

WE ARE ENHANCING YOUR BANKING EXPERIENCE!

Attention Customers

Some exciting new enhancements are coming to your banking experience with Sterling Bank. During this process - please be aware of the following important dates and information:



► **October 23 and 24:** ALL Sterling Bank operated ATMs will be offline – if you need access to ATM services during these days, consider using a no-fee ATM in your community or accessing one of the drive-thru or walk-up options at our local branches.



► **October 24 – 27:** Sterling Bank's Digital (online & mobile) Banking platforms will be offline from 6 pm, October 24 until the start of the business day on October 28. If you have questions or need assistance please contact one of our local branch employees.



► **October Statements:** You will be receiving two (2) statements during October as we prepare for full implementation of enhanced technology and security systems.



► **Digital & Phone Banking:** Your telephone and digital (online and mobile) banking experiences are being amplified. This will include the launch of a new Sterling Bank App to be downloaded for use on your smart devices. Your telephone banking number will remain the same, but the menu will change and you will be prompted to establish a new PIN.

► **Debit Cards:** To maintain the security and active status of your Sterling Bank Debit Card, please complete a PIN-prompted transaction or access an ATM between October 27 and November 4. This simple step will ensure your card remains functional and secure. If you are unable to do so, contact your local branch for assistance in resetting your PIN and regaining access to your card.

Thank you for choosing Sterling Bank. We look forward to helping you continue to achieve financial success.

BRANCH PHONE NUMBERS

- Barron (715) 537-3141
- Chetek (715) 924-4817
- Luck (715) 472-4088
- Rice Lake (715) 736-6150

