

DILLEY STATE BANK CUSTOMER - MERGER FAQ

Q: Will my account numbers change?

A: Yes and No. Several account numbers will be required to change as part of this conversion. If your account number is required to be changed, you should have already been contacted by a representative from Dilley State Bank who assisted you through this process. The majority of account numbers will not change.

Q: Will my routing number change?

A: Yes. The routing number for all Dilley State Bank customers will officially change from 114910280 to 113123065 on Monday, October 18, 2021. Transactions set up prior to October 18, 2021 will continue to process as normal. Transactions set up after October 18, 2021 must be set up with the updated routing information.

Q: When will the system conversion take place?

A: The system conversion will take place beginning Friday, October 15, 2021 after normal business hours. The Dilley location will officially open as part of *The Friendliest Bank Anywhere* on Monday, October 18, 2021.

NOTE: Please check back for specific times on when Mobile and Internet Banking will be back online for access.

Q: Do I need to order new checks?

A: No. For now, continue to use your current checks. If you need to order checks after October 18, 2021, please contact us for more information.

Q: Will I have to set up a new internet banking username or password?

A: Existing Dilley State Bank (DSB) internet banking customers who have logged in and accessed the DSB internet banking system since April 1, 2021 will receive additional information about their username and password. Please be on the lookout for additional information from us.

Q: Will I be able to use my current Dilley State Bank debit card?

A: Yes. If a change occurs, we will reach out to you with more information.



The First State Bank

Q: Do I need a new debit card?

A: No. You can continue using your current Dilley State Bank debit card until your current card expires.

Q: Will the recurring transactions set up with my Dilley State Bank debit card still work?

A: Yes. Any recurring payments that are set up on current debit cards will continue to process until your current card expires.

Q: Will our current locations, hours and contact information be changing?

A: Yes and No. On Monday, October 18, 2021 the lobby of the Dilley branch will be open Monday thru Friday 9:00AM until 3:00PM and the drive-thru will be open Monday thru Thursday 8:00AM until 5:00PM and on Fridays 8:00AM until 6:00PM. The phone number, fax number, and mailing address will stay the same. The website and employee email addresses will be changed to the fsblouise.com domain on Monday, October 18, 2021.

Q: When can I begin using The First State Bank branches?

A: Monday, October 18, 2021

Q: Will the staff remain the same?

A: Yes. You will continue to bank with the same lobby staff that provided the excellent customer service to which you have become accustomed, plus the many members of The First State Bank Customer Service Team.

Q: How will this merger benefit me?

A: The First State Bank brings enhanced digital solutions including Mobile Deposit, Quick\$end and CardValet® for consumers, and a suite of Treasury Management products for commercial customers.

