



FARMERS BANK

Community Banking Perfected

Dear Valued Bill Pay Customer:

50 E. Windsor Blvd.
P.O. Box 285
Windsor, VA 23487
(757) 242-6111
Fax (757) 242-4774

1119 South Church St.
P.O. Box 888
Smithfield, VA 23431
(757) 242-6111
Fax (757) 357-0076

1008 W. Washington St.
Suffolk, VA 23434
(757) 242-6111
Fax (757) 539-8860

3100 Godwin Blvd
Suffolk, VA 23434
(757) 242-6111
Fax (757) 539-7020
Fax Operations:
(757) 539-7126
Operations Department:
(757) 242-3199

6255 College Drive
Suite L
Suffolk, VA 23435
(757) 242-6111
Fax (757) 483-5672

We are pleased to announce that on **July 7, 2011**, for your convenience and for your security, we will be updating the way in which you access Bill Pay. You will be able to access Bill Pay by logging into your Online Banking account and then simply clicking on the Bill Pay tab; no separate login ID or password will be needed!

Here are a few things we would like you to keep in mind:

The process of logging into your Bill Pay account will be different:

- You will need to log into your Online Banking account to access Bill Pay. If you currently do not have an Online Banking account, we will be glad to assist you in setting up your *free* account.
- The Bill Pay login page will no longer work. If this page is saved in your internet browser "favorites", you may want to remove it.

On the day of conversion, you may be unable to access your Bill Pay account:

- If you need any payments reviewed or scheduled, please call our Bill Pay support team at 800-925-6784.
- If you are still unable to access your Bill Pay account by the end of the day, please let us know

We are constantly striving to offer you the best products and services. Please feel free to let us know what you think and, as always, if you have any questions, please do not hesitate to call or stop in. We're here for you!

Sincerely,

FARMERS BANK