



System Upgrade Update

Our bankwide system upgrade began on Friday, with many of our Arrow Team working all day and well into the night. We are still bringing all of our services back online and we appreciate your continued patience and understanding while we do so. Please note it may take time for all of your information to display properly.



Availability

Here's what you can expect today:

- Our branches are open and ready to serve you. Please note that we are adapting to a new system. Thanks for your understanding.
- While Consumer Internet Banking/Mobile App went live last night, we are still experiencing some accessibility issues this morning. We will update the status on our website.
- Business Online Banking is available.
- Debit cards are working normally. You may see transactions from the weekend begin to appear.
- On-Call Banking is available. Users need to re-enroll the first time they use this automated phone service.
- ATMs are working as normal.

We're Standing By



We are here to help you through any service issues or questions. Call us at **(518) 793-4121**. Once again, we will be available until 8 p.m. today for assistance.



Stay Updated

Visit our [System Upgrade HQ](#) page for the latest updates on service availability and changes.

Again, thank you for your patience and understanding. Thank you very much for choosing us as your banking partner.

Glens Falls National
Bank and Trust Company

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