

# BUILDING EXTRAORDINARY



**Welcome to Busey!** We are honored to partner with CrossFirst Bank through a transformative partnership—combining our complementary strengths into one extraordinary organization.

**We are preparing to welcome you as a Busey customer on Monday, June 23.** As we guide you through this transition, you can expect frequent communications from us, including our informational emails designed to keep you *In the Know*.

**We are committed to ensuring our customers are fully informed.** Here's a sneak peek of what you can expect to find in our *In the Know* emails:

**Frequent Merger Updates:** Stay informed with updates, improvements or transitions that may affect your accounts or services. You can also find the most current details at our [CrossFirst Welcome site](#).

**Responsive Resources and FAQs:** If you've got questions, we've got answers. Visit our [FAQ page](#) to see a list of frequently asked questions. Can't find your answer? Ask a question using our [FAQ form](#). We regularly update our resources to ensure we're covering the information you're seeking.

**Leaders Who Listen:** Hearing from our customers allows us to provide the best service possible—engage with upcoming surveys and let us know your experience. In April, watch your inbox for an email from [busey@qualtrics-survey.com](mailto:busey@qualtrics-survey.com) titled "CrossFirst Bank and Busey Bank Request Your Feedback." Every response you share is reviewed and shared with our associates and leaders to help us best meet your needs.

We understand that change can be uncomfortable, but our primary goal is to ensure a seamless transition and continue delivering the highest quality of service to you. **We are excited about the extraordinary opportunities that lie ahead and grateful for your continued trust and loyalty.**



As Busey Bank and CrossFirst Bank integrate, be cautious of phishing attempts. Scammers may send texts, calls or emails pretending to be from either bank, asking for personal information or login credentials. We will never call, text or email asking for sensitive account information. Always verify the sender's authenticity and avoid clicking on suspicious links. [Learn more about staying alert and protecting your accounts.](#)

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## EXPECTED CHANGES

Find information about updates that may affect you. We'll be sure to share as much as we can as soon as we can.



## TRANSITION TIMELINE

Easily locate important, upcoming dates including Conversion Weekend, June 20-22.



## FREQUENTLY ASKED QUESTIONS

If you'd like to see the full list of questions, click the tile above.



## CONTACT US

Continue contacting CrossFirst Bank directly until June 23. Closer to conversion weekend, we will update this page with Busey's Conversion Contact Information.



### Elevate Your Financial Knowledge

Subscribe to Busey's blog, **Money Matters**, featuring expert tips and practical strategies to boost your financial well-being.



"You will not find better customer service than Busey Bank and its amazing employees. They go above and beyond to help their customers. The time and support they give to their community is great!"

- Jennifer P.

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## Follow Us on Social Media



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