

# WELCOME

As part of Mid-Southern Savings Bank, FSB's commitment to be the best community bank for our customers and in the interest of providing our customers with the best products and services, we will begin upgrading our bank operating system on Thursday, October 10, 2019.

The information within this packet is of vital importance. You may receive multiple instances of this communication, as we are required to provide this notice to each account holder.

## ***So, what does this mean for you as a Mid-Southern Savings Bank, FSB customer?***

Throughout this communication, you will find upgrades and improvements that will become available with the system enhancements. Some of these upgrades and improvements are an enhanced digital banking platform, easier to read statements and a faster more efficient customer service experience. Details of these changes are outlined in this packet, as well as the timeline of implementation.

We are making every effort to have a smooth transition which we hope will result in minimal disruption to you. Please feel free to contact us at 812-883-2639.

Sincerely,  
Nathan Perkins  
Vice President – Senior Operations Officer

Member  
**FDIC**



Salem Branch  
300 N. Water St.  
Salem, IN 47167  
(812)883-2639

Orleans Branch  
870 S. Maple St.  
Orleans, IN 47452  
(812)865-8877

Mitchell Branch  
1505 W. Main St.  
Mitchell, IN 47446  
(812)849-2092

New Albany Loan Production Office  
3626 Grant Line Rd. Suite 103  
New Albany, IN 47150  
(812)883-2639  
(By Appointment Only)

## IMPORTANT DATES

### Wednesday, October 9<sup>TH</sup> – Monday, October 14<sup>TH</sup>

**Digital Banking** (Includes Online Banking, Mobile Banking, Bill Pay, and eStatements) will be “View Only” meaning no changes or transactions can be completed.

Mid-Southern Savings Bank, FSB **Bill Pay** services will be upgraded and unavailable for all customers.

**Online bill payments** that are scheduled for October 8<sup>TH</sup> through October 14<sup>th</sup> will need to be changed. Any payment scheduled outside of those dates will process normally.

Mid-Southern Savings Bank, FSB **Online Banking** will be deactivated and not available on October 11<sup>TH</sup>.

### Thursday, October 10<sup>TH</sup>

Mid-Southern Savings Bank, FSB **ATMs** will be upgraded and may be unavailable for customers.

## ACCOUNT CHANGES

### Checking Accounts

Checking account numbers will convert from eleven digits to nine digits. The last two digits will be removed. No action or changes are required on your part. Our systems will continue to process your checks and direct deposits like normal.

For example, account number 12345678901 will change to 123456789.

### Certificate of Deposits and Individual Retirement Accounts

Account numbers will have three digits added to the end based on type of account.

For example, 12345 will change to 12345-001

### Loan Account Numbers

The last digit of existing loan account numbers will be removed and “10” be added to the end of the account number.

For example, 123456789 will change to 1234567810.

### Account Names

Account names with three lines will be sorted to two lines. Abbreviations may be used within the account title.

## OVERDRAFT PROTECTION

Checking accounts with Partial Privileged Overdraft Protection for checks and ACH items will **discontinue** after Thursday, October 10<sup>TH</sup>. Customers with Partial Privileged Overdraft Protection have three options to choose from:

1. No overdraft protection;
2. Privileged Overdraft protection; or
3. Linking their checking account to another checking account, savings account, or line of credit.

Please complete either “What You Need to Know about Overdrafts and Overdrafts Fees” or “Automatic Transfer Authorization” form.

If customers with Partial Privileged Overdraft Protection do not change their overdraft protection to option 2 or 3 above by October 10<sup>TH</sup>, then the checking account will default to option 1 (no overdraft protection on account).

Accounts cannot be crossed linked to each other for overdraft. For example, Checking Account 1 can be linked for overdraft protection to Checking Account 2. However, Checking Account 2 cannot have overdraft from Checking Account 1. If you believe you have two or more accounts crossed linked, please contact your branch.

Please see current Privilege Overdraft Protection Disclosure, MSSB Privilege Overdraft Protection form, and MSSB Account Overdraft Transfer form.

Note: When Non-Sufficient fund (NSF) item appears on a statement, the item will post as a withdrawal to the account, item returned will post as a deposit to the account and the NSF fee will post as a withdrawal.

