



PHOENIXVILLE FEDERALTM
BANK & TRUST

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TECHNOLOGY UPGRADE

***A Better Banking
Experience is Rising***

Customer Guide
March 21-24, 2025



Member
FDIC



A Better Banking Experience is Rising

2025 Technology Upgrade

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A Message From Our President & CEO

Bettering Your Banking Experience

Our Loyal Customers,

Since 1912 Phoenixville Federal Bank & Trust has been committed to improving the quality of life in the communities we serve. As we look to the future and continue our commitment to providing you with the best possible banking experience, we will undergo a technology upgrade – an improvement to our banking systems, both internally and externally.

In the coming weeks, we will be upgrading our technology to offer you enhanced services, faster transactions, and more intuitive features across all our platforms. This upgrade will strengthen our ability to serve you more efficiently, offering improved features and a more seamless digital experience. Furthermore, we will be able to provide you with faster and more reliable services, better security, and new tools to manage your accounts with ease. Starting on Monday, March 24, 2025, we will also have a 24 hour/7 days a week hotline that will be available for you to call with any issues or questions accessing your account online or through our new app: 855-709-2265

In order to successfully complete this upgrade, our bank offices will be closed at 5:00 p.m. on Friday, March 21, 2025, and will reopen at 9:00 a.m. on Monday, March 24, 2025. Your online banking access will be temporarily unavailable from 5:00 p.m. on Friday, March 21, 2025, and will become available on Monday, March 24, 2025. Debit card purchases, withdrawals, and point-of-sale transactions will be available. Balance transfers, balance inquiries, and ATM deposits will not be available.

We understand that change is difficult; however, we are confident that once you become familiar with the new system you will see why we made this decision, and why we believe this upgrade will serve as the foundation for the continued growth and success of Phoenixville Federal Bank & Trust, Your Community's Bank. Please visit **www.phoenixfed.com/upgrade**, or stop by one of our five convenient branches for any additional information we can provide you.

We are fully confident that this upgrade will make your banking experience with us even better. Thank you for being a customer and allowing us to serve your financial needs.

Sincerely,

Doug Darlington



President / CEO
Phoenixville Federal Bank & Trust

What Upgrades Will You See?

New Features For Easier Banking

New and Improved Online Banking Features

- ✓ Transfer funds between your accounts at other financial institutions
- ✓ Online banking activity alerts, including:
 - Low Balance
 - Check Clearing
- ✓ One online banking experience for everyone
- ✓ Enhanced security features such as multi-factor authentication

New and Improved Mobile App

- ✓ Easier integration with Zelle™ for person-to-person transactions (Customers will need to re-enroll in Zelle™)
- ✓ Deposit checks into a savings account
- ✓ Enhanced security features such as multi-factor authentication



A Timeline of Events

What to Expect: March 21-24, 2025

Online banking, mobile app, and telephone banking will be unavailable starting at 5:00 p.m. on Friday, March 21, 2025, to Monday, March 24, 2025. Bill pay will be down at 9:00 am Friday, March 21, and will be available on Tuesday, March 25. **IMPORTANT: SCHEDULED BILL PAY WILL PROCESS. THIS ONLY PREVENTS YOU FROM SCHEDULING.**

There will be an interim paper statement delivered on **March 21, 2025**. Following our Technology Upgrade, if you are currently enrolled in eStatements, we will revert back to your preferred way of receiving statements. Statements will be delivered end of month moving forward.

Friday
**March 21,
2025**

Upgrade Begins

- 2:00 pm: Mobile Deposit is unavailable
- 3:00 pm: ATM Deposit is unavailable
- 5:00 pm: Online and Mobile Banking Apps are unavailable
(ATM withdrawal will be available during conversion weekend)

Saturday
**March 22,
2025**

Bank Closed

- All Phoenixville Federal branch locations will remain closed.
- Online and Mobile Banking, Bill Pay and Telephone Banking will be unavailable.

Monday
**March 24,
2025**



Upgrade Complete

- All Phoenixville Federal branch locations will open with normal business hours.
- The Customer Support Team (855-709-2265) will be available at 9:00 am on Monday, March 24th, with 24/7 availability.
- Online Banking, Mobile Banking, and Telephone Banking will be available.

Bill Pay will not be available until Tuesday, March 25.

What's Not Changing?

What to Expect March 21-24, 2025

The products, amenities, and customer service you know and love are not going away. The software upgrade will enable Phoenixville Federal Bank & Trust to offer the latest technology, features, and services. The following items are not changing:

- Deposit account numbers
- Mastercard® Debit/ATM cards and PINs
- Passbooks
- Our routing and transit number
- Existing direct deposits
- eStatements for the previous 18 months
- Telephone Banking
- Bill Pay account information and payments



Pre-registration Is Currently Available!

What Do I Need To Do Before The Upgrade?

Scan here or visit phoenixfed.com/preregistration to pre-register.



Online Banking Enrollment and New Online Account openings will be off-line beginning at 8:00am on Monday, March 17, 2025.

Your selections will be used to access Online Banking beginning March 24, 2025. Until that time, you will continue to log into Online Banking through your normal process using your current login credentials.

Sign in with your current user ID. Your temporary password is as follows:

- **Personal:** Last 6 SSN and 5-digit zip code (no spaces)
- **Business:** Last 6 EIN and 5-digit business zip code (no spaces)

If you need assistance, please call 610-933-1000.



Customer Support

Beginning on Monday, March 24, 2025,
Online Banking Support Will Be Available 24/7.

855-709-2265



Important changes
and information
regarding your
account inside.



Pre-Register Now!

*A Better Banking
Experience is Rising*

