



Important Information

Changes beginning Thursday June 6th, 2024.

Bank of Maple Plain has chosen to improve our system to better serve you, our customer, with the latest technology. Our goal is to provide you with the best banking experience possible and offer to you the latest products and services.

Please review each section carefully to understand how these services will be changing and what you need to do to prepare.

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| Software Upgrade | System conversion will begin Thursday June 6th and continue through Monday June 10th. Bank of Maple Plain will be open during regular business hours, but some services may be impacted during this time. |
| Debit Cards | With this conversion, you will be getting a new debit card with EMV chip and the latest contactless technology. Your new card will be arriving in the mail prior to June 6th. A document will be enclosed instructing you on how to activate your new card on or after June 7th . Please continue using your existing debit card until this time. Your old card will be inactive after this date, please dispose of it appropriately and begin using your new card. Balance inquiries will be unavailable Thursday, June 6th through Sunday, June 9th. Purchases and withdrawals should not be impacted. |
| ATM | Our ATM will not be available to use on Thursday June 6th as we upgrade our software. |
| Online Banking Mobile Banking Phone Banking | Online Banking, Mobile Banking and Phone Banking will be unavailable from 3pm Thursday, June 6th through 9am Monday, June 10th. During this time, you will not be able to log-in to the system, this is to ensure a successful conversion. On Monday, June 10th, you will be able to login using your existing username and password. Online, Mobile and Phone Banking will look and function the same as today. |
| Statements | All Checking & Savings accounts will receive a statement as of June 9th. You will also receive your normal statement according to your normal statement processing schedule. This means you will receive two statements in the month of June. Interest bearing accounts will receive interest effective June 9th and again at the end of your normal statement cycle. |
| Account Numbers | <p>Checking and savings account numbers will not be changing!</p> <p>Health Savings Accounts (HSA): Health savings accounts will be combined to your existing Health Savings checking account. The HSA Checking account number will remain the same and will reflect all contributions and distributions. After June 6th all contributions should be made to your HSA checking account.</p> <p>Loan account numbers will change. You do not have to take any actions in this matter <u>unless you have provided your loan account number for electronic or online bill payment service with another institution</u>. If so, please update your account number with the other institution after June 6th.</p> |

If you have any additional questions about this conversion, feel free to call us at (763) 479-1931.

Frequently Asked Questions

Why is the bank going through a conversion?

A core conversion is a mighty undertaking for a community bank, but Bank of Maple Plain has decided to take on this challenge to improve our systems, our technology, and to better serve our customers. Being able to service our customers to the best of our ability is important to us! We found ourselves limited by our previous system and felt strongly that this change would allow us to offer a wider variety of products and services and better serve the community.

What new products and services will be available?

With this conversion, we will have new tools that will help us to gain efficiency behind the scenes, but more importantly, there are a variety of new products & features available to our customers such as;
Instant Issuance of debit cards from within the bank
Contactless debit Card Technology - AKA Tap to pay!
Our Debit cards will be compatible with Apple Pay and Google Pay.
Improved Debit card Fraud Monitoring
New improved look and feel of statements and notices – just to name a few!

Why can't I access Online or Mobile Banking during the Conversion?

Online & Mobile banking will be unavailable from 5pm Thursday, June 6th, through 9am Monday, June 10th while we update our systems. When the system comes back up Monday morning, you will be able to log in using your existing User ID and Password.

Will Online and Mobile Banking be different?

No - Online, Mobile and Phone Banking will be the same as they are now. You will have the same access and be able to continue to use your existing User ID and Password.

Why did I receive a new Debit Card?

All debit card customers should expect to receive a new debit card in the mail prior to June 6th. Please note, you should continue to use your old card until June 6th. On June 6th, your old card will no longer work.

I received my new Debit card, why can't I activate it?

You will not be able to activate your new card until June 6th. Please follow the instructions enclosed with your new card to activate your new card and begin using it at this time. Your new card will have a different design and is capable of processing via the traditional mag-stripe, the EMV chip, and the latest contactless technology!

Frequently Asked Questions

Will my account number change?

Checking and savings account numbers will not be changing!

Health Savings Accounts (HSA): Health savings accounts will be combined to your existing Health Savings checking account. The HSA Checking account number will remain the same and will reflect all contributions and distributions. After June 6th all contributions should be made to your HSA checking account. You will receive a new debit card for your HSA and can continue to use the same checks (if applicable).

Loan account numbers will change. You do not have to take any action in this matter unless you have provided your loan account number to an electronic or online bill payment service with another institution. If so, please update your account number with the other institution after June 6th. Don't worry, you can continue to use your existing payment books and reach out to us for your new loan number after June 10th.

What is changing with my account statement?

During the month of June, you will receive two statements. The first statement will be cut the day we convert over to the new system, June 6th. The second statement will process at the end of your normal statement cycle but will only reflect transactions posted after June 6th. You should expect the format of your statements to change as well. It will look different, but we are confident you will still have all the information you need and maybe even a little bit more!

Do you have additional questions?

If you have additional questions or concerns about the conversion, you are always welcome to reach out to us at (763) 479-1931 or info@bankofmapleplain.com.

