

# Welcome to Select Bank & Trust

Use this information in addition to the mailed Welcome Guide packet to prepare for the transition from City National Bank (CNB) to Select Bank & Trust (SBT)

## Important Dates

### Thursday, June 27, 2019

- Final date bill payments will be sent from CNB Online Banking

### PRIOR to Friday, June 28, 2019

- You will receive your new SBT debit card with activation instructions.
- You will receive an introductory packet of checks

### Friday, June 28, 2019

- 4PM – CNB's ATM will no longer be available
- 5PM – CNB Hilltop branch will close
- 6PM – SBT debit cards can be activated
- 7PM – CNB debit cards, Online Banking & Bill Pay, Mobile Banking & Telephone Banking will no longer be available
- Final statements from CNB will be generated through close of business

### Saturday & Sunday, June 29 & 30, 2019

- The branch will be closed and there will be a disruption of banking services, please make appropriate preparations
- Conversion to SBT continues

### Monday, July 1, 2019 & beyond

- 9AM – the branch will reopen as SBT's Virginia Beach branch
- Telephone Banking will be available providing 24/7 access to account information: 1-833-770-7859.
- Online Banking re-enrollment is available at SelectBank.com & you can download the Mobile Banking app

See Welcome Guide for full details

## Key Information

**Branch Hours:** The branch will no longer have weekend hours. We have expanded drive thru hours:  
Monday - Thursday 8:30AM - 5PM  
Friday 8:30AM - 6PM

### **Online Banking and Debit Card Help:**

A customer service line will be available June 29 & 30 8:30AM – 8PM and then July 1 – July 12 M-F 8:30AM – 8PM: 910-897-3600

**Account History:** The last six months of account history will be converted. We recommend you print or save your previous transaction history and eStatements for at least the past 12 months

### **Direct Deposits and Automatic**

**Payments:** You will have 60 days from July 1, 2019, to change your routing number on all direct deposits and auto-debits. The new routing number is 053112330

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## Frequently Asked Questions

### Q: When will the conversion take place?

The conversion from the Hilltop branch of CNB to the Virginia Beach branch of SBT will begin at 5PM on Friday, June 28, 2019 and the branch will reopen as SBT on Monday, July 1, 2019.

### Q: Will the same accounts/services be offered?

Account types are changing to the accounts offered at SBT (all changes are outlined in the Welcome Guide). We made every effort to transition your current account to the most similar account at SBT. We do offer a comprehensive set of solutions for both personal and business needs.

### Q: Can I continue using my CNB checks and deposit slips?

Discontinue using your CNB checks and deposit slips after the transition to SBT.

### Q: What will happen to my loans with City National Bank?

No loans are converting to SBT as a part of this conversion. Your loan accounts will remain with CNB and you can contact them with any questions regarding those loan accounts. If you currently have an Overdraft Protection line of credit attached to an account with CNB this will not continue as part of your banking relationship with SBT. Please contact your branch for options available to you.

### Q: What is “No Bounce” Overdraft Privilege?

No Bounce is a discretionary overdraft service, requiring no action on your part. This provides you a safety net up to an automatically assigned overdraft limit of \$500. There is no additional cost associated with this privilege unless you use it. You will be charged an overdraft fee of \$39 for each overdrawn item created. Please refer to the *No Bounce Overdraft Privilege Disclosure* (Account Disclosures page 14) and the *What You Need to Know about Overdrafts and Overdraft Fees Election* form included in your Welcome Guide packet.

### Q: When will the ATM be available?

The ATM located at 621 Nevan Rd. will be replaced at a later date. You may use any non-Select Bank ATM. ATM usage fees will be refunded through December 31, 2019.

### Q: What is the Select Bank & Trust Routing/ABA number?

053112330

### Q: What if I have a question?

Please do not hesitate to ask any of our team members, you can contact the local branch at 757-491-8810, contact our Online Banking & debit card line (for a limited time) at 910-897-3600, or visit [SelectBank.com](http://SelectBank.com) to learn more about Select Bank & Trust.

See Welcome Guide for full details

The logo for Select Bank & Trust features the company name in a green serif font. A dark grey swoosh underline is positioned beneath the text. The background of the entire page is a photograph of a long, straight road or bridge stretching towards the horizon under a bright sky.

621 Nevan Road | Virginia Beach, VA 23451 | 757-491-8810

