

BUILDING EXTRAORDINARY



Your Busey Welcome Packet is on the Way!

Your official Busey Welcome Packet will be arriving in the mail within the next few weeks. Inside, you'll find key conversion dates, details about changes to your account(s), information on locations and hours, and an overview of additional banking solutions available through Busey.

We encourage you to review the contents carefully to stay informed and take full advantage of the services available to you.

[Preview The Welcome Booklet](#)

Please note that if your accounts changed after March 17, the information in your packet may not reflect the most up-to-date details. We recommend checking with your banker for the latest updates. Additionally, some customers—particularly those with business accounts—may receive two copies of our disclosures.

We included a copy of our Terms & Conditions in your Welcome Packet, and you can always find the current version of our [Terms & Conditions](#) on our [Account Disclosures](#) page.



Coming Soon! Client Survey Headed to Your Inbox

We want to hear from you! Watch your inbox during the last week of May for an email from busey@qualtrics-survey.com titled "CrossFirst Bank and Busey Bank Request Your Feedback".

Every response you share is reviewed and shared with our associates and leaders to help us best meet your needs.

View our previous *In the Know* emails at busey.com/welcome



EXPECTED CHANGES

HELOC Checks - Shortly after conversion, CrossFirst Line of Credit customers will receive new checks updated with Busey information. Customers should continue to use current HELOC checks until they receive the replacement checks.

Foreign Currency - Beginning on June 23, foreign currency services will no longer be available in Busey banking centers. However, CrossFirst Bank's foreign currency exchange partner will continue offering self-service options to customers online. Visit order.ceifx.com to order foreign currency directly.



FREQUENTLY ASKED QUESTIONS

"Will I have to order new checks?"

Busey will continue to honor your CrossFirst checks through the end of the year, but we do recommend ordering Busey checks with the new routing number. You should not use these new checks until June 23.

In June, we will share a promotion for **ordering checks and related supplies from our partner Deluxe® Checks.**

Consumer account holders can order one free book of checks, and business clients can receive \$150 off of checks or related supplies.



TRANSITION TIMELINE

A conversion week "At a Glance" calendar can now be found on our [integration microsite](#).

Daily breakdowns and helpful tips for how to prepare for conversion are included. We'll continue to update the page as conversion weekend draws near.



CONTACT US

You should continue to [contact CrossFirst Bank](#) directly with questions related to your accounts and services.

Beginning on Monday, June 23, you will officially be a Busey customer and can [contact Busey](#) directly.



Get to Know Busey | Our Values in Action

Busey's focus has always been—and will always be—on doing the right thing. Our commitment to the Pillars of our organization—associates, customers, communities and shareholder —has never wavered. It's the defining aspect of our culture, a vision that is brought to life each day by associates throughout our organization.

[Read Busey's 2024 Impact Report](#)

"I enjoy the personal feel of doing business with Busey Bank. I also greatly appreciate the professionalism with which their employees handle my transactions."

- Brenda Y.

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