




QUICK REFERENCE GUIDE.

Here is an overview of how your Rock Canyon Bank products will transition to Hillcrest Bank on **Monday, October 17, 2022.**

How to Reach Us	By Phone: 855.629.7618 Online: HillcrestBank.com	Social: LinkedIn & Facebook Mobile Banking: Hillcrest Bank Mobile	
Banking Centers	Friday, October 14th , all Rock Canyon Bank locations will be open regular hours. Saturday, October 15th , all Rock Canyon Bank locations will be closed. Beginning Monday, October 17th , all Rock Canyon Bank locations will open as Hillcrest Bank. Location hours will be Monday through Friday 9am – 5pm and the drive thru will be open 9am – 6pm. Additionally, the Orem and Spanish Fork drive thru locations will be open on Saturdays from 9am – 12pm.		
Debit Cards	Your new Hillcrest Bank Visa® debit card should arrive in your mailbox within the first two weeks of October. Your Rock Canyon Bank debit Mastercard® will stop working on Sunday evening, October 16th. Your new Hillcrest Bank Visa debit card can be activated upon receipt and used beginning Monday, October 17th. You will need to update your card information for any automatic payments. If you are a Mobile Wallet user, you will need to enroll your new card.		
ATM Access	You will continue to have access to Rock Canyon Bank ATMs over integration weekend. We will also be upgrading the ATMs in Provo, Spanish Fork, and St. George to accept deposits beginning Monday, October 17th.		
Checks & Deposit Slips	You can continue using your Rock Canyon Bank checks and deposit slips until it is time for you to place a new check order, unless we communicate otherwise.		
Accounting Software	If you use Quicken® or any other accounting software, you will need to download your transactions prior to Friday, October 14th.		



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Online & Mobile Banking	<p>On Friday, October 14th, the Rock Canyon Bank online banking system will be unavailable after 4:00pm MT.</p> <p>Starting on Monday, October 17th, your new online banking system will be available at HillcrestBank.com.</p> <p>Please note: your phone number must be up-to-date on your account by Friday, October 7th to complete your first login.</p> <p>To ensure your phone number is correct, login to Rock Canyon Bank online banking prior to October 7th and click on your "User Name" in the upper right corner and then click on "Contact Information". You may also update your contact information at any Rock Canyon Bank location.</p> <p>Your transaction history from September 1st through October 14th will transfer over to the new Hillcrest Bank online banking system.</p>
Online Bill Pay	<p>All payees, scheduled payments and bill pay history will transfer automatically. Any payments scheduled through integration weekend will be processed as normal. You will not be able to enter new bill payments on the Rock Canyon Bank Bill Pay system beginning Wednesday, October 12th. You may begin scheduling new bill payments on Monday, October 17th in the Hillcrest Bank Bill Pay system.</p>
Statements	<p>A final Rock Canyon Bank statement will be produced and mailed after Friday, October 14th. Your new Hillcrest Bank statement will begin as of Monday, October 17th. You may need to re-enroll in online statements. You also have the option to sign up to receive online notices and tax forms. We recommend you print or save any previous online statements prior to integration.</p>
Direct Deposit	<p>Your direct deposits, automatic payments and internal transfers will be processed as they have in the past — no action is needed. For any newly created automatic deposit and/or withdrawal after Monday, October 17th, please use the Hillcrest Bank routing number 101002716.</p>
Loans	<p>The terms and conditions of your Rock Canyon Bank loan or line of credit will remain the same and the due date will not change. If a payment is made consistent with our payment instructions, but received after 5pm MT, Monday through Friday on a business day, we will apply your payment to your loan on the next business day. Beginning Monday, October 17, 2022, you can continue to make loan payments at the banking center nearest you, schedule payments in online banking, at HillcrestBank.com using Quick Pay, or mailing to the address provided on your loan statement.</p>

HAVE ADDITIONAL QUESTIONS? WE'RE A CALL AWAY.

Please continue to call your local Rock Canyon Bank location with any questions during regular banking center hours, or visit HillcrestBank.com/WelcomeRockCanyonBank

Starting Monday, October 17th you can also speak to a Client Services and Solutions Specialist Monday through Friday 7am – 6pm MT and Saturday 8am – 1pm MT at:

855.629.7618

