

NEW Internet Banking January 2011

Customer Information

Frequently Asked Questions

- Have the security features changed?
 - No, Security will be the same – same security phrase, same security picture. You can change your password in the Preferences Menu.
 - But, with your first login to the NEW system, you will be prompted to update your security questions.
- Has Bill Pay Changed?
 - Bill Pay is the same.
- How do I make changes to my account?
 - Preferences of accounts can be changed by user order or by bank upon request.
- Can I still reconcile my account?
 - Yes, the reconcile feature is still available.
- How do I transfer funds to another financial institution?
 - Transfer to another financial institution system provides a form for the user to print and bring to the bank.
- Will the nicknames on my account remain the same?
 - Yes, the nickname of accounts is the same.
- Can I still export my history?
 - Yes, the export history feature is still available in the same formats.
- Statement option is displayed at the top of the screen (quick to display)

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- Transferring funds are more user friendly in the new system. Instead of selecting each account individually, there are now drop down boxes to select each account.
- The history screens now have additional information available. Examples: last deposit, YTD interest etc.
- You now have the option to make PRINCIPLE ONLY payments on your loans.