

# Online Banking Enhancement Q&A

At Lamar National Bank, we are committed to enhancing your banking experience. We're excited to announce a Digital Banking Enhancement upgrade. See the answers below about the transition.

**1 When will the conversion to the new online banking take place?**

Thursday, July 11th, 2024.

**2 When will the new online banking be accessible?**

Monday, July 15th, 2024

**3 Will I need to download new mobile banking apps for personal or business?**

Yes. The new apps will be available for download in the app stores Monday, July 15th, 2024. Just search "Lamar National Bank" and download the new app!

**4 Do I need a new user ID to login?**

No. You will continue to use your existing user ID.

**5 Do I need to set a new password for online banking?**

Yes. Upon first login, the password will be your User ID + the last four of your Social Security Number or EIN. Example, userID9999. You will be prompted to set a new secure password. You will need to log in to online banking before logging into the new mobile banking app(s) for the first time.

**6 Do I need to make changes to my Online Bill Payments?**

Yes. For business and personal accounts, eBills will not convert to the new system. You will need to set up your eBills to prevent any payment disruptions. We recommend printing your current vendor list prior to the conversion date of Thursday, July 11th, 2024.

**7 Will my online bill payment history still be available?**

Yes. All payment histories will be available in the new system.

**8 I have Business Online Banking, will all my users and permissions convert?**

Yes. We recommend you verify permissions for all company users to ensure authority levels are correct.

**9 Will the bank's website change?**

No. You will still log in online by visiting lamarnationalbank.com

**10 Will my account or loan numbers change?**

No. There are no changes to account numbers or the bank's routing number.

**11 Will I need a new debit card?**

No. Your current Lamar National Bank Debit Card will continue to provide access to your accounts.

**12 Can I still use Telebanc?**

Yes. and the Telebanc number remains the same, 800.364.0472  
Some users may be required to choose a new pin.

**Have questions? [We're here to help! Contact us at 903.785.0701](#)**

**Paris, TX**

200 S Collegiate Dr. Paris, TX 75460  
(903) 785-0701

**Celina, TX**

110 S Preston Rd. Celina, TX 75009  
(469) 296-1192

**Northlake, TX**

100 Plaza Place, Ste. 100 Northlake, TX 76226  
(972) 318-1060

**Anna, TX**

1515 W White St, Anna, TX 75409  
(945) 732-4300

**Frisco, TX**

6801 Gaylord Pkwy. Frisco, TX 75034  
(469) 956-4336

**Reno, TX**

6270 Lamar Rd. Reno, TX 75462  
(903) 785-0701

**College Station LPO**

4282 Boonville Rd., Ste. 200 Bryan, TX 77802  
(979) 500-3609



lamarnationalbank.com

