

New Enhancement Coming Soon

On Friday, September 25, 2020 we will undergo a software enhancement.

These Upgrades Include:

- 🍃 New and Improved Electronic Banking
- 🍃 New and Improved Mobile Banking
- 🍃 New and Improved Statements and Notices
- 🍃 Fully Integrated Bill Pay
- 🍃 Debit Card Enhancements
- 🍃 And Much More!

In order to ensure minimal disruption, please be sure to review each of the following sections for an in-depth description of how these services will be changing and what you need to do to prepare for the software enhancement.

Details will be available on our website. As always, please feel free to contact one of our friendly customer service representatives at your nearest FM Bank location. We will also have extended phone hours seven days a week, starting September 23 through October 9 from 7am - 7pm CST. All you need to do is call our Call Center Specialists at 337-332-4132 and we will be happy to assist you!

We appreciate your patience as we navigate these exciting changes and we cherish your continued trust and confidence.

Sincerely,

FM BANK

What You Need to Know:

Branch and Contact Information

FM Bank branches will remain open normal hours during the enhancement to serve you, our customer. Our Call Center Specialists will also be available to take your calls at 337-332-4132.

Online Banking

- 🍃 Online banking **will not** be available beginning at 4pm CST on Thursday, September 24, and will become available on Monday, September 28.
- 🍃 Effective Monday, September 28, you will login using your existing username as this will not change. You will then be prompted for your password. Your temporary password will be your existing username plus the last four of your social security number. For example, if your username is JDOE and the last four of your SSN are 1234, then your temporary password is JDOE1234. For Business Online Banking users, you will use your existing username and your temporary password will be your username plus the last four of the business TIN. You will then be prompted to create a new password followed by selecting security questions and verifying your email address. Step-by-step instructions are located on the next page. If you need assistance, please call us at 337-332-4132.

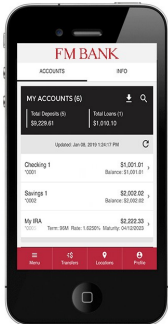
Bill Pay

- 🍃 Bill Pay **will not** be available Friday, September 18 through Sunday, September 27 to add new payments. All scheduled payments during the enhancement will continue without interruption.
- 🍃 All Bill Pay information, including vendors, will not be affected during this enhancement.

Statements

- All checking and savings account customers will receive a paper statement as of September 24th (including eStatement recipients). You will also receive your normal statement based on your current statement cycle. This means some accounts will receive two statements in the month of September.
- Interest-bearing accounts will receive accrued interest through September 24th, and again on the next regular scheduled statement cycle.
- All service charges will be waived for the second statement you receive in September.
- All Sweet accounts will auto-qualify for rewards on September 24. Normal qualification rules will apply for the October cycle.

FM Bank's Mobile Banking



Mobile Banking will not be available beginning September 24 at 4pm CST. Beginning Monday, September 28, our mobile app will be available and ready for your updates. If you use an Apple device and currently have the FM Bank Mobile App, you will be automatically updated to the current app. Android users will need to uninstall the app and reinstall by searching in the Google Play Store "FM Bank & Trust Mobile".

The Mobile Banking App includes the following features

- Create and Manage Bill Payments.
- Mobile Deposit allows you to deposit checks directly from your phone with the touch of a button.
- Transfer funds between accounts.
- Money Management tool helps you simplify how you manage your personal finances.
- Locate the nearest branch, including ATMs and hours.
- View your recent transaction history.
- Contact us with the touch of a button.
- Turn your debit card on/off with a touch of a button.
- Change your debit card PIN.
- Coming Soon** - Person to Person Payments (P2P) which will allow you to send money to your friends and family.

Step-by-Step Login Instructions for Online Banking

Beginning Monday, September 28

1 2 3 4 5

Start by Entering Your Existing Username

Begin by going to the **login section** on our website. Use your existing **Username**.

1 2 3 4 5

Enter Your Password

Your password is your **Username** plus the **last four of your SSN**. Example: *Username1234*

Business Online Banking Accounts use your existing **Username** plus the **last four of your Business TIN**.

1 2 3 4 5

Create a New Password

Enter your **New Password** and confirm the password. Password Requirements: *Minimum of 8 characters with an upper and lowercase letter, a number and a special character.*

1 2 3 4 5

Security Questions & Answers

Select a question from each of the 3 drop down menus and set an answer for each.

Answers must be a minimum of 4 characters.

1 2 3 4 5

Email Verification

Verify your current email address.

ATM / Debit Cards

- Balance inquires will be unavailable Wednesday, September 23 through Saturday September 26. However purchases and withdrawals will not be impacted.
- Debit card transactions will not be viewable through Online Banking Wednesday, September 23 through Sunday, September 27.

Park Plaza Branch
929 Rees St

Walmart Branch
1932 Rees St

Grand Point Branch
2829 Grand Point Hwy

Arnaudville Branch
1012 Sloan St

Ambassador Branch
1525 Ambassador
Caffery Pkwy

Pinhook Branch
2110 W Pinhook Rd
Suite 100