



# Winnsboro State Bank & Trust Company

## Customer FAQs Concerning the Acquisition

### **What is happening?**

Winnsboro State Bank (WSB) has signed an official agreement with Business First Bank (B1B) to acquire the Mangham Branch of the recently purchased Richland State Bank (RSB). The acquisition is planned to be finalized June 30, 2019.

### **Does this affect my account/loans?**

WSB and B1B are actively in the transition process and will ensure a smooth changeover for all customers involved. However, until July 1, 2019, your accounts and loans will function as normal under Business First Bank (Richland State Bank).

### **How will the branch acquisition impact me as a customer?**

WSB is working toward a seamless transition. You should see minimal changes to your day-to-day banking.

### **Will my account/loan type change?**

We are actively in the transition process and will ensure a smooth changeover for all customers involved. While the account/loan type name may have changed, all features of your accounts will remain the same.

### **Will my account number change?**

In almost all cases you will be able to keep the same deposit account number you have now. You will be specially notified if your number must change. All loan account numbers will change slightly, with the addition of a 5 in front of your existing number.

### **Will my routing number change?**

Yes, after the acquisition is finalized your ABA routing number will become 111101306. This is the nine digit number that comes before your account number at the bottom of your checks. This number routes transactions and checks to WSB, such as payroll by direct deposit.

**Will I get new checks?**

Yes, checks will be mailed to the address the bank has on file and should be received by the end of June. The first box of checks will be mailed to you free of charge. You will want to ensure you begin using your WSB checks when you receive them and shred any other checks you may have. For your convenience, you may bring any unused Business First Bank/Richland State Bank checks to any WSB location and we will shred them for you, free of charge.

**Can I use my old checks?**

Beginning July 1, 2019, please begin using your new WSB checks. Any outstanding checks from Richland State Bank will be honored and will clear your account for 14 days. Beginning July 19, 2019 Business First Bank/Richland State Bank checks presented to your account are subject to being returned.

**Will I get a new debit card?**

Yes, a new WSB debit card will be mailed to the address the bank has on file. Your new debit card will be ready to activate on Monday, July 1, 2019 at 8 a.m. Until then, please continue using your Business First Bank/Richland State Bank debit card.

**What will my debit card PIN number be?**

Your new PIN will be sent to you in a separate mailing; however, if you would like to change your assigned PIN, please visit any branch location on or after July 1, 2019.

**Will the same bank staff be working at the branch?**

Yes, WSB plans to keep all current staff members of the Mangham Branch of Business First Bank/Richland State Bank employed.

**Will I call the same phone number for my local branches?**

Yes, the branch phone numbers will not change.

**How will I access online banking?**

WSB staff are working to pre-enroll all existing online banking users to ensure a smooth transition. Online users will receive two separate mailings containing their username and temporary password. If you have questions regarding your online banking services, please call our friendly Account Services staff at (318) 435-9847. To enroll in online banking for the first time, please visit a WSB branch or visit [www.winnsborobank.com](http://www.winnsborobank.com) and click "enroll."

**Will I be able to continue to use Bill Pay?**

You will not be able to use your existing Bill Pay. We suggest that you print and retain a listing of all your Bill Pay payees, amounts, and schedules. Once the transition is complete a WSB employee will be happy to assist you in the new set up of your Bill Pay needs.

**Will I need to update my direct deposits and automatic payments?**

Yes, be sure to update all direct deposit and automatic payments accounts with your account number and your new routing number (111101306). This should be completed by the end of June to ensure that all deposits and payments are directed correctly.

**Does WSB have a mobile app?**

Yes, search "Winnsboro State Bank Mobile" in the App Store or Play Store on you mobile device.

**Will my deposits still be insured by the FDIC?**

Yes, the FDIC will continue to provide deposit insurance up to \$250,000 for each of your account ownership categories.

**What happens to my FDIC insurance coverage if I have deposits at two insured banks that merge?**

When two or more insured banks merge, deposits from the assumed bank are separately insured from deposits at the assuming bank for at least six months after the merger. This grace period gives a depositor the opportunity to restructure his or her accounts, if necessary or the depositor wishes to do so.

**Should I expect someone to call or email me to verify my deposit account information?**

No, no one from WSB will ever call or email to ask for your personal, confidential information. If you call us; however, we may ask you for information to verify your identity.

**Who can I contact if I have more questions?**

WSB will be posting updates and information on our website. Up-to-date details can be found at [www.winnsborobank.com/welcome](http://www.winnsborobank.com/welcome). If you need any assistance or if you have specific questions, you can always call (318)435-9847, (318)435-7535, or toll free (866)205-4023. We are more than happy to help.