



What to expect and when

SERVICE AREA IMPACTS	DURING UPGRADE WEEKEND	AFTER UPGRADE IS COMPLETE
Office Locations and ATMs	<p>All offices will be open normal business hours on Friday, May 3, 2024, and will be closed on Saturday, May 4, 2024.</p> <p>All Pentucket Bank ATMs will be unavailable from the end of business May 3 through start of business May 6, 2024.</p>	<p>We will be open normal business hours on Monday, May 6, 2024, and ready for all business.</p>
Debit Cards	<p>As Pentucket Bank ATMs will be unavailable during this time, your debit card will work at all other ATMs outside of the Pentucket Bank network. ATM deposits and PIN changes will not be available during this time.</p>	<p>We will be online Monday, May 6, 2024. All cards and PINs will stay the same.</p>
Online Banking	<p>Online Banking and our Mobile App will be unavailable during upgrade weekend.</p>	<p>Online Banking and Mobile Banking will be available. Your information, account history, bill pay and automated transfers will not change. Your username and password will remain the same.</p>
Telephone Banking	<p>Telephone Banking will not be available from end of day Friday, May 3 through early morning Monday, May 6, 2024.</p>	<p>Telephone inquiries will be available for all customers. The first time you call Pentucket Bank's Telephone Banking after Monday, May 6, 2024, you will need to change your PIN number.</p> <p>You may reach Telephone Banking by calling 866-748-9916. Please listen carefully as the menu options will change.</p>
Night Deposit	<p>The night depository will be available throughout the computer systems upgrade weekend.</p>	<p>Transactions will be posted when the Bank re-opens on Monday, May 6, 2024.</p>
Service Center	<p>Available Friday 8 a.m. - 6 p.m. and Saturday 8 a.m. - 12 p.m. by calling 978-556-5414 or email operationsmail@pentucketbank.com</p>	<p>We will have extended Service Center hours the week after the upgrade. Please visit www.pentucketbank.com/upgrade for additional details.</p>