



April 25, 2025

Dear Customer,

**Good news! You're getting a new debit card!**

In May 2025, we're moving to a new debit card provider in order to offer you additional benefits and security features. As part of the transition, you'll receive a new debit card with a fresh, new design.

Here's what you need to know:

- You'll be sent a new debit card in May along with instructions on how to activate it and set your PIN.
- You can activate your new card immediately, **but it will not work until May 28.** Continue to use your current debit card until that date.
- **On May 28,** begin using your new Mastercard® debit card and destroy your old one. Your old debit card will no longer work after May 28.
- To avoid any disruptions in service, be sure to **provide your new debit card number to any businesses** that charge your card for recurring or automated payments. If you've linked your debit card to payment services such as Venmo, Cash App or PayPal, you'll need to update your card number there also. Other examples include:
  - Utilities
  - Insurance
  - Phone & Wireless
  - Subscriptions
  - Entertainment
  - Internet/Cable
- **Your new card is contactless!** You can choose to pay for purchases by simply holding or tapping your card on the checkout terminal at participating retailers — simply look for the contactless symbol where contactless payments are accepted.
- **Coming soon!** Your new card will be eligible for mobile wallets! You can register your new debit card in Apple Pay®, Google Pay™ or Samsung Pay® for an easy and secure payment experience. We'll let you know when this is available.

Member  
**FDIC**

**After May 28, you'll have access to some new security features including:**

- **Text and phone call alerts if suspicious activity is suspected on your debit card.** For security reasons, the toll-free numbers are randomly generated and will be from the **SHAZAM fraud center**. Make sure to respond accordingly to these alerts to keep your debit card safe and secure.
- **Set Card Controls on our mobile banking app.** If you experience any suspicious card activity, we'll send you alerts so you can keep a close eye on your debit card and you can quickly take action to prevent fraud. You can also use our mobile banking app to turn your debit card off/on if you ever misplace your card. Alert types include:
  - Purchases exceeding thresholds you set.
  - Purchases made via the internet or over the phone.
  - Suspicious or high-risk purchases.

To ensure you receive your new card, please contact your local branch as soon as possible if you've had a recent change in address or phone number.

While we expect minimal disruption during this change, please contact us if you have any issues. We appreciate your business and are sure you'll love your new debit card. If you have any questions, please contact your local branch.

Sincerely,

Your friends at Community Bank