



COURTESY NOTICE OF
System Upgrade
September 16-18

During the weekend of September 16, we will be upgrading our core banking system to improve efficiency and make way for future digital enhancements. Over the coming weeks, you may notice messaging on our website and in our branches about service disruptions for our customers.



How Does This Affect Me?

- **As a customer with a loan only, we do not expect any disruption for you during our upgrade.**
- You may schedule payments and check your balance using our online Loan Payment Center just like normal.
- Auto-deduction and mailed payments will likewise not be impacted.

If anything changes in terms of anticipated disruption for you, we will reach out with details.



What Else Do I Need to Know?

- Please be aware that **all branches will close by 5 p.m. on Friday, September 16, and will remain closed on Saturday, September 17.**
- Extended phone support will be available. We do expect higher call volumes than normal.
- Rest assured that your personal and account information will remain secure throughout this upgrade process.

If you'd like to learn more about the upgrade or check for updates, visit gfnational.com/upgrade.



Here for You

Thank you for choosing Glens Falls National Bank for your lending needs. If you're looking for other banking services, please keep us top of mind and visit our website gfnational.com to learn more.

Glens Falls National
Bank and Trust Company

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