



**WEST  
POINT  
BANK**

February 27, 2026

### **Reminder: Your New Debit Card is Coming Soon**

This is a friendly reminder that your debit card services will be transitioning to our new provider, on **March 30th**.

### **Have You Received Your New Card?**

Your new debit card should arrive in a plain white envelope soon.

✓ **If you've received it:** Keep it in a safe place. Do not activate it until **March 30th**.

✗ **If you haven't received it yet:** Don't worry—cards are being mailed in phases. However, if you don't receive your card by **March 25th**, please contact us immediately at **(270) 369-7330**.

### **Quick Transition Checklist**

- Step 1:** Watch for your new card to arrive by mail
- Step 2:** On March 30th, activate your new card by calling (800) 290-7893
- Step 3:** Update automatic payments with your new card number
- Step 4:** Destroy your old card

### **Don't Forget: Update Your Automatic Payments**

To avoid declined payments, you'll need to update your card information with:

- Subscription services (streaming services, software, memberships)
- Utility companies (if paying by card)
- Insurance companies (auto, home, life)
- Online retailers with saved payment information
- Any other merchants with your card on file

**Tip:** Make a list now so you don't forget any!

## What Happens on March 30th?

- **Between 4:00a-7:00a EDT:** Your old card will stop working
- **Morning:** Your new card is ready to activate
- **Immediately after activation:** You can start using your new card

## Frequently Asked Questions

### Q: Will my PIN change?

A: You will create a new PIN during activation

### Q: Can I still use my old card until March 30th?

A: Yes! Continue using your current card normally until 4:00a-7:00a EDT on March 30th.

### Q: What if I need a card immediately after March 30th but haven't received mine?

A: Visit any branch and we can issue you a card right away.

### Q: Will my recurring ACH payments (like direct deposit) be affected?

A: No. Only card transactions will be affected. Direct deposits and automatic withdrawals will continue normally.

### Q: What fraud protection does my new card have?

A: Your new card may be eligible for Mastercard Zero Liability Protection™ for certain unauthorized transactions, subject to program terms, including timely notification. Review your account statements regularly and contact us immediately if you notice any suspicious activity.\*

## We're Here to Help

If you have any questions or concerns, please don't hesitate to reach out:

- **Phone:** (270) 369-7330
- **In Person:** Visit any branch location
- **Online:** [www.westpointbank.com](http://www.westpointbank.com) See our detailed FAQs

Thank you for your patience during this transition. We're confident you'll enjoy the enhanced features and security of your new debit card.

Sincerely,

**West Point Bank**  
**Card Services Department**

\*For full details on your rights, review your Electronic Funds Transfer Disclosure and Agreement. Does not apply to business cards.