

This is a **preview email**.

Temporary Service Interruptions September 16-18



We are just 10 days away from fully upgrading our core banking system. **Please remember there will be service interruptions during the weekend of September 16-18.**



What Services Will Be Affected?

- **Our branch network will close by 5 p.m. on Friday, September 16, and remain closed on Saturday, September 17.**
Extended phone service will be available. Call us at (518) 793-4121.
- **Many digital services will be unavailable during the weekend.**
That includes Internet and Mobile Banking and Business Online Banking.
- **ATM and debit card usage may be briefly interrupted.**
- **Account balances may not reflect pending transactions during the weekend.**

- **On-Call Banking will be unavailable during the upgrade.**
Active users will need to re-enroll beginning Monday, September 19.



What Should I Do to Prepare?

- In case debit card service is briefly interrupted, **make sure to have an alternate form of payment ready during the upgrade weekend.**
- Monitor our website gfnational.com/upgrade for the latest service updates, and look for reminders in the banking platforms you use.
- If you have questions about the upgrade and how it impacts you, **call (518) 793-4121** or visit your local branch.



Here for You

We are here for you before, during and after the upgrade. Thank you in advance for your patience and understanding. We are proud to be your banking partner!

Glens Falls National
Bank and Trust Company

Part of the Arrow Family of Companies

This notification email was sent because it contains important information about your account. Please do not reply to this message, as this email inbox is not monitored.

[Unsubscribe](#) | [Privacy Policy](#) | [View Online](#) | [Contact Us](#)

Glens Falls National Bank and Trust Company

250 Glen Street

Glens Falls, NY 12801

gfnational.com

Member FDIC | Equal Housing Lender

This email may provide hyperlinks to third-party websites as a convenience to you. The Bank does not provide, and is not responsible for the product, service or overall website content available at linked sites. Our privacy policies do not apply to linked websites. Users should consult the privacy disclosures on the linked site for further information.