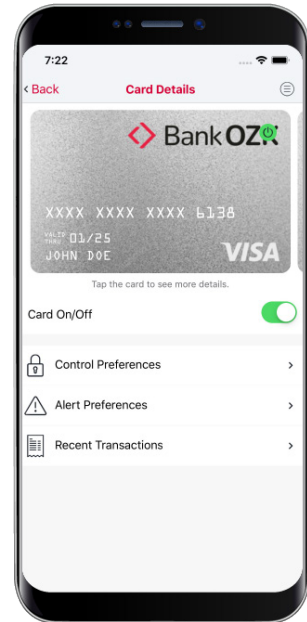




Introducing OZK Mobile + OZK Cards

Make the Switch from CardValet



Our records indicate you have previously enrolled in CardValet, our debit card monitoring, alert and control tool. With the launch of our new mobile banking app, OZK Mobile, **you now have the opportunity for a seamless card monitoring tool within OZK Mobile.**

This service, OZK Cards, offers the same features as CardValet, but all **within** the convenience of your mobile banking app.

First, have you downloaded the new OZK Mobile app? If not, simply launch your Bank OZK mobile banking app and it will guide you to the new app.

Register for OZK Cards

As an existing CardValet user, it is important you follow these steps, *in the order listed*, to unregister from CardValet and register for OZK Cards.

- ◇ Unregister from CardValet by launching the CardValet app and accessing “Manage Portfolio” in CardValet.
- ◇ Uncheck your cards and accounts and tap OK.

- ◇ The app will state: “If you decide not to check any items you will be unsubscribed from the service.”
- ◇ You will click “Unsubscribe.”
- ◇ Please exit the app and delete the CardValet app.
- ◇ Access the new OZK Mobile app. In the More section, select OZK Cards.
- ◇ You will be directed to your app store to download OZK Cards.
- ◇ Download OZK Cards. Then enter the Bank OZK debit card(s) you wish to enroll. Also recreate any settings you had in CardValet.
- ◇ You have now completed the enrollment process!

You will retain the OZK Cards app on your mobile device, but you will now control and monitor your debit card activity within the Bank OZK mobile banking app, OZK Mobile. No more keeping track of separate user names and passwords!

We're Here to Help

Please contact our Customer Care Center at [1-800-274-4482](tel:1-800-274-4482) or info@ozk.com. Our team members are available Monday through Friday 7 am to 6 pm CT and Saturday 7 am to 12 pm CT.