



## Our enhanced banking experience launches next week!



### Digital banking services will **NOT** be available starting **March 12 at 5 pm.**

Bank of Luxembourg is excited to debut a new, enhanced digital banking system to provide you with a faster, modern banking experience. **Our digital banking system will be unavailable from March 12 through March 15.** You will not have access to online banking, electronic documents, Bill Pay, the mobile app, or remote check deposit during this time.

**Note:** Prior account statements will not be available in our new online banking system until early to mid-April. If you need copies of previous statements, please download them from your current online banking account before March 12.

#### Save important dates:

**March 11** – No Bill Pay access starting at 3 pm.

**March 12** – Activate your new debit card.

**March 12-15** – Starting at 5 pm on Thursday, there will be no digital banking access.

**March 16** – New enhanced system with all digital banking features now available!

#### Plan ahead!

Please plan for online check deposits, fund transfers, balance inquiries, or other online banking before Thursday when the system shuts down.

Bill Pay will deactivate one day earlier. If you need to access Bill Pay before the new system launches next Monday, please do so before Wednesday, March 11, at 3 pm.

- Current Bill Pay payees will be transferred over to the new system.
- Your pending and recurring payments will continue to be paid as scheduled.
- You can schedule any new payments once again on March 16.
- On March 16, you can also re-establish your external transfers.

#### Look forward to improved digital banking!

Here are just some of the new features that come with the system enhancement:

- Updated online banking and mobile app
- Stronger fraud protection and increased security
- More ways to connect, like quick-chat features for fast answers
- Faster, modern interface for ultimate convenience
- Card Controls to lock and unlock your debit card

[Click to learn more from our leadership team](#)

#### We're here for you!

Our expanded customer service team will have extended hours during this transition.

Call 920-845-2345 with questions.

**Thank you** for choosing  
Bank of Luxembourg!



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**Subject:**

**⚠ Important: No Digital Banking Later This Week**

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**Preview Text:**

System enhancement begins Thurs, March 12.