

November 16, 2018

«Customer_Name»
«Customer_Name»
«Address_Line_1»
«City» «ST» «Zip»

RE: Online Banking Enrollment

Dear Valued Customer:

We are pleased that the team members and customers of First National Bank of Durango joined TBK Bank, SSB in September. At the close of business on December 7, 2018 we will convert your accounts and services, and want to ensure the smoothest conversion possible.

The last four digits of your social security number are used during online banking enrollment. The online banking system doesn't support social security numbers where the last four digits begin with a "0". When entering your social security number during enrollment, replace the '0' with a '1'. For example, if the last four digits of your social security number are 0562, enter 1562. Rest assured we're here to help. Please call 1-866-644-3935 for assistance when enrolling for online banking. We are available 7:00am to 4:00pm MT beginning Monday, December 10th.

We look forward to continuing to serve you.

Sincerely,



Michael Cawley
Product Manager Retail Online Banking

