



Important Information Regarding Your Online Banking and Bill Pay Services


September 30, 2024


As previously announced, Lone Star State Bank of West Texas merged with Prosperity Bank on April 1, 2024, and we are writing to remind you that our operational integration of Lone Star State Bank is scheduled for October 28, 2024.


On **Monday, October 28**, Lone Star State Bank Online Banking accounts will migrate to Prosperity Bank's Online Banking system. We understand that this transition will bring about changes, and as always, we are here to help. **Please contact your local banking center with any questions or call Lone Star State Bank's Customer Service Department at (806) 771-7717.**

Prior to Friday, Oct 25	Friday, Oct 25	Saturday, Oct 26 and Sunday, Oct 27	Monday, Oct 28
Both banks' online banking systems operate separately. We recommend you save or print transaction information and history you would like to retain from LSSB.	4:00 p.m. Access to LSSB's Online and Mobile Banking will be placed in a view-only mode for the weekend conversion process. Bill Pay will not be accessible from Friday, Oct 25 to Monday, Oct 28.	We will convert LSSB accounts to Prosperity Bank Online Banking. Please read closely the specific sections below for important details. Your LSSB Debit Card will remain active through Sunday, Oct 27. Customer Service representatives will be available for questions by phone at (806) 771-7717, Saturday, from 9:00 a.m. – 5:00 p.m., Sunday – Closed.	8:00 a.m. Prosperity's Online Banking will be available for LSSB customers. Please see the first-time login process details within this letter to access your new Prosperity account at www.prosperitybankusa.com or Prosperity's Mobile Banking app. LSSB's Online Banking will no longer be available.

Starting Friday, Oct 25 (4:00 p.m.), transaction information and history from Lone Star State Bank's system will be available in view-only mode. We encourage you to save or print the information you would like to retain post-conversion for your records. The final update for all Lone Star State Bank transaction data will occur at the close of business on Friday, Oct 25. Lone Star State Bank access will be available in a view-only mode at **4:00 p.m. CST, Friday, Oct 25**, for the weekend conversion process.









 **Transaction History:** Your account history in Prosperity Bank's Online Banking will begin Monday, Oct 28. Other than eStatements, your Lone Star State Bank transaction history will not transfer to Prosperity Bank Online Banking. We recommend you save or print transaction information and history you would like to retain from Lone Star State Bank prior to Friday, Oct 25 at 4:00 p.m. CST.

 **Transfers:** Future-dated and recurring account-to-account transfers between LSSB accounts will migrate to Prosperity Bank Online Banking. Transfers will be temporarily unavailable from Friday, Oct 25 at 4:00 p.m. CST to Monday, Oct 28 at 8:00 a.m. CST. Prosperity's cut-off time for Transfers is 8:00 p.m. CST.

 **Text and Email Alerts:** Text and email alerts will not transfer and will need to be recreated in our new system.

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-  **External Transfers:** Customers can continue entering external transfers through Lone Star State Bank's Online Banking until 4:00 p.m. CST, Friday, Oct 25. To ensure a smooth transition, we will automatically transfer existing external accounts and any scheduled or recurring transfers. However, the external transfer transaction history will not convert. Lone Star State Bank customers may resume using External Transfers beginning on Monday, Oct 28.
-  **Bill Pay Customers:** You may continue entering payments through Lone Star State Bank's Online Bill Pay until 4:00 p.m. CST, Friday, Oct 25. To ensure a smooth transition, we will automatically transfer your existing payees, payment history, and eBills along with any future or recurring payments to be processed. You may resume using Bill Pay services beginning on Monday, Oct 28, in the Prosperity Bank Online Banking system.
-  **Statements:** If your account is not enrolled in eStatements, then the statement view will no longer be available online. You may wish to download and save your statements before Friday, Oct 25, for future access. To continue viewing your statements online beginning Monday, Oct 28, please enroll in eStatements through Prosperity Bank's Online Banking by clicking on Statements/Notices.
-  **eStatements:** If your account is currently opted-in for eStatements, you will continue to receive them, and no further action is needed. Your LSSB eStatements will migrate to Prosperity and will be available shortly after conversion. Once migration is complete, your eStatement history will build over the next few months until up to 2 years of history is available. We encourage you to download your full history to ensure your information is retained. The Prosperity notification for eStatements and eNotices will come from the email address estatements@prosperitybankusa.com, and will include "Prosperity Bank eStatements/eNotice Notification" in the subject line. Please adjust your email settings, if needed, to accept this email notification.
-  **Mobile Banking:** Beginning Monday, Oct 28, download the blue Prosperity Bank app and use the initial login process to establish your access. Prosperity Mobile Banking supports iPhone, iPad, and Android devices.
-  **Mobile Check Deposit:** If you are currently enrolled and have access to Mobile Check Deposit with LSSB, then normal access will resume on Monday, Oct 28, 8:00 a.m. CST in Prosperity Bank's Mobile Banking system. Prosperity's cut-off time for Mobile Check Deposits is 6:00 p.m. CST.
-  **Zelle®:** Customers can continue entering payments through Lone Star State Bank's Online Banking until 4:00 p.m. CST, Friday, Oct 25. To ensure a smooth transition, we will automatically transfer your existing Zelle® contacts and future or recurring payments to be processed. Zelle® transaction history will not convert. Lone Star State Bank customers may resume using Zelle® beginning on Monday, Oct 28.
-  If you are currently a Business Online Banking customer, you will receive a separate communication providing information about Prosperity's Treasury Center Online Banking.

You may log in to the Prosperity Bank Online Banking system at www.prosperitybankusa.com beginning **Monday, Oct 28**, at 8:00 a.m. CST, and resume normal Online Banking activities.

Initial Log-in Process Beginning Monday, Oct 28

Log-in Process: To access your new Prosperity Bank Online Banking account beginning at 8:00 a.m. CST, Monday, Oct 28, please visit: www.prosperitybankusa.com or download our blue mobile banking app from the App Store or Google Play.

User ID: You will continue to use your current Lone Star State Bank user ID.

Password: You will continue to use your current Lone Star State Bank password.

Please note: Prosperity Bank passwords are case-sensitive.

For the latest information and additional details on the merger, please visit www.lonestarwtx.com/prosperity.html. We are excited for you to experience the new features that Prosperity Bank's Online Banking system offers. We look forward to working with you in the future. **Prosperity Bank Customer Service (800) 531-1401 / www.prosperitybankusa.com**