

BUILDING EXTRAORDINARY



Your Busey Welcome Packet is Coming Soon!

We're pleased to share that your official Busey Welcome Packet is being mailed in just a few weeks. This packet contains important, personalized details about your account, enhanced offerings and other relevant information you need to know as a Busey customer.

Your Welcome Packet includes the following information:

- Key conversion dates and highlights
- Updates to your account(s)
- Important details about products and services
- Banking center locations and hours
- Other banking solutions from Busey

Stay *In the Know* on All Things Treasury Management

Are you a current CrossFirst Treasury Management client? Our Treasury Management Welcome Page has been updated with important information on these key topics:

- Updated cut-off times (see below)
- Coming soon! New debit cards will be issued to current cardholders
- Other important upcoming changes

Check out the updated [Treasury Management Welcome Page](#) today!



Product	New Cut-off Time (CT)
Same Day ACH	2:30 p.m.
International USD Wires	Call in 4:00 p.m.*
FXD Wires	Online 4:00 p.m.
Incoming Wires	5:00 p.m.*
Bill Pay	2:00 p.m.*
Mobile Deposit	8:00 p.m.

*Earlier than previous cut-off time.

Available in June: Busey Check Ordering Offer

As a reminder, **Busey will honor the CrossFirst routing number and checks until December 31, 2025.** Your existing payments (Social Security, direct deposit, etc.) will not be interrupted. **After June 22, 2025, you should plan to update any electronic transactions and checks with Busey's routing number (071102568).**

In June, you'll receive a special offer to order updated checks from our partner Deluxe® Checking. As a part of the promotion, consumer customers receive a complimentary box of checks and business clients receive \$150 off of checks or related supplies. **Stay tuned for more details!**

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



EXPECTED CHANGES

As conversion approaches, teams at Busey and CrossFirst Bank are working diligently to finalize all updates and changes. A few key items are below, and we will share additional details in our next edition of *In The Know*!

Routing Number - Routing Numbers will change to Busey's Routing Number (071102568) on June 23. CrossFirst Bank routing numbers will be honored through December 31, 2025.



FREQUENTLY ASKED QUESTIONS

"How do I prevent a delay in receiving my Social Security check or other automatic payment?"

First, don't worry - you have time. Busey will continue to honor the CrossFirst routing number through the end of the year. You should not update your routing number or bank information with the Social Security Administration (or other agencies/businesses you transact with) until June 23. **Updating**

Manual Wire Transfers - Conducted directly through Busey's Wire Desk, Manual Wire Transfers require customers to complete all required documentation. *This update is required for manual wires only, not for commercial online banking wire services.*

Debit Cards - New customers will be mailed a new Busey Debit Mastercard® in late May, which should be activated on June 23.

Find Treasury Management changes on the [Treasury Management Welcome Page!](#)

this information early could prevent your payments from being processed.

On or after June 23, please update your routing number either by visiting your local Social Security office or updating it online through the [Social Security website](#).

Remember, neither Busey nor the Social Security Administration will contact you and ask for your bank account information.

Please continue submitting questions via our [FAQ form!](#)



TRANSITION TIMELINE

Coming in May | A Busey Welcome Packet will be mailed to you with detailed information about account changes

June 20-22 | Conversion Weekend

June 23 | CrossFirst Bank officially opens as Busey Bank



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.



Community Promise Month at Busey

Throughout the month of April, Busey associates dedicated their time and resources to making an **impact in their communities**. Combined, CrossFirst and Busey associates have recorded over 2,700 hours and counting in the month of April alone!

From supporting our Volunteer Impact Partners to our Dollars for Donators donation matching program, Busey is committed to serving our community through time, talent and treasure!

Available May 1 | Busey's 2024 Impact Report

Our commitment to making a difference—whether by helping communities thrive, supporting the well-being of our associates or ensuring a positive impact for future generations—guides us as we continue to build on the momentum of past successes and write the next chapter in the Busey story.

We're pleased to showcase these values in action with the **2024 Busey Impact Report**—available online on May 1.

"Great customer service! They are amazing, and are always very helpful to small business owners. Anything we need they are very prompt and really care about their customers."

- Karla E.

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