



# Mint Conversion Information

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*Mint.com*

## Introduction

As **Prosperity Bank**<sup>®</sup> completes its system conversion to the **New Online Banking**, Mint aggregation services may be interrupted for up to 5 business days.

**NOTE:** You will be able to access online banking information by directly logging into your financial institution website during the interrupted time.


## Mint Conversion Information

Mint.com data is stored on Intuit cloud servers. Data is updated with every change and cannot restore data to a previous point in time.

For a successful account update, do not login into Mint.com for the **New Online Banking** until 5 business days after **November 18, 2019**.

During this time, the Mint.com server will automatically make the system conversion for your activated accounts. If you login into Mint.com during this time, you may see duplicate accounts or an error displayed. Please do not attempt to change the status or make any changes in Mint.com during this time. After 5 business days, the accounts should reconcile showing your transaction history available.

In the event that your accounts do not display current transactions after 5 business days, you

may log back into Mint.com and click refresh  to update the account. After the download completes, click the Transactions tab to view up to 90 days of transaction history.

***Thank you for your patience during these changes!***

**\*IMPORTANT\***

Please visit [www.prosperitybankusa.com/New-Online-Banking.aspx](http://www.prosperitybankusa.com/New-Online-Banking.aspx) for regular updates about the New Online Banking, view tutorial videos, frequently asked questions and more.

For assistance, please contact Customer Service at 1-800-531-1401.