## OTHER DISCLOSURE ITEMS

### **Posting Order of Paid Items**

When processing checks or orders drawn on your account, our policy is to pay them according to the transaction type by dollar amount smallest to largest. Also, please be aware that the order of item payment may create multiple overdraft items during a single banking day for which you will be charged our standard NSF Paid item fee of \$35 for each overdraft item paid.

### **Christmas Club Account Statement**

Statement will be sent annually instead of monthly.

### **Checking Account and Line of Credit Statements**

Customers will now receive separate statements. Line of Credit Statements will have a detachable payment slip.

### **Diamond Checking**

Maintenance fee of \$4.00 if balance drops below \$500.00 during statement cycle. Maintenance fee is waived with a direct deposit.

### **Cost of Services**

See revised Cost of Service effective October 11,2019.

# UPGRADE TO-DO LIST

In order to be prepared, please take the following actions prior to October 9<sup>TH</sup> to minimize any inconvenience or interruption to your Mid-Southern Savings Bank, FSB Online Banking Services.

## Note the upgrade dates on your calendar:

The upgrade will begin on Friday, October 11<sup>TH</sup> and will continue through Tuesday, October 15<sup>TH</sup>. All Mid-Southern Savings Bank, FSB offices will be open during normal operating hours, including Monday October 14<sup>th</sup> (which is a Federal Holiday). If you have any questions, please call us at (812)883-2639.

## Schedule online bill payments before October 8<sup>th</sup>:

Online bill payments scheduled during the upgrade WILL NOT PROCESS. Any payment with a scheduled date between Oct 8 and Oct 14, needs to be changed.

Bill payment payees will be automatically transferred to the new system.

E-bills will not automatically transfer to the new system and will need to be set up on or after Tuesday, October 15<sup>TH</sup>. NOTE: This is not the same thing as your payees as all payees will be converted.

## Download eStatements:

Prior to October 8<sup>TH</sup>, download all eStatements. On October 9<sup>TH</sup>, you will have access to 45 days of transactional history. After the upgrade is complete, you will have 18 months of historical data (6 months in PDF format, but there may be a delay before your statements are available in the upgraded system). Customers who receive paper statements will continue to receive their statements without interruption.

## Determine cash needs:

Mid-Southern Savings Bank, FSB ATMs may be unavailable on Thursday, October 10<sup>TH</sup>.

# How to log into Online Banking

To access online banking on Monday, October 14<sup>TH</sup>, please visit our website (www.mid-southern.com).



## **Start by Entering your Current Username and Temporary Password.**

Your temporary password will be your username plus the last 4 digits of your SSN linked to your current Digital profile.



## **Establish a New Password**

Your new password must contain 8 characters (upper and lower case, number and special character). If the old password meets these requirements, then it can be used again.



## **Setup 3 Security Questions and Answers**

You will be prompted to setup 3 security questions and answers.



## **Answer One of the Security Questions**

You will be prompted to answer 1 of the security questions setup in step 3.



## **Agree to the Terms and Conditions**

You must agree to Terms and Conditions before you can proceed with logging in.



# WHAT YOU NEED TO KNOW

## Core System Upgrade

Our Bank's core operating system, also known as a core system, is the software that manages our major banking functions, such as opening and managing accounts, servicing loans, processing deposits and withdrawals, and more.

Our new core system will allow us to offer you more capabilities, and enhance your experience with us.

## Safety & Security

All Mid-Southern Savings Bank, FSB customer information will remain safe and secure during the core upgrade process.

Keeping your information secure is our top priority. The core upgrade process will not compromise your safety or the safety of your information in any way.

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

## ATM Availability

Mid-Southern Savings Bank, FSB ATMs will be upgraded and may be unavailable for all customers on Thursday, October 10<sup>TH</sup>.

All Mid-Southern Savings Bank, FSB debit cards will remain active during and after the upgrade.

You will not receive a new debit card. Your current debit card and PIN will remain active.

## Digital Banking (Online Banking, Mobile Banking, Bill Pay and eStatements)

After the upgrade, the term "Digital Banking" will be the term used to refer to online banking, mobile banking, bill pay, and eStatements.

