



341 Military Street S.  
Hamilton, AL 35570

**WE'RE UPGRADING** our internal banking systems to better serve you. This upgrade will take place **March 13-17, 2025**.

Scan the code or visit:  
<https://fnbhamilton.com/yourfutureourfocus/>



**FIRST  
NATIONAL  
BANK**  
IN GOD WE TRUST

Your *future*  
Our *focus*

New technologies to better serve you are coming soon.

# What do these changes mean for you? And what can you expect during the upgrade?

## **DEBIT CARDS**

You will be receiving a new First National Bank Debit Card (card numbers will be on the back of the card) in the mail starting in February. Beginning Thursday, March 13th, you can activate your new card and select a PIN by calling 1-877-965-3344. Please continue to use your old First National Bank VISA Debit Card (card numbers on the front of card) through Wednesday, March 12. After this date, your old card will no longer be active; please dispose of it appropriately.

## **DEBIT CARD CASH AND PURCHASE LIMITS**

Please note during the period of Thursday, March 13th through Saturday, March 15th around 10:15 pm, your current daily transaction limits, point of sale limits, and ATM cash limits will be lower. Cash back from merchants will count as point of sale transaction limits. The bank's standard limits will be reinstated after this time. Consider planning ahead and withdrawing any cash you might need before 5:00pm on Wednesday, March 12th.

## **ONLINE / MOBILE BANKING & BILL PAY**

Your current Online / Mobile Banking login will be active through Wednesday, March 12th. After March 12th, all digital banking services (online banking, mobile banking, telephone banking, bill pay, mobile deposit, and estatements) will be unavailable until Monday, March 17th. During this time, information about transactions and your balances will be available by calling any branch locations during business hours.

## **LOGGING INTO THE NEW ONLINE / MOBILE BANKING SYSTEM ON MONDAY, MARCH 17TH**

Customers will use their previous username, and their password will be their username plus the last 4 of their SSN. (For Example: Username = janedoe PW = janedoe1234). From there, you will be prompted to set up a new password AND 3 security questions.

## **ACCESSING THE NEW MOBILE APP (NAVY APP)**

Apple users will need to update their apps on Monday, March 17.

Android users will need to delete their old app and download the new navy blue app on Monday, March 17th.

## **TELEPHONE BANKING**

Telephone Banking will be unavailable from Thursday, March 13th until around 8:00am Monday, March 17th.

## **ACCOUNT STATEMENTS**

All customers who would normally receive an account statement in March will receive one as of March 13th, 2025, for any activity since your last statement (a "cutoff statement"). This will result in customers receiving two account statements for one cycle. One from the old internal system; and another for activity on the new system from go-live until your regular statement date. \*Note the new operating system statements will look a little bit different.

## **ATM-CASH**

All First National Bank ATMs will be down beginning the evening of Wednesday, March 12th. ATM machines will be available for cash dispensing with lower limits starting the afternoon of Thursday, March 13th through Saturday, March 15th around 10:15 pm. All machines will be back live for cash dispensing with normal limits after 10:15 pm on Saturday, March 15th.

## **ATM-DEPOSIT**

ATM deposit taking abilities will NOT be available starting the afternoon of Wednesday, March 12th until Monday, March 17th. If you need to make a deposit after-hours during this period, please utilize the night depository at each location. Deposits from Friday night will be posted on Saturday, March 15th. Deposits after 12:00pm on Saturday will be posted the morning of Monday, March 17th.

**Questions? Call 205-921-7435**