

Banking Upgrades Coming Soon! Customer Advisory Notice

Dear FCSB Community,

We are excited to announce that we are upgrading and enhancing our systems starting on April 1, 2022, through April 4, 2022. We decided to upgrade our banking system so we may continue to provide you with safe, secure products and services all while utilizing the newest technology.

While our upgrade will mostly be happening behind the scenes, there will be times when it will affect some of the services you may use. We will keep you up-to-date on when and what will be affected so that you will be prepared. We also want to provide you with more information on what a core conversion is and why we are doing it.

• Safety and Security

Keeping your information secure and private is a top priority for us. The core conversion process will not compromise your safety or the safety of your information in any way.

• Safety and Security for My Funds

Your funds will remain safe and secure. All accounts are fully insured by FDIC for up to \$250,000.

• Changes to Account Numbers?

Your account numbers will not change.

• Debit Cards

You will **not** be receiving a new debit card or PIN, and your debit card will continue to work during the core conversion process. It will, however, impact your ATM and POS limits. Your limits will be lowered to \$500 for ATM and POS from April 2 – April 4, 2022. Normal limits will be restored after the core conversion is complete on April 4, 2022.

Please also note that if you exceed your debit card or ATM withdrawal limit during the core conversion, your transaction will be denied.



Whitestone
19-19 Francis Lewis Blvd.
Whitestone, NY 11357
718-352-7100

Astoria
35-01 30th Ave.
Astoria, NY 11103
718-204-7444

Ridgewood
58-02 Myrtle Ave.
Ridgewood, NY 11385
718-366-8008

Bayside
42-12 Bell Blvd.
Bayside, NY 11361
718-225-2650

Corporate Center
1866-400-3272
myfcsb.com

Glen Cove
70 Glen Street
Glen Cove, NY 11542
516-609-3600

Flushing
72-76 Main Street
Flushing, NY 11367
718-261-6360

Ditmars
37-28 Ditmars Blvd.
Astoria, NY 11105
718-932-6484

Forest Hills
71-66 Austin Street
Forest Hills, NY 11375
718-261-5095

• **What Services Will be Affected?**

The following services will temporarily be disabled during our conversion process:

- **Online Banking** – Online Banking access will be unavailable starting on April 1st at 3:00 PM and will resume Monday, April 4, 2022.
- **Bill Pay** – Bill Pay access will be unavailable starting on Thursday, March 31 at 6:00 PM and will resume Monday, April 4, 2022.
- **Mobile Banking** – Mobile, web browsers, and text banking will be unavailable starting on April 1st at 3:00 PM and will resume Monday, April 4, 2022.

• **Branch Closure**

In order to successfully transition to the new core banking system, our branches will be **closed on Saturday, April 2nd and Sunday, April 3, 2022.** We will resume normal business hours on Monday, April 4, 2022. We apologize for any inconvenience.

We are looking forward to the new changes, and we hope you are too. If you have any questions, we encourage you to continue visiting our website at myfcsb.com, and “Like” us on Facebook and IG. We will be available from 8:30 AM – 5:00 PM Monday – Friday. You may also come into any of our [branches](#). Our staff has been fully trained and is prepared to answer any questions you may have.

Respectfully,

Michael Serao

Michael Serao
Executive Vice President, Chief Administrative Officer
First Central Savings Bank