



September 10, 2024

Dear Customer,

To continue to improve your experience, provide exceptional products and services, and improve the efficiency of our operations, Llano National Bank will be undergoing a conversion of its core operating system at the close of business on November 8th, 2024.

Our goal is to make the transition as smooth as possible for our clients, and there are a few things you need to know:

- Llano National Bank offices will close at 3:00 pm on Friday, November 8th. Offices will not be open on Saturday, November 9th. The bank will also not be open on Monday, November 11th in observance of Veterans Day. Please plan accordingly. Normal hours will resume Tuesday, November 12th.
- Online banking, mobile banking, and bill pay access will be unavailable from approximately 6:00 pm on Friday, November 8th through approximately 8:00 am on Tuesday, November 12th.
- The debit card system should not be affected during the conversion weekend; however, we suggest you have an alternate form of payment available during the migration in case of any unplanned or unexpected interruptions.
- Your Llano National Bank account numbers will remain the same.
- All checking, savings, and money market accounts will receive a statement dated November 8th to coincide with the conversion. Statement dates will resume normal dates after conversion weekend meaning you may receive two statements in the month of November.
- ATMs will be available, but balance inquiries may not work during conversion weekend.

Our staff is prepared to answer any questions you may have about the bank's conversion. Please feel free to call us at 325-247-5701 or email us at contact@llanonational.bank with any questions.

Kindest Regards,

John David Baker
President & CEO