



# **Important Information** regarding personal online banking updates. *Upgrade on Monday, June 17, 2024*

*Get ready for a more modern, streamlined look for personal online banking!*

## What do you need to do?

1. Log in via browser, like usual. You should not have to change your password, unless your current password does not meet the new requirements.
2. After the browser log in, you can log in to the app. **You will have to type in the username and password the first time.** If you try to use face ID, passcode or fingerprint, it will not work and lock your app out for 24 hours. The bank cannot reset the app lockouts.
3. You can now use both the browser and app as you normally would.

*NOTE: If you categorize your transactions, those will not carry over.  
You will want to print a report before Monday, June 17th.  
For instructions on how to pull the report,  
contact a customer account representative at any of our branches.*

## Frequently Asked Questions

- Will third party vendors /apps work with the update?
- Yes, third party vendors/apps that previously worked, will continue to work. (ex. PLAID, Intuit products) However, they must meet security requirements.
- Will accounts still be able to be hidden?
- Yes, accounts currently hidden on the browser will remain hidden on the browser. They will not be hidden on the app.
- How far will the history go back on the browser?
- The history will go back to 2022.
- Will statements be available on the browser?
- Yes, statements will be available on the browser.
- Will bill payments transfer?
- Bill pay will stay the same and what is currently set up/scheduled will transfer over to the updated version.
- Will scheduled transfers transfer over?
- Yes, scheduled transfers will move over to the updated version.
- Will the app change with this update?
- No, however, updates to the app are coming soon!

If you have any questions, give us a call at 806-794-0044.  
Our after-hours call center is available during the following times:

Monday-Thursday  
5pm-10pm

Friday  
4pm-10pm

Saturday-Sunday  
8am-5pm