

BUILDING EXTRAORDINARY



Countdown to Conversion Weekend

Conversion weekend will take place from Friday, June 20 through Sunday, June 22. As we approach conversion weekend—the time when CrossFirst Bank locations, accounts and services are transitioned to Busey Bank banking centers, accounts and services—we will continually update our [CrossFirst Welcome Site](#). On the site, you can find detailed information about what you can expect, including timelines, reminders, and steps you need to take to prepare.

Prior to the completion of conversion weekend on Monday, June 23, please continue to use CrossFirst Bank locations and services. On Monday June 23, your CrossFirst locations will open as Busey Bank banking centers.

To keep your weekend hassle-free, consider following these simple tips:

- Withdraw extra cash by Friday, June 20.
- Keep track of your balance manually as online banking will be temporarily unavailable over conversion weekend.
- Treasury Management clients should remember to update SFTP and ACH origination files with the new routing number (071102568) and balanced file format as applicable.
- Update Scheduled Bill pay by 3 p.m. CT on June 18, to avoid any disruptions.

KEY DATES TO REMEMBER

JUNE 14	JUNE 18	JUNE 19	JUNE 20	JUNE 23
Deposits at CrossFirst ATMs temporarily unavailable June 14 - 22	CrossFirst Bill Pay unavailable as of 3 p.m. CT.	Locations and call centers closed for Juneteenth Zelle® unavailable as of 5 p.m. CT	Last day to use CrossFirst Digital & Mobile Banking, available until 5 p.m. CT	Deposits available at all Busey ATMs Busey Wallet and Anytime Line available

[Detailed Conversion Weekend Timeline](#)



EXPECTED
CHANGES



FREQUENTLY ASKED
QUESTIONS

ATM - Deposits at CrossFirst ATMs will be temporarily unavailable from June 14 - 22.

Bill Pay - CrossFirst Bill Pay will be unavailable as of 3 p.m. CT on June 18. On June 23, you can begin using Bill Pay.

Routing Number - Beginning June 23, please use Busey's routing number **071102568** for all electronic transactions. *Do not update your routing number prior to this date.*

Automatic Payments - Any automatic payments scheduled for June 20 - 22 will be processed on Friday, June 20. *If the early processing of this payment results in a fee, you will receive a refund if applicable.*

"What should I do if my Busey Debit Mastercard® hasn't arrived yet?"

Contact us to confirm your card was issued, then continue to check for a white unmarked envelope in the mail. If you still haven't received your card by June 23, visit one of our banking centers to receive an instant issue card.*

**Instant issue cards are available for consumer cards only.*



TRANSITION TIMELINE

June 14-22 | Deposits at CrossFirst ATMs will be temporarily unavailable

June 18 | CrossFirst Bill Pay will be unavailable as of 3 p.m. CT

June 19 | Locations and call centers will be closed for Juneteenth

June 20 | CrossFirst Digital & Mobile Banking unavailable as of 5 p.m. CT

June 23 | All customers fully transitioned to Busey Bank



CONTACT US

Conversion Support

[Personal Banking Support](#)

1.844.261.2548

[Treasury Management Support](#)

1.844.960.6190

"I am extremely satisfied with Busey's customer service. When I have any problems or questions they are incredibly responsive and I believe they have gone the extra mile to help me."

- Dayna F.

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