



**Commitment:** Here. Now. Always.

P.O. Box 1049  
Social Circle, GA 30025  
770-464-0213  
[www.bankofsocialcircle.com](http://www.bankofsocialcircle.com)

October 13, 2023

Dear Customer,

Bank of Social Circle is excited to announce upcoming upgrades to many of our internal computer systems, along with our telephone banking and online banking systems beginning November 2, 2023. During the transition to these new systems, there will be temporary disruptions to our current telephone banking and online banking services. These disruptions are necessary as we transfer your information into these new systems. Please see below for additional details of how our electronic services will be impacted during this time.

### **Bill Pay**

Our current bill pay site will be unavailable beginning at 5PM on November 1, 2023. Our new bill pay site will be available the morning of November 6, 2023. Between these times, you will be unable to add, modify, or delete payment or payee information. Payments scheduled after November 1, 2023, will be sent November 6, 2023.

### **Online Banking and Mobile Banking**

Our current online banking site will be unavailable beginning at 5PM on November 2, 2023. Our new online banking site will be available the morning of November 6, 2023. During this transition period, you will be unable to access your account information, view your online bank statements, or transfer funds online. Any online transfers scheduled for November 3, 2023, will be performed on November 6, 2023.

**IMPORTANT: The first time you login to our new online banking site on or after November 6, 2023, your username will stay the same, but your password will be temporarily reset to the last 4 digits of your social security number or business tax ID number.**

Below are important reminders and instructions to help you with this transition:

- **Statements:** Make sure to print or save any previous statements as they will not be available online after November 2, 2023. However, over time these statements will become available on our new website.
- **External Transfers:** Customers utilizing the external transfer feature that allows them to transfer funds to a deposit account at another financial institution will need to register their external accounts again on the new online banking site.
- **ACH Origination:** Commercial ACH origination customers will be unable to submit an ACH file through online banking on November 3, 2023. Please notify our Operations Department as soon as possible if this disruption will have an impact on your business. We will work with you to make sure your ACH files are processed on your schedule.

- **Quicken/Quickbooks:** If you are using the Intuit interface to import transactions into Quicken and QuickBooks, you will need to disconnect Bank of Madison from your current Bank Feed inside of your Intuit product and add the new Bank of Madison Bank Feed. The new Bank Feed is needed for the Intuit interface to work with our new website, and it contains more connectivity options than our current Intuit interface.

### **Mobile App**

Please delete your current Bank of Madison mobile banking app after 5PM on November 2, 2023. We will introduce our new “myBankofMadison” app in the Google Play Store for Android users and the Apple Store for iPhone and iPad users on November 6, 2023.

### **Telephone Banking (“Dial-A-Bank”)**

Dial-A-Bank is also receiving a significant upgrade and will be unavailable beginning at 5PM on November 2, 2023. Our new Dial-A-Bank service will be available the morning of November 6, 2023.

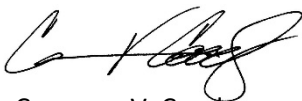
**IMPORTANT: The first time you call Dial-A-Bank on or after November 6, 2023, you will need to enter one of your account numbers, social security number, and date of birth. Once you setup your passcode on the first call, you will only need one of your account numbers and passcode to perform most activities going forward.**

We expect you to have questions during this period of transition, so we are extending our weekday telephone support hours for all products and services to 8AM – 6PM from Friday, November 3, 2023, to Friday, November 10, 2023. We will also have additional staff to assist with higher call volumes during this time.

We understand that change is not always easy, but we are prepared to provide assistance to minimize your inconvenience as much as possible. At any point during this process you can contact Customer Service at (770) 464-0213 for assistance. Updates regarding these upgrades are available on our website at [www.bankofsocialcircle.com](http://www.bankofsocialcircle.com).

When it comes to where you bank, we know that you have a choice. Thank you for choosing Bank of Social Circle.

Sincerely,



Cameron V. Coody  
Chief Financial Officer