

Frequently Asked Questions

General Information

What does the acquisition mean for me as a business client?

We are thrilled to expand our branch network in Westminster, Colorado, and to welcome you to a banking experience with “a different point of view.” Academy Bank is a family-owned, community bank serving clients in Colorado, Arizona, Kansas, and Missouri. Through Academy Bank, you’ll have access to 27 branches across Colorado, including 12 in the Denver metro area. We’ll continue to provide you the same high-quality service as you expect from Mountain View Bank of Commerce.

When will my account(s) transition to Academy Bank?

We expect to convert all Mountain View Bank of Commerce accounts over the weekend of November 16 - 17, 2024. On Monday, November 18, 2024, you will be an Academy Bank client!

Business Online Banking and Mobile Banking will no longer be available beginning at noon MT on November 15, 2024. If you need to make a deposit during this time, please visit the branch in Westminster in person during normal branch hours.

Will the business hours at my branch change?

No, the hours at your branch at 12001 N Pecos St, Westminster, CO 80234 will remain 9 a.m. to 5 p.m. Monday through Friday. We look forward to serving you!

Will the bank’s name change? If so, when will this happen?

Yes, Mountain View Bank of Commerce will become Academy Bank. This change will be in effect on November 18, 2024, immediately following the transition of accounts the weekend of Nov. 16 - 17, 2024.

Who do I contact for questions or issues related to the acquisition?

Please contact your branch at 303-243-5400. Business bankers and Treasury Management Specialists will be on hand and happy to assist you!

Will the branch locations change or close?

After the acquisition, you will continue to have access to your branch in Westminster. You will also gain access to the entire Academy bank network including 27 branches across Colorado, including 12 in the Denver metro area. The two closest Academy Bank branches are inside Walmart stores at:

9499 Sheridan Blvd, Westminster, CO 80030

Open Mon - Thurs: 10 a.m. - 6 p.m. and Fri: 10 a.m. - 7 p.m.

9901 Grant St, Thornton, CO 80229

Open Mon - Thurs: 10 a.m. - 6 p.m., Fri: 10 a.m. - 7 p.m., and Sat: 9 a.m. - Noon

Account Information

Will my account number(s) change?

No, your account number will not change. Your routing number will change to **107001481**. However, you do not need to notify any current direct depositors of the new routing number. Those direct deposits will be automatically routed through the new routing number.

Will Business Online Banking and Mobile Banking continue uninterrupted over the conversion weekend?

No, Business Online Banking and Mobile Banking services will not be available beginning on Friday, November 15 at noon MT. Your account set up for Business Online Banking will begin on Sunday, Nov. 17, 2024. Please look out for an email from an Academy Bank Banker with your login credentials and an additional email from DocuSign with your transfer paperwork that you can sign and return digitally.

Will my Business Online Banking login information change?

Yes, you will need a new profile for Business Online Banking. Set up for your Business Online Banking profile will begin on Sunday, Nov. 17, 2024 by Academy Bank Bankers. Please look for a secure email from an Academy Bank Banker with your login credentials and an additional email from DocuSign with your transfer paperwork that you can sign and return digitally. **Note: these emails will be sent to the email in your online banking profile.**

If you have questions or concerns following conversion weekend, please email **businessbanking@academybank.com** or call **303-243-5400**. We will also have specialists on hand at your branch at 12001 N Pecos St, Westminster, CO 80234 from 9 a.m. to 5 p.m. Monday through Friday.

Will my Treasury Services automatically transfer?

No, but Treasury Management Specialists will begin setting up accounts on your behalf beginning Sunday, Nov. 17, 2024. Please look for a secure email from Academy Bank's Treasury Management team with your login credentials and an additional email from DocuSign with your transfer paperwork that you can sign and return digitally. **Note: these emails will be sent to the email in your online banking profile.**

Treasury Services include Intrafi Cash Sweeps, Remote Deposit scanner compatibility, ACH and Wire Payment Processing, Business Online Banking, and Bill Pay.

