




# Helpful reminders about banking with First Financial.

See inside for time-sensitive information.




**Hi!**  
I'm Gabby, your new personal digital assistant.  
I'm here anytime you need me on the First website, and inside First online banking and the First Mobile app. Visit [first-online.bank/gabby](http://first-online.bank/gabby) or scan my code below to learn how I can help!

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First Financial Bank  
P.O. Box 2122  
Terre Haute, IN 47802


# Here for you every step of the way

Your SimplyBank accounts and services transfer to First Financial Bank over July 19-21, 2024. Please keep this information in mind as we make this transition. Any change that may require an action on your part is marked with this  symbol.

## Debit cardholders

- You should receive a new contactless First Financial Visa® Debit card prior to Monday, July 15. If you don't, please call us at 423.567.7265.
- You can use your Simply debit card on Saturday and Sunday, July 20-21. Withdrawal and transaction amounts may be limited.

 **ACTION:** Activate your new First Financial debit card on Monday, July 22 beginning at 8:00 a.m. ET, and begin using it.

 **ACTION:** Provide your new First Financial debit card number, expiration date and security code to any companies that currently deduct recurring payments from your Simply debit card on or after Saturday, July 20, to begin using as of July 22.

## Cash access at ATMs

- Please plan ahead if you need cash for the weekend. You can use your Simply debit card until Monday, July 22, but withdrawal and transaction amounts may be limited.


## Banking centers

- **Banking centers will close at 4 p.m., Friday, July 19** and reopen at their usual time Monday, July 22. You'll continue to be served by the same people you know and trust.

## Phone

- As of 3 p.m. ET on Friday, July 19, telephone banking will no longer be available.
- As of 6 a.m. ET on Monday, July 22, the automated First Customer Account Line will be available at 800.459.1672.

## Direct deposit and automated payments

 **ACTION:** Current direct deposits and payments will continue to be processed. However, we recommend that, as of July 20, you contact your employer, any other direct deposit providers and anyone you pay through automatic payments or bill pay and provide your new routing number: 074900356.

## Online banking, mobile banking and bill pay

- After 4 p.m. ET Thursday, July 18, Simply personal online bill pay will no longer be available. Any payments set up prior to this and scheduled through July 25 will continue to be processed.
- As of 4 p.m. ET on Friday, July 19, Simply online banking, mobile banking and business bill pay will no longer be available. Prior to this time, you should download and print any statements and transaction history you wish to save for your records.
- As of 9 a.m. ET on Monday, July 22, First Financial Personal and Business online banking, and mobile banking will be available. Bill pay should be available the evening of July 22.
- Instructions for logging in at [first-online.bank](https://first-online.bank) have been mailed to all existing online banking customers.
- Remember to re-establish any fund transfers you currently have because they will not automatically move to First online banking.

## Checks

- You can continue to use your existing Simply checks, including home equity line of credit checks, unless otherwise notified.
- After July 22, you can order additional checks through the Bank.

## Wire Transfers

- The following cut off times will take effect for wire transfers:
  - **Beginning July 22** | Incoming: 4 p.m. ET
  - **Beginning July 1** | Outgoing Domestic: 4 p.m. ET
  - **Beginning July 1** | Outgoing International: 3:30 p.m. ET
- Domestic Incoming Wire Transfers | **Beginning July 22**
  - Receiving Bank: First Financial Bank, N.A.
  - Address: 1 First Financial Plz, Terre Haute, IN 47807
  - Routing Number: 074900356
  - Beneficiary Name, Address, and Account Number
- Contact your banking center for incoming international wire transfer instructions after **July 22, 2024**.

## For more information

Now through July 19, call 423.567.7265.  
Beginning July 22, call 800.511.0045.

## Contact Center extended telephone hours

|         |                     |         |                    |
|---------|---------------------|---------|--------------------|
| July 22 | 8 a.m. – 10 p.m. ET | July 25 | 8 a.m. – 9 p.m. ET |
| July 23 | 8 a.m. – 10 p.m. ET | July 26 | 8 a.m. – 9 p.m. ET |
| July 24 | 8 a.m. – 9 p.m. ET  | July 27 | 8 a.m. – 4 p.m. ET |

## Normal Contact Center business hours starting July 29

Monday–Friday, 8 a.m. – 6 p.m. ET  
Saturday, 9 a.m. – 1 p.m. ET

You can also stop by a local banking center or visit [first-online.bank/simplybank](https://first-online.bank/simplybank)