Bank (PCB) welcomes you to our banking family! Beginning Monday, May 24, 2021, you can pay your bills online by logging into your PCB online banking/bill payment account. Below are important dates and information to guide you as you schedule upcoming payments. Please, read this guide carefully to ensure a successful conversion of your information.

- **Print or save a list of payments scheduled to occur after Thursday, May 20th.** All one-time and recurring payments set up in your Carter Bank & Trust bill pay account **will not pay** if scheduled to pay after Thursday, May 20th. Payments scheduled to pay on May 20th or prior will process and pay as normal.
- **Verify you have no payments scheduled to occur conversion weekend.** Carter Bank & Trust payments scheduled for Friday, May 21st through Sunday, May 23rd will not process. Please, change the payment date to Thursday, May 20th or earlier to avoid delays and late payment fees.
- **Change payment dates to avoid late payments.** Payments entered in your PCB bill pay account on Monday, May 24th will generally arrive to the payee in 2 to 7 days, depending on whether the payment is sent electronically, or a paper check is mailed.
- **Print or save Carter Bank & Trust bill payment history.** Carter Bank & Trust bill payment history **will not** transfer to your PCB bill pay account. Carter Bank & Trust bill pay history **will not** be available beginning Friday, May 21st.
- **Print or save Carter Bank & Trust bill payment payees.** Companies and people (payees) that are setup in your Carter Bank & Trust bill pay **will convert** to your PCB bill pay account.
 - We encourage you to print a copy of Carter Bank & Trust payees prior to Friday, May 21st. Compare the Carter Bank & Trust payee list to your PCB payee list on Monday, May 24th to verify all payee information converted correctly.
- **Enter one-time and scheduled payments in your new PCB bill pay account on Monday, May 24th.** Payees usually receive payment within 2 to 7 days depending on whether it is sent electronically, or a paper check is mailed.

You may login to your PCB online banking and bill pay account beginning Monday, May 24, 2021. **Your Online Banking ID has not changed**; it remains the same as your Carter Bank & Trust Online Banking ID. Your Password for first time login will be the last 4 digits of your Social Security Number or TIN. For more information about PCB online banking and bill pay, please visit our website at www.yourbank.bank, call 866-722-2651, or visit your local PCB financial center.

Sincerely,

Your PCB Digital Banking Team