



“Established 1890”

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www.ponyexpressbank.com

November 13, 2024

Dear Valued Customer,

At Pony Express Bank, we are always on the lookout for new ways to improve the level of service we provide our customers. That’s why we are excited to announce that we are upgrading our technology in an effort to optimize your banking experience. These upgrades will bring new tools and enhanced functionality, providing you with everything you need for an exceptional banking relationship.

We’re committed to keeping you informed every step of the way. While you don’t need to take any action right now, you’ll start to receive regular updates from us to guide you through what’s ahead. If we have your email address on file, you’ll receive these updates from updates@ponyexpressbank.com, so please check your inbox and make sure they aren’t being sent to your junk/spam folder. Each message will outline key dates and any required actions, so we encourage you to review them closely. Be sure to follow us on Facebook for updates as well at facebook.com/ponyexpressbank

Here's what you should know about the upcoming changes to our banking system, scheduled for January 24, 2025:

- New Contactless Debit Cards – making transactions quick, effortless, and secure!
- Card Management – turn your card on and off, get instant alerts when your card is used, and set spending limits.
- Enhanced Online + Mobile Banking Experience – updated layout and navigation features that give you the ability to take control of your finances on your own time.
- And much more...

Your feedback is incredibly important to us during this journey. As we move forward, we aim to exceed your expectations at every step. If you have any questions, please don’t hesitate to contact us at 816-781-9200.

We are excited about the future and deeply appreciate your continued support. Stay tuned for further updates and thank you for being a valued member of the Pony Express Bank family.

Sincerely,

Scott Page
President and CEO



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