

IMPORTANT DATES ►



Thursday, May 2, 9:00am
through
Tuesday, May 7, 9:00am

Ledyard National Bank's
Online Bill Payment service
will be unavailable.

Online Bill Payment will be
unavailable starting on
Thursday, May 2 at 9:00am

- Our Online Bill Payment system will NOT change. All payees and scheduled payments will remain on the new system. Customers are encouraged to review all payments and payees on Tuesday, May 7 to ensure that all data has been transferred.

Please pre-register for our
new online banking platform
beginning on April 15th.
You can find the link on
our website homepage
at ledyardbank.com

Please note that starting
on Monday, May 6th,
we will begin offering
24/7 telephone support for
Online or Mobile Banking
login or access issues.
You can call our
Customer Care Center at
888.528.8427

Friday, May 3, 5:30pm
through
Monday, May 6, 1:00pm

Ledyard National Bank's
Online Banking, Mobile Banking
& Telephone Banking services
will be unavailable.

Online Banking will be
unavailable starting on
Friday, May 3 at 5:30pm

- You will not be able to view your accounts or initiate, cancel, or edit any transfers during the unavailable period.
- All internal transfers (account-to-account transfers) previously scheduled through Ledyard Online Banking will be made.

NEW Online Banking will
be available starting on
Monday, May 6 by 1:00pm

- Your User ID will remain the same with the exception of all special characters having been removed.
- Your password will be reset temporarily. (NOTE: If you have already logged into Ledyard Mobile Banking using the instructions below, simply log into Ledyard Online Banking using your User ID and new password.
- For personal accounts, your password will be the last 4 digits of your Social Security Number or Tax Identification Number followed by your 5-digit ZIP Code (e.g. 234503755).
- Once you log in, you will be prompted to accept the terms and conditions, set up security questions, and choose a new password.

Saturday, May 4

All Ledyard National
Bank Branches
will be closed.

Mobile Banking will be
unavailable starting on
Friday, May 3 at 5:30pm

- You will not be able to view your accounts or initiate, cancel, or edit any transfers during the unavailable period.

NEW Mobile Banking will
be available starting on
Monday, May 6 by 1:00pm

- Apple users will be prompted to upgrade our App, and Android users will need to delete the existing App and download the new "Ledyard Bank" App from Google Play.
- Your User ID will remain the same with the exception of all special characters having been removed.
- Your password will be reset temporarily. (NOTE: If you have already logged into Ledyard Online Banking using the instructions below, simply log into Ledyard Mobile Banking using your User ID and new password.
- For personal accounts, your password will be the last 4 digits of your Social Security Number or Tax Identification Number followed by your 5-digit ZIP Code (e.g. 234503755).
- Once you log in, you will be prompted to accept the terms and conditions, set up security questions, and choose a new password.

Monday, May 6

All Ledyard National
Bank Branches will
be open for normal
business hours.

Telephone Banking will be
unavailable starting on
Friday, May 3 at 5:30pm

- Our Telephone Banking number will remain the same 888.594.5835.
- For personal accounts, your password will be the last 4 digits of your Social Security Number, for business accounts, it will be the last 5 digits of your Tax Identification Number.

NEW Telephone Banking will
be available starting on
Monday, May 6 by 1:00pm

- Once you access Telephone Banking you will be prompted to choose a new PIN.
- The menu options will have changed. Listen to the prompts carefully.

VISA® Debit Cards & ATMs

- Our ATMs will be in service during the upgrade, so you will be able to perform transactions.
- Your Debit card can be used to get cash and make purchases during the upgrade.
- Your PIN will remain the same.