

BUILDING EXTRAORDINARY



Since our initial *In the Know* email in mid-March, CrossFirst customers have been sending in great questions and feedback. We love hearing from you! Please continue browsing our online [FAQs](#) for answers to common questions and using our [online form](#) to submit new inquiries.

We understand that change can bring uncertainty and we want to assure you that our **commitment to extraordinary service** remains. We will be **sending emails at least twice per month leading up to conversion** to share important updates and helpful reminders.

Our team of nearly 2,000 dedicated associates prioritizes **building strong relationships** with our customers, and we are excited about the **continued opportunity to serve you!**

Fraud Prevention Reminder

As your trusted financial partner, Busey and CrossFirst Bank understand the importance of protecting your personal information. With fraud on the rise, it's essential that we work together to help minimize risks and stop scams before they start.

Busey and CrossFirst Bank associates will never call, text or email you to request account information. Please keep the following in mind if you receive suspicious outreach:

- Do not respond, click or open any links or download/open any attachments from someone claiming to be with Busey or CrossFirst who is requesting your personal information—especially if you did not initiate the request.
- Do not share your account credentials, password or PIN, or give anyone access to your device. Busey and CrossFirst associates will not contact you to request this information.
- If a call ever feels suspicious, we encourage you to say "I need to call you back" and then dial the CrossFirst or Busey phone number.
- Regularly monitor your accounts and transactions, and immediately report any unauthorized activity to CrossFirst Bank. Beginning June 23, please contact Busey Bank to report such activity on your accounts.

To learn more about fraud prevention, please visit Busey's [Money Matters blog](#).



EXPECTED CHANGES

Here are a few changes to expect as you transition from CrossFirst to Busey:

Debit Cards – You'll be receiving a new Busey debit Mastercard® to replace your CrossFirst debit card. The replacement card will be mailed



FREQUENTLY ASKED QUESTIONS

One common question we've received is:

"Will my routing number change when CrossFirst Bank becomes Busey Bank?"

to you in May and you'll be able to activate it after June 23 with a simple phone call.

Manual Wire Transfers – Busey will be sending wire customers steps for establishing a Wire Transfer Agreement with the Busey Wire Desk. Please remember to submit your wire agreement and PIN Acknowledgement as soon as possible. Please note - this update is required for manual wires only, not for commercial online banking wire services.

Banking Centers - On June 23, all CrossFirst banking centers will begin operating as Busey banking centers, and you will have access to Busey's multistate network of locations, including 40,000+ MoneyPass® ATMs.



TRANSITION TIMELINE

Mark your calendars now to prepare for the important dates below:

- **April 8** | Busey will send the first of three surveys to gauge your experience and gather your feedback
- **Early May** | A Welcome Packet will be sent to you with detailed information about account changes
- **June 20-22** | Conversion Weekend
- **June 23** | CrossFirst Bank officially opens as Busey Bank

Yes, the routing number will change.

Until June 23, you will continue using the CrossFirst routing number(s) you use today. On June 23, begin using Busey's routing number (071102568) for wire transfers, ACH transfers and all electronic transactions. **Please do not update your routing number until June 23.**

If you use paper checks, your current CrossFirst checks will be honored through the end of the year. More information about replacing checks will be provided to you soon.

Additional information about routing number changes will be provided to Treasury Management clients beginning in April.



CONTACT US

Until June 23, 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.

We look forward to serving you now and into the future!



PILLAR



Member FDIC

From Busey's community-focused initiatives to local business owners thriving in the places we call home, we're proud to share Busey's 2024 winter issue of the **Pillar** magazine that highlights:

Transformative Partnership with CrossFirst Bank

With enhanced financial services and expertise, Busey and CrossFirst will continue to deliver extraordinary service while maintaining the community bank values our customers and communities expect and deserve.

Associate Accolades

We are proud to highlight the recent achievements of some outstanding members of Team Busey.

A Bridge to Opportunity

The Busey Bank Bridge Scholarship program reflects our deep commitment to empowering the next generation.

**"Love this bank as they always take care of your needs in a timely manner.
The people are friendly and they really care about their customers."**

- Tina L.

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