

BUILDING EXTRAORDINARY



Welcome to another issue of Busey's *In The Know* eNewsletter, designed to help you stay informed and prepared throughout the conversion process. This week, we're pleased to highlight some services that will stay the same (credit card numbers and FDIC Insurance), as well as some other important changes and answers to your most frequently asked questions!

Do you know someone who needs this information? Our [subscription form](#) makes it easy to get *In The Know* to any inbox!

Subscribe to In the Know

In the Spotlight

Commercial & Business Credit Cards

If you have CrossFirst's Commercial credit card or the ProSuite Small Business card, please note that your Visa® credit card number(s) and billing account number(s) will remain the same. Your current card will continue to work seamlessly until you receive your new Busey-branded replacement card. There will be no changes to your billing cycle, statement delivery, payment options, early payment dates or statement due dates.

You will also continue to use the same sign-on credentials for online access to eZBusiness Card Management, along with keeping your preferred online tools and expense management systems with no disruption.

FDIC Insurance

Your deposits will continue to be insured according to FDIC deposit rules. The standard maximum deposit insurance amount is \$250,000 per depositor per insured depository institution for each account ownership category.

If you have questions regarding your coverage, please contact your banker for a complimentary review or visit [FDIC.gov](https://www.fdic.gov).

Treasury Management Updates Coming Soon!

Beginning next week, Treasury Management leaders will begin reaching out to our valued clients with personalized information about important updates to products and services. **While impacts are limited, there will be some necessary changes.** Change information will be available at a dedicated website, and our team will be available to guide you through every step of the conversion process. **Be on the lookout for email communications beginning next week!**



EXPECTED CHANGES

MoneyPass® ATM Network - As a Busey customer, you will have access to approximately 40,000 surcharge-free ATMs across 50 states. Starting June 23, the fee for non-Busey ATM transactions (Out-of-Network ATM Fee) will no longer be waived.

Use the [MoneyPass® ATM locator](#) to find a qualifying ATM near you or check for the green and blue logo on your preferred ATM.



TRANSITION TIMELINE

Click on the tile above to view a full transition timeline. Below are a few highlights:

Mid May | A Welcome Packet will be mailed to you with detailed information about account changes
June 20-22 | Conversion Weekend
June 23 | CrossFirst Bank officially opens as Busey Bank



FREQUENTLY ASKED QUESTIONS

"Will I need to change my account number and routing number for Social Security?"

Yes, you will need to update your direct deposit with your new routing number either by visiting your local Social Security office or updating it online through the [Social Security website](#).

Remember, it is very important you **do not update your routing number before June 23. Updating this information early will prevent your Social Security payments from being processed.**

Please continue submitting questions!



CONTACT US

You should continue to [contact CrossFirst Bank](#) directly with questions related to your accounts and services.

Beginning on Monday, June 23, you will officially be a Busey customer and can [contact Busey](#) directly.

OPENING APRIL 2025



NEW LOCATION AT
CONVERGENCE OKC



CrossFirst Bank Opening New Location in OKC

We are pleased to celebrate the **opening of our new location** at Convergence in Oklahoma City! It's especially exciting to be expanding our location availability, product and service offerings during this partnership.

We look forward to continuing to deepen our commitment to your local community!

**"Love this bank as they always take care of your needs in a timely manner.
The people are friendly and they really care about their customers."**

- Tina L.

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