

Helpful Checklist

For your convenience, we've compiled a checklist to help you navigate the transition.

Bill Pay

- Schedule payments, verify payees and payment information before **4:00 p.m. CDT on Thursday, August 1st**.
- Arrange alternate payment methods during this time (8/2/24-8/12/24).
- Once services return on **Monday, August 12th**, verify your payee and payment information is accurate before submitting payments on the new system.

Online/Mobile Banking

- If you need to access information about your accounts, transactions, or make transfers during our upgrade period, contact us at 1-866-391-1925 during business hours (listed here: www.legendbank.com/locations) or email us at customerservice@legendbank.com.
- Know, securely store, or memorize your current online banking username to use when logging into the new digital banking platform beginning **Monday, August 12th**.
- QuickBooks and Quicken users should complete final transaction download by **August 8th at 4:00pm CST**. Further details with instructions are available at www.legendbank.com/better.

Telephone Banking

- If you need to access information about your accounts, transactions, or make transfers during our upgrade period, contact us at 1-866-391-1925 during business hours (listed here: www.legendbank.com/locations) or email us at customerservice@legendbank.com.
- Once service is restored, you will continue to use the same number, 1-866-367-6708, to access our Telephone Banking services.
- Your existing PIN will remain the same. If you do not have a PIN, we will set one for you to the last 4 digits of your Tax ID number and you will be prompted to change it during the first use.

Debit Cards

- Activate your new debit card on **Thursday, August 8th** by calling 1-877-965-3344.
- Your current Legends Bank debit card will no longer be active after **Wednesday, August 7th**; please dispose of it appropriately.
- If you do not receive your new debit card or have issues activating it, please contact us at 1-866-391-1925 or customerservice@legendbank.com.

ATMs

- Utilize alternative methods to withdraw cash:
 - Legends Bank branch locations (listed here: www.legendbank.com/locations)
 - Non-Legends Bank ATMs
 - Retailers that allow cash back on PIN-based debit card transactions (cash withdrawal limits will depend on the retailer)