

WHAT'S AVAILABLE & WHAT'S NOT

SYSTEM CONVERSION SCHEDULE JUNE 5 – JUNE 8

	FRIDAY, JUNE 5	SATURDAY, JUNE 6	SUNDAY, JUNE 7	MONDAY, JUNE 8
BRANCH LOBBIES	Closed	Closed	Closed	Closed
ATMs (Newark, NJ, and New York)	Offline at 3:00PM limited withdrawal amounts	Offline limited withdrawal amounts	Offline limited withdrawal amounts	Available at 9:00AM
PLEASE NOTE: If you will need a large amount of cash this weekend, please visit the branch by COB on June 4th or an ATM by 3pm on June 5th.				
CLIENT SERVICE CALL CENTER	Open 8:30AM – 6:00PM	Open 9:00AM – 1:00PM	Closed	Open 8:30AM – 6:00PM
PERSONAL ONLINE BANKING	Available until 3:00PM	View-only mode	View-only mode	Available at 9:00AM
SMALL BUSINESS ONLINE BANKING	Available until 3:00PM	View-only mode	View-only mode	Available at 9:00AM
COMMERCIAL ONLINE BANKING	Available until 3:00PM	Not available	Not available	Available at 9:00AM
MOBILE BANKING APP	Available until 3:00PM	Not available	Not available	Available at 9:00AM
DEBIT CARD PURCHASES	Limited Point-of-Sale (POS) transactions begin at 3:00PM	Limited Point-of-Sale (POS) transactions	Limited Point-of-Sale (POS) transactions	Available at 9:00AM
TELEPHONE BANKING	Available until 3:00PM	Not available	Not available	Available at 9:00AM
NIGHT DROP	Available	Available	Available	Available

YOU ASKED. WE ANSWERED!

SYSTEM CONVERSION FAQs

- 1 WHAT IS THE SYSTEM CONVERSION?**
On November 1, 2019, Industrial Bank purchased City National Bank of New Jersey. Over the weekend of June 6, both banking systems will integrate, allowing all customers of Industrial Bank to utilize any Industrial Bank banking center to conduct financial transactions.
- 2 DURING THE CONVERSION WEEKEND, WILL I STILL BE ABLE TO ACCESS MY ACCOUNTS?**
Yes, account access will be available during the conversion – but in a limited capacity. Please refer to the schedule above for more information on branch closures, service interruptions and more.
- 3 WILL MY INFORMATION BE SECURE THROUGHOUT THE CONVERSION?**
Yes, your security is always our top priority, and your account information will remain protected as we complete this conversion.
- 4 WILL I BE ABLE TO USE ATMS?**
All Newark, New Jersey, and New York Industrial Bank ATMs will be out of service Friday, June 5, at 3:00PM until Monday, June 8, at 9:00AM. During this time, your debit cards will be in an offline status, causing limited withdrawal cash amounts and Point-of-Sale transactions. Please plan accordingly. You will also have access to over 55,000 ATMs through the Allpoint® network for limited withdrawal cash amounts.
- 5 HOW WILL THE CONVERSION IMPACT AUTOMATIC WITHDRAWALS AND DIRECT DEPOSITS?**
All automatic withdrawals, direct deposits, Online Bill Pay and internal transfers will automatically convert to the Industrial Bank system. You will not need to do anything. For Online Bill Pay users, it is highly recommended that you keep a record of your payee information and scheduled payments so you can verify that everything has converted properly after Monday, June 8.
- 6 DO I NEED TO CHANGE THE ROUTING NUMBER FOR MY CHECKS?**
Industrial Bank's routing number is 054000959. However, we will continue to support City National Bank's routing number (021201639). Please update your routing number to 054000959 after June 8 at your convenience.



For additional conversion information, please visit industrial-bank.com/welcome.