



## IMPORTANT NOTICE

### EXPERIENCE NEW ONLINE AND MOBILE BANKING

The launch of our **new Online Banking and Mobile App** platform is coming soon!

NewBank is pleased to present to you our upgraded Online and Mobile Banking system with the latest technology and innovations, offering you greater convenience and more control in reaching your financial goals.

Please take note of the launch date, **MAY 3, 2022**, and the following information as we work to provide you the best digital banking experience.

### WHAT YOU NEED TO KNOW

As we prepare for our new digital upgrade, our primary goal is to limit the impact on our customers. We are working diligently to make the transition as smooth as possible for you and we are always grateful for your cooperation. The following will help you prepare for the upcoming upgrade:

- **Launch Date:** May 3, 2022
- **System Integration Period:** Online and Mobile Banking Service will be temporary **DOWN** from May 2, 5:00 PM to May 3, 2022, 8:00 AM ET
- **New Mobile App:** Existing Mobile app users will need to delete the old app and download the new version which is available on Apple iTunes and Google Play store as “NewBank Mobile”
- **Log-In:** Log-in using your **EXISTING USER NAME AND PASSWORD** – one-time 2Factor Authentication is required for each new device
- **Contact Us:** Please feel free to ask any questions you may have to one of our representatives who are ready to explain all the changes in detail
- **FAQs:** Please see our Frequently Asked Questions page for more information about the upgrade and how you can prepare before the change

### WHAT’S NEW?

The upgrade will include many new features and enhancements to improve the user experience including:

- **NEW - Interface Design:** User-friendly features and sleek, customizable interface to ensure clear banking data and enhanced online banking experience.
- **NEW - Updated Security:** Two-Factor Authentication implemented to increase the security of online account beyond just a username and password. Use fingerprint authentication, Face ID, or a 4-digit pass code to access the mobile app quickly and securely.
- **NEW - Conversations:** Start a secure real-time conversation with our representatives via online and mobile platform. After-hour messages will be answered the following business day.
- **NEW - Debit Card Controls:** Card controls allows you to turn your NewBank debit card off and on as well as report lost/stolen cards using the online banking platform.
- **NEW - Account Aggregation:** Easily switch between signed-in profiles on mobile devices.
- **NEW - Transaction Organization:** Add tags, images, or notes to existing transactions and search transactions by details for enhanced transaction management.
- **Improved Self-Service Settings:** Recover username and password using the “forgot” tool.
- **Updated Profile Management:** View and update password, phone number, email address, address.

### FAQs

Frequently Asked Questions about the **Online** and **Mobile** Banking Upgrade

- I use the NewBank Mobile App – do I need to download a new mobile app?
- Do I need a new user ID and password to access the new online banking platform?
- Are there any features that will no longer be available in the new online banking system?
- Will there be a period where online banking will not be available during the upgrade?
- When will the new online and mobile banking system be operational?
- Who can I contact for more information about the system upgrade?

**Q. I use the NewBank Mobile App – do I need to download a new mobile app?**

Yes. The new mobile app will need to be downloaded from Google Play or Apple App Store **AFTER** May 3.

**Q. Do I need a new user ID and password to access the new online banking platform?**

No. You may use your existing user ID and password to log in, however, a one-time Two-Factor Authenticator – is required for each new device log-in. You will get a code via TEXT at your first log in at the new station.

**Q. Are there any features that will no longer be available in the new online banking system?**

No. All the previous features are available with the addition of the latest features in online and mobile banking.

**Q. Will there be a period where online banking will not be available during the upgrade?**

Yes. The Online and Mobile Banking service will be down from May 2, 5:00PM to May 3 2022, 8 AM ET.

**Q. When will the new online and mobile banking system be operational?**

The new online banking system will be operational, and the new mobile app will be available for download on May 3, 2022 8AM ET.

**Q. Do I need to re-create my existing PAYEE at my Bill Payment ?**

No. you are still using same NewBank ipay solution and all your payee information is available.

**Q. Who can I contact for more information or if I have more questions about the system upgrade?**

Please call any of NewBank Branches for more information.