



Welcome to The First!

We value you as our new customer. Our goal is to ensure your transition from Whitney Bank is as smooth as possible.

*****VERY IMPORTANT*****

Enclosed is your new ATM or Debit card for your account at The First. This card will replace your Whitney ATM/Debit card that you currently have. Your new Personal Identification Number (PIN) will be mailed to you in a few days.

You should begin using this card with your new PIN as of 11:59 PM on Friday, September 16th.

Please note these key items:

- You may activate this card starting at 11:59 PM on Friday, September 16th by performing an ATM or Debit transaction that requires you to enter your new PIN.
- Your Whitney Bank ATM or Debit card will be deactivated as of midnight on Friday, September 16th and will no longer work.
- Your existing Whitney Bank PIN will not work with this card. We apologize for the inconvenience this may cause you and welcome you to visit a local branch of The First as of Monday, September 19th to change your PIN to one that you may prefer.
- You may use your new ATM or Debit card for a signature-based transaction from Friday, September 16th at midnight until Monday, September 19th at midnight, however this does not activate the card for future use.

In addition to performing a transaction requiring a PIN, as of Monday, September 19th at 5:00 AM, you may activate your ATM or Debit card by:

- Calling *The First* Telephone Banking toll free at 866.362.6477. (*Your password for telephone banking will be the last four digits of your social security number.*)
- Logging on to Internet Banking (www.TheFirstBank.com) using your Whitney Online Banking ID and the last 4 digits of your social security number to activate your card.

Please Note: Failure to activate your ATM or Debit Card before midnight on Monday, September 19th will result in your card being unavailable until properly activated.

If you have any questions please contact your local branch or call 1-855-257-2265.