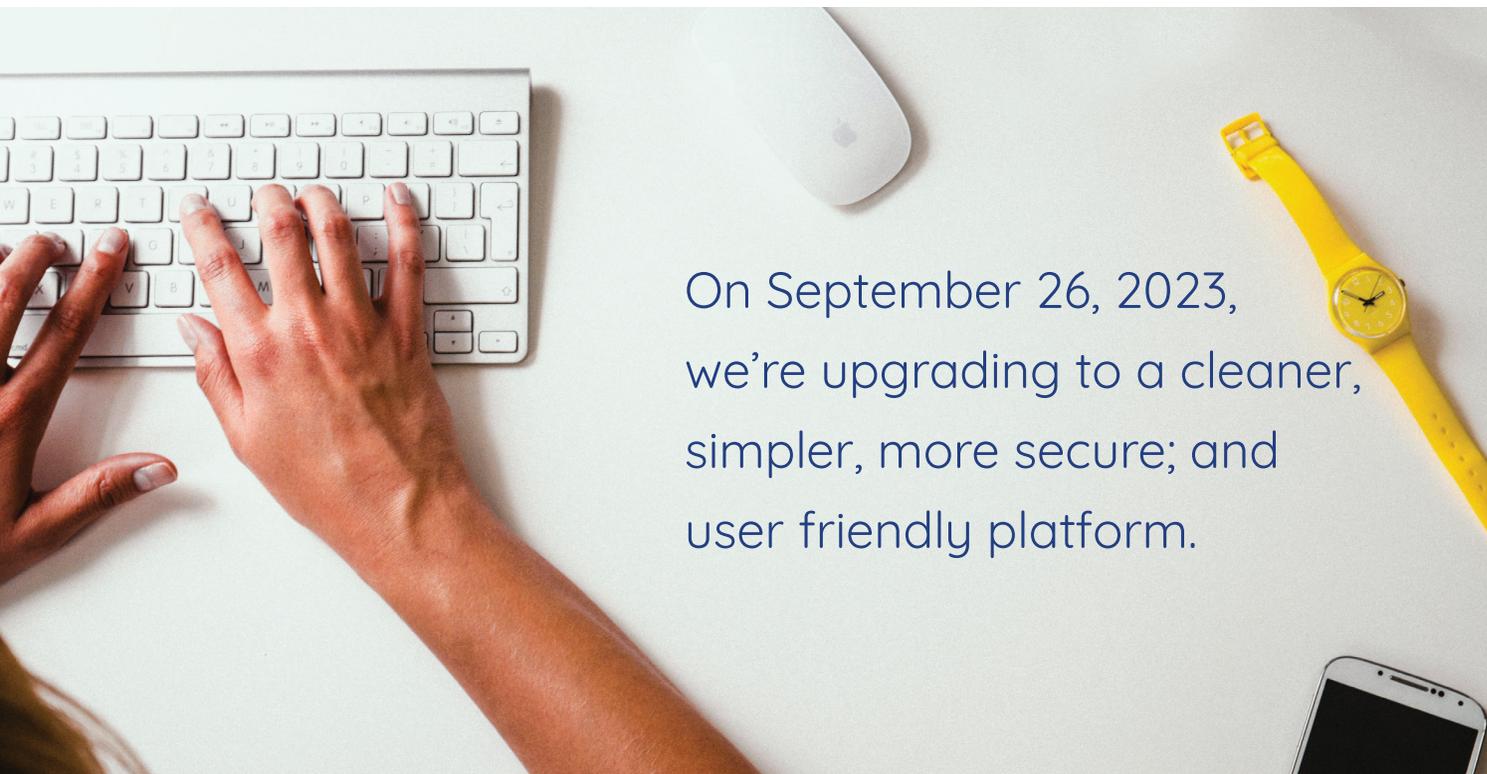




Introducing A New Digital Banking Experience



On September 26, 2023, we're upgrading to a cleaner, simpler, more secure; and user friendly platform.

So, what's coming?

- A modern, consistent look and feel across all your devices , simplifying how you manage your accounts and move money.
- A more personalized experience - arrange your Dashboard in a way that makes the most sense to you.

ENHANCED SECURITY

- **Transaction alerts;** near real-time transaction alerts delivered to your mobile device.
- **Touch and Face ID** for enabled devices.
- **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:** misplace 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.
- **Receive instant alerts** when your card is in use. Prevent transactions that don't match your settings.



Save this Quick Start Guide for September 26!

1. **Visit the homepage** of our website to sign in from a computer.
2. **Enter the username and password** that you established for your internet banking account in our previous system.
3. **Establish Two Factor Authentication:** A code will be delivered by text or call to a phone number you provide. Ensure that you have access to this phone while you are completing this process. You may also use the Authy app on a PC. This code may not be delivered to an email address .

You only need to complete this process once. Your login credentials will be the same whether you login from a computer or the app!

You'll also be able to:

-  **View check images, eStatements** and add external transfers from any device.
-  **Add a payee to your Bill Pay account** from any device.
-  **Add multiple profiles** - access multiple online banking profiles from any device.
-  **Add notes, tag or images** such as receipts to your transactions.



Important information to enhance your Digital Banking Experience

ACCOUNT HISTORY: 120 days of account history will transfer with the conversion, and your transaction history will build with continued activity. Estatements prior to 120 days will still be available for your reference in the Documents section.

MOBILE CHECK DEPOSIT: In the new system, accounts for mobile check deposit will need to be approved, and will not be available for immediate use.

TRANSACTIONS: On the home screen, the transaction list includes transactions from all 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.

ALERTS: Any alerts established in the previous system will not transfer to the new system. You may reestablish balance and transaction alerts in the new system beginning on September 26. When using our mobile app, you'll need to enable notifications in order to receive alerts.

Important Dates

SEPTEMBER 25-26

- **Regular and external transfers done from fsbcarthage.com** will be turned off at 4:30PM on September 25, 2023. Transfers will be turned back on at 8:00AM on September 26, 2023.
- **The new online banking system will be live on September 26.** On this date, you will be able to log in to the new system .

