



## Be aware of service interruptions this weekend

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

## Timing of the transition

### 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.

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 with a reminder of 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's launch



### Log in to 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 users

You will need to download the new version of our mobile app from the Google Play store, which will be available May 19.



### Alerts and text banking

Verify and reestablish online and mobile banking alerts and text banking.

## More details are online

Visit our Digital Banking Upgrade Hub for full details on timing, features and FAQs.



Stay informed

### Email Security Information

This transactional message was sent to smcelroy@bylinebank.com from Byline Bank, whose corporate offices are located at: Byline Bank 180 N. LaSalle Street, Suite 300, Chicago, IL, 60601, US, and it may include information that is protected by privacy laws. **Your cybersecurity and fraud protection are top priorities, so please be aware that Byline Bank never requests payment, banking, or mail contact updates via email or asks for security codes over the telephone. If you receive any requests, please contact us immediately at 773-244-7000. Click [Unsubscribe](#) if you wish to unsubscribe from marketing messages. If you'd like to subscribe to Byline Bank emails or to update your email engagement preferences, click [Email Preferences](#). Replies to this e-mail message will not be read or responded to. Click [Privacy Policy](#) for information on how we collect, share, and protect your personal information.**