

# BUILDING EXTRAORDINARY



In this issue, we're covering important updates including changes to Bill Pay, a new Routing Number, and a Customer Satisfaction Survey waiting in your inbox. Plus, we're sharing other key updates and answers to some of your most frequently asked questions.

## In the Spotlight

### Bill Pay

We previously communicated that you would need to update your Bill Pay information following conversion. We are pleased to share that **you will not need to update this information**. Our teams have worked hard to minimize disruptions, and your current Bill Pay setup will carry over.

Please note the following important dates:

- **As of 3 p.m. CT on Wednesday, June 18**, personal and commercial Bill Pay services will be **unavailable** in CrossFirst Bank's digital banking system. You will no longer be able to edit or cancel scheduled payments after this time.
- **Automatic payments scheduled for June 20–22** will be processed **early, on Friday, June 20**. If this early processing results in an overdraft fee, you will receive a refund if applicable.
- **Beginning June 23**, Busey will begin processing your direct deposits and recurring payments.

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### Routing Number Retirement

Beginning on June 23, we recommend you update your bank name and routing number to ensure uninterrupted service. You should provide these updates securely to anyone with whom you have established automatic payments or deposits.

When we receive ACH transfer requests, we will also send a Notice of Change to companies using an outdated routing number, advising them to update your routing number information. Companies may contact you to confirm you are updating your **routing number** and **bank name** but should not require you to share your bank account information.

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### Customer Satisfaction Survey

Yesterday, Busey sent the second of three surveys to gauge your experience and gather your feedback. Hearing from our customers allows us to provide the best service possible. Engage with upcoming surveys and let us know your experience. Check your inbox for an email from [busey@qualtrics-survey.com](mailto:busey@qualtrics-survey.com). Every response you share is reviewed and shared with our associates and leaders to help us best meet your needs



## EXPECTED CHANGES

**Safe Deposit Box** - To align our products, some safe deposit box pricing will be updated on June 23, 2025. If the pricing of your safe deposit box(es) is affected, we have mailed you a personalized letter with details about your new rate.

**Debit Cards** - New debit cards are being mailed this week in an unmarked envelope. You will need to call to set up the PIN and activate your new debit card beginning on June 23.

**HELOC Checks** - CrossFirst Line of Credit customers can receive new HELOC checks updated with Busey information by request. Email [LoanOperations@busey.com](mailto:LoanOperations@busey.com) to request your replacement checks, and continue using your current HELOC checks until you receive your new ones.



## FREQUENTLY ASKED QUESTIONS

### "How will conversion affect my account statements?"

Final CrossFirst Bank account statements will be generated on Friday, June 20. This special paper statement will include payment of all earned interest with any applicable fees assessed.

Beginning June 23, your regular monthly statement schedule will resume. Quarterly Savings statements and payment of all earned interest will be delivered at the end of each calendar quarter. You will receive your first Busey quarterly statement on June 30.

**If you are enrolled in eStatements with CrossFirst Bank, you will automatically receive Busey eStatements.**



## TRANSITION TIMELINE

Click on the tile above to view a full transition timeline. Below are a few highlights:

**May 27** | Replacement Debit Cards Mailed  
**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.



# PILLAR

## SPRING EDITION **NOW AVAILABLE**

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From Busey's community-focused initiatives to our latest and greatest service offerings, we're proud to share Busey's 2025 Spring issue of *The Pillar*. This edition features:

### **More than Cows, Sows and Plows**

Busey Ag Services helps clients navigate modern farm management.

### **A Space for All**

Bloomington-Normal YMCA empowers staff to live organization's values

### **Celebrating Community, Collaboration, Leadership and Spirit**

Ed Scharlau Spirit Award winners

### **Our Values in Action**

157 Years of trusted relationships and thriving communities

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**""Great people, great bank. Wonderful customer service all around""**

**- Grant H.**

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