



We are thrilled to welcome you into the **Commercial Bank** family. We are committed to serve your community and help improve the lives of the people, families, and businesses that make this area great. We stand behind the Commercial Bank mission: **to create positive experiences for every customer, every day.**

To ensure a smooth transition, there are a few things you should be aware of:

Each **debit card customer** will be issued a new Commercial Bank Visa debit card by February 23rd. The card will include instructions to call and activate your card and set a **new PIN**. Your current debit card will no longer work as of **February 24th**.

You may continue to use your **same checks** until it is time to reorder.

If you are an **Online Banking** customer, beginning on February 24th, you will need to go to **cbtn.com** and log in using your **current user ID** as the Banking ID, and the **last 4 digits** of your social security number (or the TIN if a business) as the password. You will then be prompted to create a new password for future use.

If you use **Online Bill Pay**, all of your payee information will transfer, but any

payments or automatic transfers will need to be **rescheduled**.

We do offer **electronic statements**, but you will need to re-enroll once you have signed in to Commercial Bank's Online Banking. You can sign up in the **eStatements tab**.

Mobile app users will need to visit the app store on your Apple or Android device and download the **Commercial Bank Mobile** app by the developer Commercial Bank(TN).

If you wish to use our telephone banking service, **Dial-A-Bank**, you will need to call **877-248-0355** and set up your account as a new user.

For further information, please take some time to **visit cbtn.com** or one of our branches. You can call your local branch or reach **Customer Support** at **(423)869-5151**. We also encourage you to follow us on social media.

Life. Made Better.

cbtn.com