

FAQ

1. Why is Bank of St. Francisville completing a core conversion?

Bank of St. Francisville wants to continue to offer the best in products and services to our customers as well as maximize operational efficiencies. The core conversion is a major step in accomplishing both goals.

2. Will my account number(s) and routing number stay the same?

Yes. You will have the same bank account number(s) and routing number you have currently for any checking, savings, money market, CD's, IRAs, and loans.

3. May I continue to use my current Bank of St. Francisville checks?

Yes. You may continue to use your Bank of St. Francisville checks. You will be able to continue to order them through your online banking or through a customer service representative.

4. May I continue to use my existing debit card?

Yes. You may continue to use your current debit card throughout the conversion and at all times thereafter. You will not need a new debit card.

5. Will there be a period of time when I will not have access to my funds due to the systems conversion the weekend of April 26, 2024?

We do not anticipate there being any issue or any time you will be unable to access your funds by debit card or checks. However, unplanned disruptions of services are out of our full control. Please be prepared to carry an alternative form of payment during the conversion weekend. Should you have any questions, please contact our Conversion Hotline at (225) 635-6397.

6. When can I expect to receive my deposit account statement(s)?

During the month of April, you will receive your deposit account statement twice. You will receive it once before the update and again after the update is complete. Starting in May, your deposit account statements will return to your normal statement schedule, but they will have a different look.

7. Will my current direct deposit and automatic drafts be affected?

We do not anticipate any interruptions to your direct deposits and automatic drafts. However, if you notice anything out of the ordinary, please contact us.

8. How does the system conversion affect online banking and bill payment?

Beginning Thursday, April 25th at 5pm, there will be no access to Online Banking, Mobile Banking or Telephone Banking.

While we cannot guarantee it, there should not be any interruptions to online banking or bill payment after the conversion process. However, we do suggest that any bill payments or transfers be done prior to the evening of Thursday, April 25th.

9. Will I need to enroll in e-statements?

You will not have to re-enroll in e-statements. If you have not already enrolled in e-statements and would like to avoid paper statement fees, please contact us at any of the below phone numbers or through our website – www.bsf.net.

10. Who should I contact if I have questions during the process of the systems conversion?

We have established a Hotline Team and trained our employees for this conversion to assist you during this transition. Please call the numbers listed below during normal business hours. The Conversion Hotline team will also be available the week following the conversion (April 29th – May 3rd) from 9:00am to 5:00pm CST daily.

St. Francisville Main	(225) 635-6397
Customer Service	(225) 784-3632
Teller Line	(225) 784-3634
Deposit Operations	(225) 784-3635
Loan Department	(225) 784-3636
Baton Rouge Main	(225) 784-3163

11. Are daily cutoff times staying the same?

Daily cutoff times for mobile deposits, wires, ACH transfers will not change. If you have questions regarding cutoff times, please contact us.

12. Will my funds continue to be FDIC-insured?

Yes.

13. Will the ATM be available throughout the conversion?

ATM access will be limited during the weekend of the conversion; this includes ATM withdrawals, deposits and balance inquiries. Please be sure to have other forms of payment available during the weekend of April 26th.