

# IMPORTANT INFORMATION:

We are thrilled to announce that we will soon be launching new upgrades to our online and mobile banking platforms! These upgrades will provide even more convenient and secure access to your accounts, making banking easier than ever before.

## **Here is some important information to prepare for the upgrade:**

- Be sure your phone number on file is correct with any bank representative. You will receive a verification code by phone at initial sign-on once the upgrades are complete.
- Post upgrade, your sign-on ID will remain the same, but your temporary password will be the last 6 digits of your SSN. You will be prompted to change this password at login.
- Branch Operations, ATMs, Debit Cards, scheduled Bill Pay payments, and Telephone Banking will function as normal.

There will be no changes to account numbers or loan numbers in the transition. Also, any recurring automatic payments through your debit card or set up via ACH will continue.

## **FAQs:**

### **Will I have to download a new app?**

No, but our business customers will begin using the Hearthside Bank App, and the Business App will be discontinued.

### **Will I have to re-enroll?**

No, but you will have to create a new password and security questions.

### **What will be converted to the app upgrade?**

- Your user ID
- Accounts currently linked to online banking users and all information currently available on linked accounts, such as account history and check images
- All Bill pay accounts and bill pay information currently available on bill pay accounts, such as payees and billing history
  - \*Note – if your bill set to pay during the down time (10-24 thru 10-26), it will still go out.
- All e-statements currently setup in online banking
- All Zelle® user setup currently available today

### **What will not be converted to the app upgrade?**

- TransferNow users will need to re-enroll in TransferNow – used to transfer funds from/to an account at Hearthside Bank from/to an account, owned by the customer, at another institution.
- Online real time Account alerts - users will need to re-enroll in online real time account alerts and setup the alerts

### **What are the new features coming?**

- You will be able to view statements along with check images in the mobile app.
- New enrollments will be available in the app, no longer necessary for first time enrollment to use a browser or computer.
- You will now have the ability to see free credit score information.
- There will be a PFM (Personal Financial Management) application on the app, allowing you to bring in your account information from other institutions, similar to Quicken or QuickBooks.
- We will have a secure chat for online banking users – this will allow you to chat with the Customer Service Center, if you prefer, versus calling.

We apologize for any inconvenience this may cause and thank you for your continued trust and loyalty. We look forward to serving you with these new and exciting features!

For any questions, please visit your local branch or contact our customer service center at 1-800-354-0182.