If you have questions or concerns following conversion weekend, please email **treasurysupport@academybank.com** or call **866-277-4539**. We will also have specialists on hand at your branch at 12001 N Pecos St, Westminster, CO 80234 from 9 a.m. to 5 p.m. Monday through Friday.

What will happen to my account statements?

For the month of November, expect to see two statements. The first statement will end the day before the conversion, Friday, Nov. 15, 2024. The second statement will begin Saturday, Nov. 16, 2024, and continue through month end.

Account Information Continued...

Will I need new checks and deposit slips?

No, you will not need new checks or deposit slips at this time. You can use the Mountain View checks and deposit slips that you have as they will continue to be honored. When it's time to re-order, you can order new Academy Bank checks and deposit slips.

What happens to my debit card? Do I need to get a new one?

You will receive a new Academy Bank debit card. On November 8, we will mail new debit cards to all account holders who have a Mountain View debit card. Please follow the instructions in the letter to activate your card and select your PIN. The card will NOT work for purchases or withdrawals until after the transition on November 18, 2024.

Your Mountain View debit card will work over the weekend in offline mode meaning purchase and ATM limits are lower than when balances can be verified. Be sure to plan ahead for your weekend spending.

Your Mountain View Bank of Commerce debit card will be deactivated on November 18, 2024.

Remember to destroy your Mountain View Debit Card after November 18, 2024.

If I didn't receive a new debit card, what do I do?

Visit any Academy Bank branch to have one issued instantly.

Will I lose my Bill Pay payee information during the conversion?

Yes, your Bill Pay payee information will not automatically transfer. Please download or print out payee addresses prior to Friday, Nov. 15, 2024.

How do I capture my Bill Pay payees' addresses?

You can capture Bill Pay payee addresses by reviewing your current online banking or bill pay service. Make sure to: Log in to your account > Navigate to your list of payees > Open each payee's details and record the mailing address, phone number, and any other relevant contact information.

How can I wire money to my account?

Once the acquisition is complete, you can wire funds directly to your account at Academy Bank using the routing number **107001481** and your account number.

Are my funds still insured by the FDIC?

Yes! Your deposit accounts will be insured up to the maximum amount allowed by law. If you have questions about your FDIC limit coverage, please contact our bankers at Academy Bank.

QuickBooks

What will happen to my QuickBooks history following the conversion?

During the conversion, certain transaction records and history may not be immediately accessible in QuickBooks. By downloading your history in advance, you'll ensure that you have a backup of all your financial data and can continue managing your finances without disruption.

How do I download my QuickBooks history?

Follow these steps to download your transaction history: Open QuickBooks and log into your account > Navigate to the "Banking" or "Transactions" section > Select the desired date range (e.g., from [Insert Start Date] to November 15) > Choose "Export" and save your data as a CSV, Excel, or QuickBooks file to your computer.

What specific data should I download?

You should download all transaction history that's critical for your business, including: bank transactions, invoices and bills, payroll records, expense reports, and reconciliation reports. It's best to download all data from [Insert Start Date] to November 15 to ensure complete coverage.

Customer Support

Will customer service contact information change?

For services including Intrafi Cash Sweeps, Remote Deposit scanner compatibility, ACH and Wire Payment Processing, Business Online Banking, and Bill Pay, please email treasurysupport@academybank.com or call **866-277-4539**.

For any other questions, please contact your branch at 12001 N Pecos St, Westminster, CO 80234 from 9 a.m. to 5 p.m. Monday through Friday. Please stop in or call with any specific questions at 303-243-5400.

How will this acquisition affect customer service wait times?

Initially, as we onboard new clients, there may be extended wait times, but we will have dedicated support to help clients as quickly as possible.

Security & Privacy

How will my personal and financial information be protected during the transition?

Academy Bank is deeply committed to keeping your information secure both during the transition and after. We use a variety of safeguards to protect client information and maintain privacy from encryption, multi-factor authentication, firewalls, data masking, regular audits and monitoring, to role-based access controls and training. Rest assured; your information is secure with Academy Bank.