

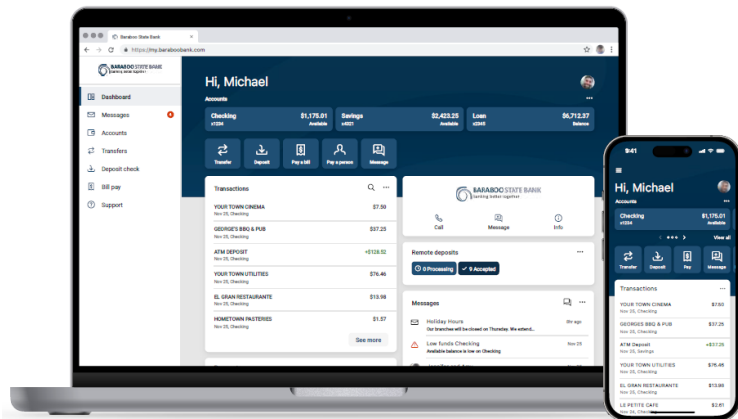


BARABOO STATE BANK

banking better together



COMING SOON! A New Digital Banking Experience



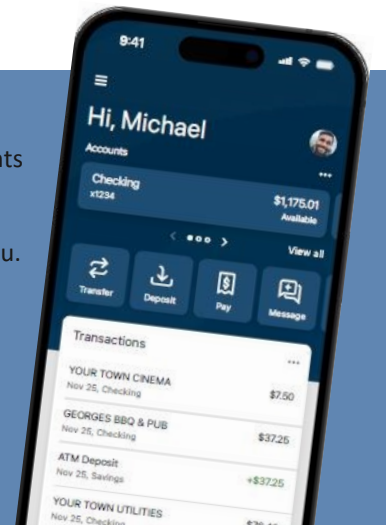
On February 7, 2023,
*we're upgrading to
a cleaner, simpler,
more secure platform.*

So, what's coming?

- A **modern, consistent look and feel** across all your devices, simplifying how you manage your accounts and move your money.
- A **new mobile app** with Touch or Face ID for enabled devices.
- A **more personalized experience** - arrange your Dashboard in a way that makes the most sense to you.

ENHANCED SECURITY

- **Transaction alerts** - set up near real-time alerts to be delivered to your mobile device or email.
- **Touch and Face ID** for enabled devices. Passwords required for *high risk* requests.
- **Two-Factor Authentication** – A code will be delivered to you outside of the system to verify your identity. Check out the Quick Start Guide below for more information.
- **Enhanced card controls.** Misplaced your debit card? You will now be able to **temporarily disable your card** while you look, and turn it back on once you find it. You can also report the card lost or stolen.



Save this Quick Start Guide for February 7!

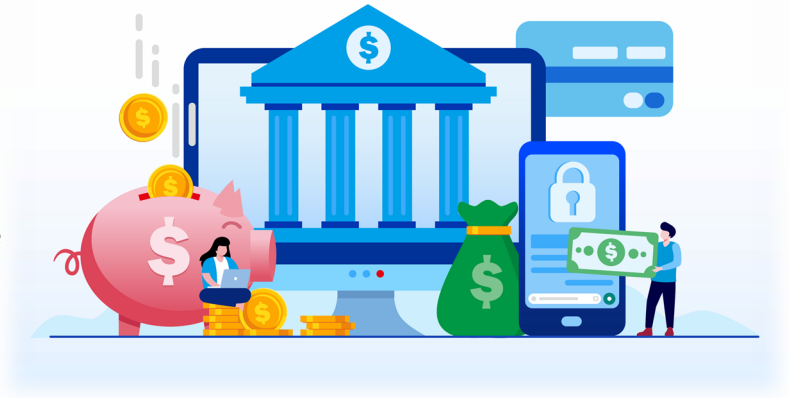
- 1) **Visit the homepage** of our website to log in from a computer, or visit the App Store or Google Play and download our new mobile banking app with our blue logo on a white background. If you currently use our Mobile Banking app, you will be asked to update it to the new version.
- 2) **Enter your existing Username** that you established in our previous system in the Username field.
- 3) **Enter your existing password**, in the Password field. **Contact us at 608-356-7703 if you need it reset.**
- 4) **Establish Two-Factor Authentication:** Determine how you would like to receive your authentication. You can choose from: a voice or text message sent to your phone, use the Authy (or another Authenticator) app. You will receive a verification code based on the method you choose. Ensure that you have access to this phone while you are completing this process. You may use the Authy app on the desktop of your PC. *This code may not be delivered to an email address. You need to complete this process at least once per device.*

Your login credentials will be the same whether you log in from a computer or the app!

You'll also be able to:

- » **View check images**, eStatements and add external transfers, all from your mobile device or computer.
- » **Add a payee to your Bill Pay account** from your mobile device or computer.
- » **Connect accounts** at other financial institutions.*
- » **Add multiple profiles** - access multiple Baraboo State Bank online banking profiles from any device.
- » **Add notes**, tags or images such as receipts to your transactions.

**Not all financial institutions are available.*



Important information regarding your New Digital Banking Experience

EXTERNAL TRANSFERS (previously called Bank2Bank or B2B transfers): End dates are no longer allowed for recurring transfers. External outbound transfer fees will now be charged separately from the transfer as opposed to as an increase to the transfer amount.

INTERNAL TRANSFERS: Internal transfers will post immediately to both accounts and cannot be deleted even though they show as “pending” in your transactions. If a transfer was done in error, you will need to transfer in reverse. End dates are no longer allowed for recurring transfers.

ALERTS: Any balance and transaction alerts established in the previous system will **NOT** transfer to the new system. We do not have access to your Alerts therefore you will want to take note of all alerts you have set up prior to February 6 so that you may reestablish them in the new system beginning on February 7. When using our mobile app, you'll need to enable notifications in order to receive alerts.

TEXT STATEMENTS: Basic text statements formerly found in the Accounts tab are not accessible in the new system. To view your statements electronically, sign up for eStatements in the Electronic Statements tab. **Please note, paper statements will not generate once enrolled in eStatements.**

ACCOUNT HISTORY: 120 days of account history will transfer with the conversion, and your transaction history will build with continued activity. If you require history prior to October of 2022, please download it prior to February 6. E-statements prior to 120 days will still be available for your reference in the Electronic Statements section.

REMOTE CHECK DEPOSIT: In the new system, requests for remote check deposit will be available within the mobile app but will need to be approved prior to first use.

TRANSACTIONS: On the home screen, the transaction list includes transactions from all of your accounts. You may view transactions from specific accounts by clicking on the account name.

EXTERNAL ACCOUNTS: Some external accounts may not be converted. Upon conversion, please verify your accounts. Please note: you must have an owner relationship in order for an account to be connected to your profile.

SUPPRESSED ACCOUNTS: You may have accounts connected to your profile that were suppressed from your view in the previous system. These accounts will be viewable at the time of the upgrade. To suppress any of your accounts, click on the account you wish to suppress, select Settings, and turn off the button next to “Display in online and mobile banking.”



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FOR MORE INFORMATION, visit
www.BarabooBank.com/digital-banking
and to ensure we have your current
contact information, call 608-356-7703.



Important dates

The conversion to our new Digital Banking platform will take place **beginning at 4pm on February 6 and will be complete by 8am on February 7.** During this time, Online and Mobile banking will be unavailable. Transactions will continue to process; however you will not be able to view them until the conversion has completed. The new system will be live on February 7. At that time, the LOGIN button on our website will walk you through the new login process and you will be able to update (or download) the mobile banking app and log in to the new system by following the instructions in the attached Quick Start guide.