

# A New and Improved Jarrettsville Federal Savings and Loan!

The staff at Jarrettsville Federal is excited to announce we'll be providing a *"new and improved look"* in the near future.



## New Enhancements Coming Soon

On Friday, February 8, 2019 we will undergo a system upgrade.

### These Upgrades Include:

- ❖ New and Improved Electronic Banking
- ❖ New and Improved Bill Pay
- ❖ New and Improved Mobile Banking
- ❖ And Much More!

We anticipate a smooth transition that will provide very little disruption to you. 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 system upgrade.

Details will be available on our website and as always, please feel free to contact one of our friendly customer service representatives at Jarrettsville Federal.

Jarrettsville Federal is a customer-driven community bank providing personalized service, localized decision-making and proven technology while promoting a positive environmental and social example to its community. As "a true community bank," Jarrettsville Federal adheres to a value-based business model which endeavors to do the right thing for: the environment, its community, and its customers. We appreciate your patience as we navigate these exciting changes and we cherish your continued trust and confidence.

Sincerely,

Your Jarrettsville Federal Family

## What You Need to Know:

### System Upgrade

On Friday, February 8 and Saturday, February 9, Jarrettsville Federal will be open normal hours during the upgrade to continue to serve your banking needs and cause as little inconvenience to you as possible.

### Passbook Savings

We will continue to support passbook savings accounts. We ask that before Thursday, February 7 you bring your passbook to Jarrettsville Federal to update any unposted transactions.

### Debit Cards

Customers with existing cards will receive new cards the last week of January, which will include further instructions.

Balance inquiries will be unavailable Thursday, February 7 through Sunday, February 10, however, purchases and withdrawals will not be impacted.

### Online Banking

- ❖ Online banking will be in inquiry view only beginning at 5pm Thursday, February 7.
- ❖ Effective Monday, February 11 you will login using your existing login name as this will not change. You will login through our new link available on our website at [www.jarrettsvillefederal.com](http://www.jarrettsvillefederal.com). You will then be prompted for your password. Your password will be your login name plus the last four of your social security number. For example, if your login (user) name is JDOE and the last four of your SSN are 1234, then your new password is JDOE1234. You will then be prompted to select a new password followed by your security questions and answers.
- ❖ Please note: We strongly encourage you to save all documents prior to February 8.

## Bill Pay

- ❖ Bill Pay will not be available beginning Wednesday, February 6 through Sunday, February 10. **Digital banking will be live at 9 AM ET on Monday, February 11.**
- ❖ Please ensure that all bills that are due by Monday, February 11 are scheduled to pay by Tuesday, February 5. Any payments with a due date effective after Wednesday, February 6 will not be processed until Monday, February 11 using the New and Improved Bill Pay.
- ❖ All Bill Pay information, including vendors and scheduled payments, will convert with the exception of e-bill notices. These will need to be setup after Monday, February 11.

## Statements

- ❖ All statement accounts will be issued a statement as of February 7. Business accounts will be issued new statements at **End of Month** and all other statements will be issued the **15<sup>th</sup> of the month**. This means all statement accounts will receive two statements in the month of February.
- ❖ Interest-bearing accounts will receive interest effective February 7 and again in your next statement cycle in February.
- ❖ ACH payments that are pending (i.e. house payment, car payment, payroll, etc.) will post Friday, February 8 which could be prior to the effective date in certain cases.

## Misc.

- ❖ Take time to check out our new website.
- ❖ Our Money Market accounts are now tiered, the more you save the more interest you'll earn.

***We hope you will join us in our excitement as we enhance our services and strive to provide you with the best customer service we can as we get ready to celebrate our 150<sup>th</sup> year in 2019. Please reach out to our team if you have any questions, comments or concerns.***



## Mobile Banking

Mobile banking will not be available beginning February 7 effective 5pm. Beginning February 11, our new App will be available for download. You may need to reinstall the app. The Mobile Banking App includes the following enhancements:

- ❖ Bill Pay
- ❖ Mobile Capture which will allow you to deposit checks directly from your phone with the touch of a button.
- ❖ Person to Person Payments (P2P) which will allow you to send money to your friends and family.
- ❖ Transfer funds between accounts.
- ❖ 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.

**Step-by-Step Login Instructions for Online Banking on the Next Page.**

*Jarrettsville Federal*  
SAVINGS & LOAN ASSOCIATION™

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