



What You Need to Know About Your New Debit Card

Dear Valued Customer,

As previously communicated, Pony Express Bank will be upgrading our core system beginning on January 23rd. As a result, we will issue new Mastercard Debit Cards to all customers.

Please note that your new Mastercard Debit Card will be arriving by mail in the next few days to replace your existing Visa Debit Card. It will come in an unmarked envelope without Pony Express Bank or Mastercard branding, so please keep an eye out for it. Once received, **store it securely until it's time to activate on January 23rd.**

Your new contactless Mastercard Debit Card will feature a brand new sixteen-digit card number. To avoid any disruptions to your scheduled payments, be sure to update your new card number anywhere it is currently saved, including any auto-pays, mobile wallets, or P2P Apps.

Our contactless debit cards include all the features you're used to, like a safe, convenient, and speedy tap-to-pay option, which is the preferred method for using your card where accepted. However, you can still use the chip functionality as you always have.

To activate your new debit card, follow the instructions provided on the sticker of the card. Once activated, your new Mastercard Debit Card will be ready to use starting **Thursday, January 23rd.** Please note that your Visa Debit Card will no longer work as of 12:01 am on January 23rd.

If you have any questions or need assistance, please contact us at 816-781-9200. Thank you for being a valued member of the Pony Express Bank family.

Sincerely,
Pony Express Bank Team



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ponyexpressbank.com/optimize
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