

5/1/2026

Name
 Address
 Address
 City, St, Zip

Dear Sir or Madam,

Thank you for being a valued customer of Investar Bank, National Association ("Investar"). We are upgrading our **online** and **mobile** banking platforms. This improvement is driven by our commitment to provide an innovative and secure banking experience. Our goal is to make this transition as seamless as possible. Enclosed is important information regarding service availability.

June 25 th & June 26 th :	Expect limited functionality of mobile and online banking
June 27 th & June 28 th :	Online and mobile services will be unavailable
June 29 th :	The new platform and app will be available

Important Dates:

What	When (all dates are 2026, CST)	What You Need to Know
Bill Pay Zelle®	June 25 th at 3:00 pm	Services will be unavailable
Mobile App Card Controls	June 25 th at 11:59 pm	
Online Banking External Transfers	June 25 th at 4:00 pm	
Online Banking Internal Transfers Online Banking Platform	June 26 th at 5:00 pm	
Bill Pay Mobile App Card Controls Online Banking Transfers Online Banking Platform	June 29 th	Services are available through the new platform
Zelle®	June 30 th	

For questions regarding Investar's Online & Mobile Banking, contact us toll-free at **855-306-8574** or email ebanking@investarbank.com.

Online & Mobile Banking Updates

June 29, 2026	What You Need to Know – Logging in
Online Banking Website Updates	- A single login box is now available for all users on InveststarBank.com - The drop-down options have been removed from the website - Remove any old, bookmarked links from your browser
Online & Mobile Banking Login	<u>Use your existing user ID and password upon initial login unless you are provided with a new login ID in a separate communication</u> - Follow the prompts to confirm your identity - Change your password <u>[your current password may be reused if it meets the current Investstar policy requirements]</u> - User ID and password may be changed within the online banking system - To change, go to Settings > Security > Update ID or Update Password Customers with existing multiple logins will have to log out and log back into the platform to switch between their profiles
June 29, 2026	What You Need to Know
Online & Mobile Banking Alerts	Re-establish alerts: Settings > Alerts & Notifications > Alert Settings
Mobile Banking (IMPORTANT)	- Remove your existing Investstar Bank, N.A. app - Download the Investstar Bank Mobile Banking app (see image below)
Mobile Deposit Capture	Expanded availability for business customers
E-Statements	Previous statement delivery method remains the same
Bill Pay/E-Bill	Existing scheduled payments, payees, and history will transfer to the new platform
Check/Deposit Images	Retrieve images online & mobile platforms
Online Banking External Transfers	Re-establish transfers: Transfers & Payments > Account Management > Manage External Accounts
June 29, 2026 Third Party Vendors	What You Need to Know
QuickBooks®/Quicken®	- Reconnect to QuickBooks® /Quicken® online - Direct Connect and Web Connect are supported - Intuit connectivity is expected to resume on July 7, 2026 - During the outage, customers are encouraged to download a QFX/QBO file
Plaid®	- If needed, reconnect to Plaid® (such as CashApp, Venmo, other external payment channels) - Plaid® verification services can be manually reconnected
June 30, 2026	What You Need to Know
Zelle®	Services will be available

IMPORTANT INFORMATION – MOBILE BANKING

- **Do not log in to the new app until June 29th**
- Remove the Investar Bank, N.A. and Investar Business App
- Download the **Investar Bank Mobile Banking** App (the new app will replace both Investar Business and Investar Bank, N.A. apps.)



June 29, 2026	Mobile App Download
Investar Bank, N.A. Finance ★★★★☆ 30 Finance Personal Finance Check Deposit Get Investar Business Finance ★★★★★ 1 Finance Business Finance Personal Finance Payroll Get	Investar Bank Mobile Ban... Finance ★★★★★ 1 Finance Investar Bank Get