

Please Mark  
Your  
Calendar!

# IMPORTANT DATES

Member  
FDIC

Beginning Monday, April 2nd and continuing until April 9th (Consolidation Week) some services will be temporarily unavailable as we upgrade our systems. **Please take note of the important dates below for changes that require action on your part.** We thank you for your attention and your patience while we work to improve our services and deliver a better banking experience for you!

## The week of March 26th:

- > You will receive your NEW MasterCard EMV chip Debit or ATM card, which will replace your existing Visa Debit or ATM card beginning April 9th. The last day to use your existing Visa Debit card is April 8th.

### **ACTION NEEDED ON OR AFTER APRIL 9TH:**

Your NEW debit card will arrive in a plain white envelope a few days prior to Consolidation Week. Do not activate and use your new card until Monday, April 9th. Your new PIN number will arrive in a separate mailing. On or after April 9th, simply make a withdrawal or balance inquiry at any ATM using the new PIN to fully activate your card. You may also make a PIN-based POS purchase using the new PIN at any retailer equipped with a PIN pad or follow additional activation instructions included with your card.

## Prior to April 2nd:

- > Print or Save any eStatements you wish to keep.
- > Print any Online Bill Pay history you wish to keep.
- > Make note of any recurring "variable" payments that you have set up in Online Bill Pay.

## Monday, April 2nd:

- > Online Bill Pay services will be temporarily suspended starting April 2nd. Any bills that you have entered into the system will be processed but no new bill payment information can be entered until Monday, April 9th.

## Friday, April 6th:

- > Online Banking and Telephone Banking will be unavailable starting at 2PM on April 6th.

## Saturday, April 7th:

- > All branches of Riverview Bank, Halifax Bank, Marysville Bank, and Citizens Neighborhood Bank will be closed.

## Monday, April 9th:

- > Riverview Bank's NEW Online Banking service, **ONLINE24**, will be available for enrollment.

### **ACTION NEEDED ON OR AFTER APRIL 9TH:**

Because **ONLINE24** is a brand new Online Banking service, it will be necessary to log in and re-establish your password. Visit [RiverviewBankPA.com](http://RiverviewBankPA.com) (or, for CNB customers, [Citizensmeyersdale.com](http://Citizensmeyersdale.com)) and enter your existing UserID, using the last 4 digits of your Social Security Number as your password (for Business Online Banking, enter your existing UserID and

last 4 digits of your EIN). Once logged in, you will be prompted to select a new password and a Personal Security image. See Guide for more details.

- > On April 9th, your NEW MasterCard Debit card can be activated.

### **ACTION NEEDED ON OR AFTER APRIL 9TH:**

Use the new PIN number you received in the mail to activate and begin using your new Debit or ATM card. Be sure to update any recurring preauthorized charges such as E-Z Pass or utility payments. Refer to your Accounts and Services Guide for more information. If you need assistance activating your card, please call us at **888-765-7551**.

- > Riverview Bank's NEW Telephone Banking service, **ACCESS24**, will be available for enrollment.

### **ACTION NEEDED ON OR AFTER APRIL 9TH:**

Because **ACCESS24** is a brand new Telephone Banking service, it is necessary to begin using a NEW phone number and to re-enroll. Simply call **888-225-6065** and have your full account number and Social Security Number handy. Follow the prompts to select a new PIN.

- > All Club accounts will become fully automated, meaning that at maturity the proceeds must be deposited to a Riverview Bank checking or savings account in order for the account to automatically renew. (Corporate club accounts maintained through an employer may continue to receive proceeds via check.)

### **ACTION NEEDED ON OR AFTER APRIL 9TH:**

To ensure that your Club account automatically renews at the next maturity, contact your local community office to sign up for automatic deposit of the proceeds to a Riverview Bank or Citizens Neighborhood Bank checking or savings account. Otherwise, upon maturity your Club account will close and it will be necessary to visit a branch to open a new club account.

- > Starting April 9th, Riverview Bank's NEW Mobile Banking app is available for download!

### **ACTION NEEDED ON OR AFTER APRIL 9TH:**

First, enroll in **ONLINE24**. Then download the app and follow the prompts to get started banking on your smart phone or other mobile device! Be sure to have your full account number handy.