

Here's your timeline to better banking at Webster Five.

Upgrades begin the week of October 30th and will be completed on November 6th.

Below are the important dates and actions to take. **Unless otherwise noted, the services listed will be available under our new system beginning Monday, November 6th.**

	Service Change Date	Business	Personal	Service Change Details	Actions to Take
Branch Hours	Saturday, Nov. 4th	✓	✓	All branches will be closed on Sat., Nov. 4th	Complete any time-sensitive transactions prior to 5 p.m. Thurs., Nov 2nd. On Fri., Nov, 3rd, branches will offer limited services
Digital Banking	Thursday, Nov. 2nd	✓	✓	Online and Mobile banking will be disabled Thurs., Nov. 2nd at 4 p.m. Download a new app on Mon., Nov. 6th	Complete any time-sensitive online transactions prior to 4 p.m. Thurs., Nov. 2nd
Telephone Banking	Thursday, Nov. 2nd	✓	✓	Telephone banking will be disabled Thurs., Nov. 2nd at 4 p.m.	Complete any time-sensitive transactions prior to 4 p.m. Thurs., Nov. 2nd
Bill Pay	Tuesday, Oct. 31st	✓	✓	Tues. Oct. 31st: Bill pay menu will be disabled Wed., Nov. 1st: Scheduled transfers are disabled Thurs., Nov. 2nd: Last payments will process	Prior to Oct. 31st, please ensure that timely transactions are not scheduled between Nov. 1st and Nov. 6th
Statements	Monday, Nov. 6th		✓	All account statements will be processed at the end of the month starting Mon., Nov. 6th	No action is needed on your part
Remote Deposit Capture <i>*See Digital Banking for Mobile Check Deposit</i>	Tuesday, Oct. 31st	✓		Remote Deposit Capture will be disabled. We will reach out to businesses with this service with more details on the upgrade process	Complete any batches prior to Oct. 31st by 4 p.m. Please ensure you have a current email on file with us to receive more detailed instructions



We are upgrading our technology to serve you better!

Important dates and changes to know

Webster Five has been hard at work to implement a major technology upgrade. During this process, we would like to ensure a smooth transition for you.

Please make sure we have your current mailing address and email address on file to ensure you receive important updates.



Scan this QR code with your mobile device or visit web5.com/technology-upgrade/ to learn the most up-to-date information

You can also always stop by a branch or call us at [800-696-9401](tel:800-696-9401)

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