



Dear Customer:

State Bank of Newburg is making it easier to manage your debit card! In preparation you will be receiving a new State Bank of Newburg debit card in the mail during the week of January 11th, 2021. This card can not be used until January 21, 2021. Continue using your existing card through January 20th, 2021 after which it will be deactivated.

Visit newburg.bank to stay up to date on the upcoming debit card changes.

Debit Card Changes Q&A

When do I start using my new card?

You may activate and begin using your new card on January 21, 2021. Your old card will no longer work after January 20th, 2021. Put your new card immediately in your wallet so you have it available on January 21st!

Update your new card number with any merchants and stores you may have recurring or automatic payments set up with your current debit card. Common examples are gym memberships, phone and internet services, streaming services like Netflix or satellite radio, Amazon, and PayPal.

Will my PIN stay the same?

It's up to you! When you call to activate your card you will set your own PIN. You may keep your existing PIN or set a new one.

What address will my card be mailed to?

Cards will be mailed to the address we have on file for you. Please update your address by December 24th using 1 of the 3 convenient methods if we do not have your current address.

1. Log on to your online banking or mobile app. Select Messages, Choose a Form to Submit, then select Change of Address
2. At newburg.bank. Click on Forms on the bottom of the webpage. Scroll down to select Change of Address
3. Stop in the bank to fill out a Change of Address form.

What enhancements can I expect?

Starting January 21, 2021, you will be able to view and manage your debit card within your State Bank of Newburg online banking account at newburg.bank or through the State Bank of Newburg mobile app! New features include the ability to temporarily freeze/unfreeze your debit card, temporarily raise your debit card limit for 1-time transactions, and set card alerts.

We will also be able to produce new cards right in the bank. Lose your debit card? No more waiting for a card to be mailed to you. Stop in for us to print you a new card and walk out with a working debit card.



I no longer wish to have a debit card. How do I cancel it?

Please call us at 262-675-2306 and request us to close your debit card.

I haven't received a new card in the mail. How do I get one?

Starting January 21, 2021, we will be able to issue you a new debit card right in our bank! Please visit the bank so we can issue you a new card if you do not receive your card by January 21, 2021.

Am I still going to receive a fee for having a debit card?

Yes, current debit card fees remain the same. Debit card fees are waived for customers who are enrolled in e-statements. To enroll in e-statements create or log-in to your online banking account or mobile app. Select 'Documents'. Follow-the prompts to complete enrollment.

What will my new card look like?

