

Answers to Frequently Asked Questions



Producer Bank of Texas will be updating our systems over the weekend of August 22–August 25, 2025. We have prepared this simple FAQ to provide answers to some of the questions we anticipate you may have during this transition.

Important Dates	Our Systems Update Timeline and What To Expect
Aug 22, 2025	The Powell location will close at 3 p.m. on Friday, August 22, 2025, to begin the process of updating our systems. Online Banking and Bill Pay will not be available after 3 p.m.
August 23–24, 2025	Our Powell location will be closed, and Online Banking and Bill Pay will not be available.
Aug 25, 2025	The bank will reopen on Monday, August 25, 2025, at 9:00 a.m.

Important Notes: Online Banking and Bill Pay will be **UNAVAILABLE** during the update, beginning close of business Friday through open of business Monday.

You will **NO LONGER** have access to prior account statements via digital banking after conversion. All necessary statements should be downloaded prior to 12 p.m. August 22, 2025.

Will the bank's routing number change?

No, our bank routing number will remain the same – **11912388**.

Will my account numbers change?

No, the account numbers for your checking and savings accounts will not change.

Will I need to order new checks?

No, you do not need to order new checks at this time, as your existing stock will still be usable. Once all prior stock has been used, you can reorder as normal, and the new checks will reflect Producer Bank of Texas.

Will I still be able to use my Powell State Bank debit card?

Yes, your debit cards should continue to function as normal over the upgrade weekend and after. In time, we will send your new Producer Bank of Texas debit card.

Will my bank statements or statement cycles change?

Our checking and savings customers could receive **two checking account statements during the month of August** – one from our current core operating system reflecting the final activity as of August 22, 2025, and another partial statement from our new operating system at the end of the month or shortly thereafter reflecting activity from August 22 through your statement cycle end date. For example, if your statement is a month-end statement, it would include August 22 through August 31. Expect these statements between the end of the month and the first of September.

If you receive e-statements, you should download any necessary statements no later than 12 p.m. on August 22, as historical statements will NOT be available after this time.

You will have the opportunity to re-enroll in e-statements once our new system is live.

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Will this affect my Social Security and direct deposits?

No, your Social Security and direct deposits should continue as normal.

Will this affect my loan with the bank?

No, your loan(s) will not be affected.

Will this affect your Time Deposit/Certificate of Deposit?

No, your Time Deposit/Certificate of Deposit will not be affected.

Will this affect your Safe Deposit Box?

No, your Safe Deposit Box will not be affected.

New Online Banking:

Will I need to set up a new username and password for Online Banking?

Yes, our new Online Banking system will be introduced on Monday, August 25, 2025. It will be a totally new platform with added functionality.

Online Banking customers will find additional information and instructions for your first-time login on our new website at www.producer.bank when it launches on Monday, August 25, 2025.

You will need to register as a "New User" to set up a new user login and password. You will then be prompted to create your new security questions.

If you have been using the Bill Pay feature, please contact us so we can help to repopulate your payees.

Introducing Our New Mobile Banking:

The Bank is adding Mobile Banking for your convenience. Download the Producer Bank of Texas Mobile Banking app from your phone app store.

Have Additional Questions?

Providing you with exceptional personal service and the information you need is always our number one priority. Please contact us if you have questions at **903-345-2582**. You can rest assured we will be here for you.



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