

Reminders to help you plan ahead

Our new digital banking platform launches May 19.

Remember, online, mobile and text banking will not be available the weekend of the upgrade.

[Log in to your account](#)

Make sure you're ready:

Verify your contact information is correct.

To access online or mobile banking for the first time on the new platform on May 19, you'll be sent a one-time secure access code via text message or phone call.

Timing of the transition

There will be service interruptions the weekend we upgrade to the new platform.

**Note, ATMs and telebanking will still be available 24/7 and Byline branches will be open during regular business hours.**

May 15 at 5 p.m.

Bill pay will be unavailable for use until May 19 at 8 a.m.

May 16

Make sure your contact information is up-to-date before 5 p.m. And, make sure you know your login credentials as you will need to use them to login to the new platform on May 19.

Online, mobile and text banking will not be available as of 6 p.m.

Card controls and alerts will be discontinued and will need to be reestablished on May 21.

Quicken/Quickbook/Intuit users: complete a data file backup and a final transaction download by this date as transaction history might not be available after the upgrade.

May 17 - May 18

Online, mobile and text banking will not be available during conversion weekend.

Zelle® payments can be received but not sent.

May 19 at 8 a.m.

Online, mobile and text banking will be available once again.

Instructions for how to log in and get started will be emailed.

May 21

Card Management will be available including card controls, alerts and new features.

What to expect for Monday, May 19 launch



Log in to Business Banking (instead of Personal Banking).

Upon logging in for the first time, you'll be sent a one-time secure access code via text message or phone call.



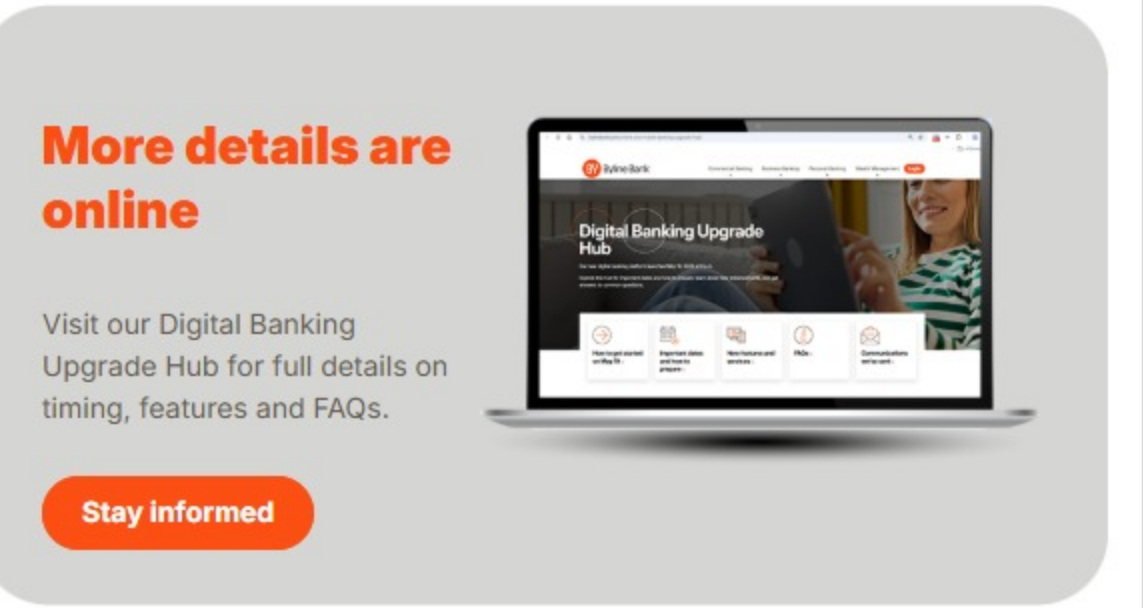
Android mobile app user will need to download the new version of our mobile app.

The app will be available on May 19 in the Google Play store.



Alerts and text banking.

Verify and reestablish online and mobile banking text alerts and text banking (note, our April 17 email stated that voice alerts would be available as well; however, we decided not to make them available at this time).



Email Security Information

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