The Mid-Southern Savings Bank, FSB mobile app is being upgraded. For Apple users, the app will update automatically. On Sunday, October 13<sup>TH</sup>, Android users will need to visit your mobile device's app store and download our new mobile app. Simply search for "Mid-Southern Savings Bank, FSB."

Your Digital Banking Login ID will remain the same. However, your password will default to your Login ID plus the last four digits of your Social Security Number. Example: Username1234

Non electronic bill pay items will clear accounts as a paper check.

Quicken customers may need to make changes. A customer guide will be provided.

## Telephone Banking

The telephone banking phone number will remain 1-888-329-2015. However, your Customer PIN will default to the last 4 digits of your Social Security Number and then you will be prompted to change your PIN.

**If you have any questions, please call (812)883-2639.**

**Mid-Southern Savings Bank, FSB**  
**Privilege Overdraft Protection (POP) Disclosure**  
**Customer Overdraft**

An insufficient balance can result from several events, such as (1) the payment of checks, electronic funds transfers or other withdrawal requests; (2) payments authorized by you; (3) the return of unpaid items deposited by you; (4) bank service charges; or (5) the deposit of items which, according to the bank's Funds Availability Policy, are treated as not yet available or finally paid. We are not obligated to pay any item presented for payment if your account does not contain sufficient funds.

As long as you maintain your account in "good standing," we may approve your overdraft items within your current available Privilege Overdraft Protection limit as a non-contractual courtesy. For overdraft privilege consideration, your account is in "good standing" if you (1) make sufficient deposits to bring your account to a positive end-of-day balance at least once every 30 calendar days (including the payment of all bank fees and charges); (2) avoid excessive overdrafts suggesting the use of Privilege Overdraft Protection as a continuing line of credit; and (3) there are no legal orders, levies or liens against your account.

When processing checks or orders drawn on your account, our policy is to pay them according to the transaction type by dollar amount from smallest to largest. Also, please be aware that the order of item payment may create multiple overdraft items during a single banking day for which you will be charged our standard NSF Paid item fee of \$35 for each overdraft item paid.

You may opt out of the privilege at any time, but you are responsible for any overdrawn balances at the time of opting out. Normally, we will not approve an overdraft for you in excess of the predetermined amount assigned to your account type. So as not to exceed your limit, please note that the amount of the overdraft **plus** the bank's standard NSF paid item fee of \$35 per item will be deducted from the overdraft limit.

We may refuse to pay an overdraft item at any time even though we may have previously paid overdrafts for you. For example, we typically do not pay overdraft items if your account is not in good standing as defined above, or if based upon our review of your account management, we determine that you have too many overdrafts or are using Privilege Overdraft Protection as a regular line of credit. You will be charged a returned item NSF fee of \$35 for each item returned.

You will be notified by mail of any non-sufficient funds items paid or returned that you may have; however, we have no obligation to notify you before we pay or return any item. The amount of any overdraft including our paid item OD fee of \$35 and/or a returned item NSF fee of \$35 that you owe us shall be due and payable upon demand, *but if no demand is made, no later than 30 calendar days after the creation of the overdraft*. If there is an overdraft on an account with more than one owner on the signature card, each owner and agent, if applicable, shall be jointly and severally liable for all overdrafts inclusive of fees.

Privilege Overdraft Protection should not be viewed as an encouragement to overdraw your account. To avoid fees, we encourage you to keep track of your account balance by entering all items in your check register, reconcile your check book regularly, and manage your finances responsibly. If you would like to have this service removed from your account, please come to any of our three locations (Salem, Orleans or Mitchell) or call (812) 883-2639.

Please note that your Privilege Overdraft Protection limit may be available for covering overdrafts created at the teller window, ATM, through a POS transaction, Online Banking and Telephone Banking. The limit will not be included in the balance provided during an inquiry.

