

# DIGITAL BANKING

## IN THE KNOW

### Your new Busey Digital Banking is almost here!

**Busey eBank and the Busey - Mobile app will be available until 4 p.m. CT on Friday, June 5.** Beginning on Monday, June 8 you'll have access to the new Busey Digital Banking platform. You'll notice a new dashboard and navigation options, with easy access to your accounts and the same great features you use today.

Please read the details and tips below to ensure you are prepared for a smooth transition this weekend. And, stay tuned—this is just the beginning! We will be delivering additional enhancements later in 2026.

#### Important Details

- **Friday, June 5** | Continue using eBank and the Busey-Mobile App until 4 p.m. CT.
- **June 6-7** | **Digital Banking will be unavailable.** You can still get transaction information by using the ATM, calling 1.800.67BUSEY or stopping by your local branch during normal business hours.
- **Monday, June 8** | Beginning at 8 a.m. CT, download the new Busey Mobile app from your app store and/or log in to Busey Digital Banking on [busey.com](https://busey.com).

#### Tips to Ensure a Smooth Transition

- If you normally log in with a passkey or biometrics, **be sure you know your username.** Directions for [confirming your username](#) are available in our FAQs.
- **Stay vigilant against fraud!** Busey will not contact you to ask for your secure access code, user credentials or any account information. Scammers could use this weekend to take advantage.

- **Log in to eBank** if you have not logged in recently to ensure that your profile is active and will be moved to Busey Digital Banking. Inactive accounts will not be migrated.
- **Review the [Digital Banking Guidebook](#)** for more information, including screenshots and instructions for navigating the new Busey Digital Banking and Busey Mobile app.



**We will never contact you to ask for your username, password, or account information.**

Be cautious of calls, texts, or emails claiming to be from Busey. Phishing attempts may use lookalike website addresses, so always confirm you're on an official Busey site before entering information. Do not click suspicious links, share passwords or passcodes. If something seems off, contact us directly using our [official phone number](#) or by typing our website into your browser.

**Learn More About Protecting Your Accounts**

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**Need support?**

**Customer Care**

Monday - Friday 7:30 a.m. to 6 p.m. CT  
Saturday 8 a.m. to 12 p.m. CT  
[800.672.8739](tel:800.672.8739)

**Treasury Management**

*Treasury Management inquiries only*  
Monday - Friday | 7:30 AM - 6 PM CT  
[800.749.7844](tel:800.749.7844) | [tmsupport@busey.com](mailto:tmsupport@busey.com)

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# Busey BANK<sup>®</sup>



Member FDIC



Busey Bank, 100 W. University Ave., Champaign, IL 61820

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