



Core & Digital Banking Upgrade READINESS CHECKLIST

Before September 21

User Guide and Important Dates Schedule

Received

Get familiar with the FNBT Core and Digital Banking Upgrade. If you need a new or additional Upgrade Guide, all FNBT branches have a supply on hand, or simply download from our website at bankatfirstnational.com/digital-upgrade

Debit Mastercards®

Updated

No action needed on your part - Your FNBT Debit Mastercard® is not changing. You will continue to have uninterrupted access to make purchases or get cash through the upgrade weekend.

Direct Deposit and Automatic Payments

Updated

No action needed on your part – Direct Deposits and Automatic Payments will continue without interruption.

Online Bill Pay

Schedule

Online Bill Pay will be **unavailable** beginning at 8:00 am through September 28. Review Online Bill Pay bills & schedule any payments prior to September 21.



Friday, September 25

Online, Mobile & Telephone Banking

- Availability** Mobile Banking Apps will be **unavailable** starting at 3:00 pm (Mobile Check Deposit **unavailable** starting at 1:00 pm)
- Availability** Online Banking will be **unavailable** starting at 6:00 pm
- Availability** Telephone Banking will be **unavailable** starting at 6:00 pm

Saturday, September 26 & Sunday, September 27

Online, Mobile & Telephone Banking

- Availability** All FNBT branch locations **will remain closed**
- Availability** Customer Support **will be available** Saturday 7:30 am – 12:00 pm, however they will not have access to your account information.
- Availability** Online and Mobile Banking, Bill Pay and Telephone Banking **will not be available**.

Monday, September 28

Online, Mobile & Telephone Banking

- Username** Use the same Username you have today.
- Password** Consumer customers - use the same Password you have today. Business customers - an email will be sent containing the temporary password you will use for first-time login.
- Important Tip** **Note:** The first time you log in on or after 9/28, you will be prompted to accept the Online & Mobile Banking Agreement and establish a new password.
- Pay a Friend** The Pay a Friend feature will replace Popmoney®. Payees will not transfer over to the new system. You can add new Pay a Friend recipients on or after 9/28.
- Account Alerts** Existing account alerts will not transfer with the upgrade. Re-establish account alerts on or after 9/28.
- Text Banking** Re-enroll in text banking on or after 9/28.

Mobile Banking Apps

- New Mobile Apps** On 9/28, download our new mobile apps from the App Store or Google Play by searching "FNBT Mobile Banking". Look for icons that look similar to the ones pictured here. Sign into the app with the same username and password as Online Banking.



Personal

Business

Payments & Transfers

- Review** On or after 9/28, review all your payments, payees, recurring payments, and scheduled transfers to ensure all were converted properly. Note: bank accounts at other financial institutions that are linked to your FNBT online banking will need to be re-established on or after 9/28.
- eBills** You may enroll for eBills within the Bill Pay feature in Online Banking beginning 9/28.

Telephone Banking

- Updated** Receive general account balance, deposit information, and transfers by calling 800.667.4401, option 2. Enroll for Telephone Banking on or after 9/28.



Core & Digital Banking Upgrade **READINESS CHECKLIST**

Use our checklist to make sure you've covered all the bases to prepare for the First National Bank and Trust (FNBT) Core System and Digital Banking Upgrade beginning Friday, September 25 to Monday, September 28. For the best online banking experience after the upgrade, please be sure to use an up-to-date web browser.

For more detailed information regarding your accounts and services, consult your Upgrade Guide, visit a branch near you, call us at 1.800.667.4401, or visit bankatfirstnational.com/digital-upgrade.

**GOT QUESTIONS?
GET ANSWERS!**
We're here to help.
1.800.667.4401



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and Trust Company**
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