



IMPORTANT DETAILS
Personal Online Banking System Upgrade
September 16, 2020

August 14, 2020

Dear Valued Client,

We are excited to announce that our Personal Online Banking system will be upgraded on September 16, 2020 to offer an improved, intuitive system design and enhanced security features.

The upgraded system offers all the same conveniences you have come to rely on, including Bill Pay, eStatements, Mobile Banking and Alerts, plus financial management tools, the ability to order checks online and more - all presented in an easy-to-navigate format!

To help you with the system upgrade, please carefully review the important dates and instructions noted below. Our goal is to keep you informed of important information throughout this process with a dedicated Online Banking System Upgrade webpage, which can be [accessed here](#) or from your current Personal Online Banking system. **All you need to do** is simply click on the "Personal Online Banking System Upgrade" banner located on the Accounts page in your current system to access important details such as:

- **Personal Online Banking will be unavailable on Tuesday, September 15 at 5:00 p.m. through Wednesday, September 16 at 9:00 a.m.**
 - **Bill Pay** will be unavailable from Sunday, September 13 at 7:00 p.m. through Wednesday, September 16 at 9:00 a.m. Any scheduled payments (future-dated or recurring) will process during this time.
 - **Mobile Banking** will be unavailable from Tuesday, September 15 at 5:00 p.m. through Wednesday, September 16 at 9:00 a.m. **Mobile Deposit** will not be available until Thursday, September 17 at 8:00 a.m.
- **Specific action is required prior to 5:00 p.m. on September 15 for financial accounting software users (Quicken or QuickBooks).** For specific details, please visit the [Personal Online Banking System Upgrade](#) webpage under the Financial Accounting Software section.
- During this upgrade, you will have access to your Central Valley Community Bank account(s) via ATM and through BankLine (24-hour phone banking) toll-free at (866) 455-6630.
- **In the next few weeks, you will receive in the mail an easy-to-follow Personal Online Banking System Upgrade Guide to assist you with important steps and answer key questions for setting up account access on Wednesday, September 16.**

At Central Valley Community Bank, we value your banking relationship and are working hard to ensure a successful upgrade of your Personal Online Banking account. Should you have any questions throughout this process, our Customer Service Specialists are available to assist you Monday through Thursday 8:30 a.m. – 5:00 p.m. and Friday 8:30 a.m. – 5:30 p.m. by calling (800) 298-1775 or emailing us at onlinebanking@cvcb.com.

Sincerely,

A handwritten signature in black ink, appearing to read "James M. Ford", is enclosed in a thin black rectangular border.

James M. Ford
President and Chief Executive Officer,
Central Valley Community Bank