**ATM and POS Debit Card Transaction:** We will not authorize and pay overdraft items that are ATM transactions or point-of-sale (POS) debit card transactions throughout the Privilege Overdraft Protection service unless you authorize us to do so. To opt in to this feature of our Privilege Overdraft Protection service, whereby we authorized and pay overdraft items for ATM transactions and POS debit card transactions, you must notify us. If you do not authorize and pay overdraft items for these transaction types, they will be declined. You have the right to opt in after your checking account has been opened for three (3) months by visiting one of our branches. You can contact us by phone at (812)883-2639 or visit any branch for information about revoking your opt-in. The Bank will act upon your request within a reasonable amount of time.

**LIMITATIONS:** Privilege Overdraft Protection is a non-contractual courtesy that is available to individually/jointly owned accounts in good standing for personal or household use. Mid-Southern Savings Bank reserves the right to limit participation to one account per household and to suspend, revoke, or discontinue this service without prior notice.

**ALTERNATIVES PLANS:** You may link your checking account to a secondary account with the Bank. This secondary account can be another checking, savings, money market or line of credit account. In the event that an item tries to clear your checking account and the funds are not available, an automatic transfer, in a predetermined increment plus a small fee, will be transferred into the overdrawn account. The secondary account must have enough funds available for the transfer amount and fee in order for the transfer to take place. If there are not enough funds in the secondary account, then the transfer will not take place. Under these regulations, you may not make more than six (6) withdrawals or transfers from a savings or money market account by preauthorized or automatic transfer or telephone order in any one calendar month or statement cycle of at least four weeks.





What You Need to Know about Overdrafts and Overdraft Fees

An overdraft occurs when you do not have enough money in your account to cover a transaction, but we pay it anyway. We can cover your overdrafts in two different ways:

- 1. We have standard overdraft practices that come with your account.
2. We also offer overdraft protection plans, such as a link to a savings account, which may be less expensive than our standard overdraft practices. To learn more, ask us about these plans.

This notice explains our standard overdraft practices. \$500.00 Limit\*

What are the standard overdraft practices that come with my account? \*Available 3 months after account opening!

We do authorize and pay overdrafts for the following types of transactions:

- Checks and other transactions made using your checking account number
• Automatic bill payments

We do not authorize and pay overdrafts for the following types of transactions unless you ask us to (see below):

- ATM transactions
• Everyday debit card transactions

We pay overdrafts at our discretion, which means we do not guarantee that we will always authorize and pay any type of transaction.

If we do not authorize and pay an overdraft, your transaction will be declined.

What fees will I be charged if Mid-Southern Savings Bank pays my overdraft?

Under our standard overdraft practices:

- We will charge you a fee of \$35 each time we pay an overdraft.
• There is a daily limit of 5 on the total fees we can charge you for overdrawing your account.

What if I want Mid-Southern Savings Bank to authorize and pay overdrafts on my ATM and everyday debit card transactions?

If you also want us to authorize and pay overdrafts on ATM and everyday debit card transactions complete the form below.

I do not want Mid-Southern Savings Bank to authorize and pay overdrafts on my ATM and everyday debit card transactions.

I want Mid-Southern Savings Bank to authorize and pay overdrafts on my ATM and everyday debit card transactions.

Printed Name: Date:

Signature: Account Number:

Should you change your mind and decide you no longer want us to continue to authorize and pay overdrafts on your ATM and everyday debit card transactions, you may revoke your authorization at any time by contacting us in person at any of our branches.

Orleans
870 S. Maple Street
Orleans, In. 47452
(812) 865-8877
(812) 865-8899 Fax

Salem
300 N. Water Street
Salem, In. 47167
(812) 883-2639
(812) 883-8099 Fax

Mitchell
1505 W. Main Street
Mitchell, In. 47446
(812) 849-2092
(812) 849-6479 Fax

**AUTOMATIC TRANSFER AUTHORIZATION**

As used in this authorization, 'we' and 'us' means the owners of the accounts identified below (Customer). 'You' and 'yours' means the depository institution named below (Bank).

We (Customer) authorize and direct you (Bank) to make the following transfer of funds:

**AMOUNT TO BE TRANSFERRED:** the amount necessary, in increments of \$50.00, based upon instructions from customer, to the "TO" DDA account, more specifically identified below.

