

Dear Valued Customer,

We're thrilled to announce that our online banking platform is getting an upgrade! Once complete, all users will benefit from an updated user interface, streamlined login, and additional new features. Please note, **there will be no business online banking access during the migration process.**

Starting October 27, 2025 at 6 P.M. central time, our Business Online Banking platform will be unavailable. This downtime will continue through the following day until October 29 at 9 A.M. central time. Once the upgrade is complete, you will no longer need to select "Business" from the drop-down menu before logging into your online banking.

During this migration, we will do all we can to minimize disruptions to your workflow. Waumandee State Bank employees will be available during business hours to assist you with any transactions or questions.

Please consider the following to assist with planning for our upgrade:

- ☐ Any transactions scheduled prior to October 24 at 6 P.M. with a settlement date of October 27, 28, or 29 will all still post normally.
- ☐ Due to the nature of this upgrade, some functions won't be migrated over to our new system. These will have to be re-established on the new platform. These include:
 - Internal transfer templates
 - Internal transfers
 - Debit card controls
 - Mobile app notifications
- ☐ Actions to take prior to October 27 to ensure a smooth transition for your business:
 - Take a screenshot, print the web page, or write down your list of internal transfer templates for your records
 - Make note of any future dated ACH transactions scheduled for times after October 29 at 9 A.M.
- ☐ Actions to take after upgrade:
 - Create new internal transfer templates
 - Review ACH templates to confirm payee information (account number, account type, name, and routing number) has all migrated correctly
 - Reschedule any future dated or recurring ACH batches

- If you have our business mobile app, you will need to download the updated "Waumandee State Bank" mobile app directly from the Google Play or IOS app store and uninstall the business mobile banking app

If you have any further questions regarding the upcoming transition, please feel free to contact us at 608-626-3131. If you prefer, you may also reach out via our website's "Contact Us" page at www.waumandeebank.com/contact-us. Our website's "Education Center" will also be updated in the coming weeks with new tutorials and interactive demos to reflect the changes coming to Business Online Banking.

Waumandee State Bank sincerely appreciates your business relationship.

Regards,

Waumandee State Bank