



## We're Upgrading Your Digital Banking Experience!

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### Why is Online Banking changing?

At First Security Bank we understand life is busy and convenience is of utmost importance. With this in mind, our new Digital Banking will offer seamless banking solutions built for the way you want to bank, whether you are at home or on the go.

### When will the upgrade take place?

The upgrade will take place on December 11, 2024. Online Banking, Bill Pay, and Mobile Banking will be unavailable beginning on December 9, 2024, for the system upgrade to take place. The new system will go live at 10:00AM December 11, 2024.

### Will this affect my account details?

Most of your account details will be saved and ready for you to use. This includes transaction history, bill pay payee information, scheduled payments and internal transfers, as well as eStatement settings.

Alerts, card controls, external transfers and personal finance manager information will not transfer to the new system. You will need to make note of or save this information for your records prior to December 9, 2024. These settings will need to be set up again once the new system is live.

### Will this upgrade affect the Mobile Banking app?

Yes, we will be launching a NEW Mobile Banking app as part of the upgrade. This will be available for download on December 11, 2024.

### How do I access the new Mobile Banking app?

You can access the new Mobile Banking app in two ways:

#### *Through our Current Mobile Banking app*

Open our current Mobile Banking app and be redirected to download the new Mobile Banking app. Once downloaded, you can log in with your existing User ID and Password.

OR

#### *Direct Download*

Search for FSB Byron within your device's app store and download the new app. Then log in with your existing User ID and Password.

Once the new app has been downloaded, you should delete the old app.

### Will this affect the login process?

No. Once the new system is live, you will be able to login using your existing User ID and Password. Upon your first login you will have the option to select a text or phone call with a one-time passcode to verify your identity. You will simply enter this passcode into the system and submit to securely log in.



**What if I use biometrics to log in?**

If you utilize biometrics to access your digital banking, you will need to be sure you know your User ID and Password prior to our go-live date. You will be required to enter these within the new system the first time you log in.

After you have logged in, you can reestablish your biometrics for future logins.

**What if I don't know my Username or Password?**

If you are unsure of your User ID, please contact us at 507-775-2316 for assistance.

If you are unsure of your Password, you can easily reset it by selecting "Forgot Password" from the Online Banking login screen and following the on-screen prompts.

**Are there any action items I need to be aware of prior to the upgrade?**

Yes! It is very important that we have your current phone number and email address. Please review and update this information within your Online Banking Profile as soon as possible to ensure a smooth first-time login.

Also, alerts, card controls, and external transfers information **will not transfer** to the new system. You will need to make note of or save this information for your records prior to December 9, 2024.

**What action items should I consider post-upgrade?**

You will need to reestablish any alerts, card controls, and external transfers settings you had set up in the previous system as this information did not transfer.

Please note, while your internal transfers will be available within the new system if you would like to make edits to these you will need to set up the transfer again and delete the old one.