**FREQUENCY:**    \_\_\_ Weekly    \_\_\_ Monthly    \_\_\_ Other: as instructed

**EFFECTIVE DATE:** \_\_\_\_\_ **TERMINATION DATE:** \_\_\_\_\_

**FROM:** \_\_\_\_\_ TYPE \_\_\_ SAVINGS  
ACCOUNT NO. \_\_\_\_\_ \_\_\_ CHECKING

ACCOUNT TITLE: \_\_\_\_\_ Tax ID \_\_\_\_\_

**TO:**  
ACCOUNT NO. **DDA** \_\_\_\_\_

ACCOUNT TITLE: \_\_\_\_\_ Tax ID \_\_\_\_\_

These accounts remain subject to their individual terms and conditions, which are not modified by this authorization. If a transfer is made from a savings account, you (Bank) retain the right to require not less than 7 days written notice of withdrawal.

If no termination date is specified above, this authorization will remain in effect until terminated by any one of us. You (Bank) may terminate this authorization by giving us (Customer) 15 days written notice at the address stated below. Notice to any one of us is notice to all of us.

\_\_\_\_\_  
SIGNATURE  
  
\_\_\_\_\_  
PRINTED NAME  
  
\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
SIGNATURE  
  
\_\_\_\_\_  
PRINTED NAME  
  
\_\_\_\_\_  
ADDRESS

MID-SOUTHERN SAVINGS BANK, FSB  
P. O. BOX 545  
SALEM, IN 47167

ACCEPTED BY \_\_\_\_\_ DATE \_\_\_\_\_  
SIGNATURE AND TITLE

### Cost of Services

• Account Closing Fee	\$25.00
◊ Only Statemet Savings closed within 6 months of opening	
• Locked Money Bag	\$20.00 each
• Zipper Money Bag	\$5.00 each
• Canadian Item Fee	\$35.00 each
• Check Cashing Fee (Non-customer with proper ID)	\$10.00 each
• Gov. Check Cashing fee (Non-customer with proper ID)	\$20.00 + 1% of check
• Check Image Statement	\$4.00 per month
• Coin and Currency Fee (Non-Customer)	\$25.00 each
• Check Copy Fee (1 free per cycle)	\$3.00 each
• Statement Check Copy Fee	\$3.00 per month
• Customer Statement Re-print Fee	\$5.00 per month
• MSSB Official Check Copy Fee	\$3.00 each
• Counter Checks Fee	\$4.00 per page
• Replacement Debit Card Fee	\$8.00 per card
• Dormant Account Fee	
◊ Checking --- 12 months of no activity	\$6.00 per month
◊ Savings --- 36 months of no activity	\$6.00 per month
• Fax Service Fee (cover page free)	\$5.00 per fax
• Legal Hold Fee (Garnishments, Tax Levies, etc)	\$50.00 each
• Loan Coupon Book Fee (if original book was lost)	\$7.50 each
• NSF Item (Limit of 5 NSF fees charged per day.)	
◊ Paid (overdraft)	\$35.00 per item
◊ Returned	\$35.00 per item
• NSF Transfer Fee	\$5.00 each
• Official Check Issue Fee (one free per day)	\$5.00 each
• Photo Copy Service Fee (3 pages free)	\$0.50 per page after
• Reconciliation Service Fee	\$25.00 per hour
• Savings Limited Items Fee (When over the monthly allowance)	\$15.00 each after 6
◊ Per item fee after exceeding 6 limited transactions	
• Research Fee (Clerical/Technical/Managerial/Supervisory)	\$25.00 per hour
◊ Over 5 pages of checks charge the Research Fee for Time	
• Returned Check Fee	\$20.00 each
• Stop Payment Fee (customer or official check)	\$35.00 each
• Incoming Wire Transfer Fee	\$20.00 each
• Outgoing Wire Transfer Fee	\$25.00 each

#### Safety Deposit Box Annual Rental Fees

3 x 5 =	\$15.00	5 x 5 =	\$20.00
5 x 10 =	\$30.00	10 x 10 =	\$75.00

SDB Key Replaced	\$90.00 each
SDB Drilled and Keyed	\$135.00 to \$235.00

(Fees subject to change)