



# BUSINESS BANKING CONVERSION TIMELINE AND CHECKLIST

## CONVERSION WEEKEND

**FRIDAY, AUGUST 19 - MONDAY, AUGUST 22**

During the conversion weekend, some services may be periodically interrupted or not available. We anticipate the system conversion timeline will last from 5 p.m. on Friday, August 19, through end of day Sunday, August 21.

## BRANCHES

On Friday, August 19, First Bank and Trust (FBT) branches will close at regular banking hours and will reopen as BankPlus on Monday, August 22.

**PRIOR TO MONDAY, AUGUST 22** | Continue to use First Bank and Trust locations for your banking needs.

**MONDAY, AUGUST 22** | Begin using all BankPlus locations for your banking needs.

## DEBIT CARDS

FBT debit cards will continue to work through the conversion weekend until 9 a.m. CST on Monday, August 22. BankPlus Visa<sup>®</sup> debit cards were mailed in early August.

- EARLY AUGUST** | You should have received your new BankPlus Visa<sup>®</sup> debit card(s).
- MONDAY, AUGUST 22 OR BEFORE** | Call 1-866-474-9333 to activate your BankPlus debit card(s) and select your PIN.

- MONDAY, AUGUST 22** | Begin using your BankPlus debit card(s).
  - 9 A.M. CST, MONDAY, AUGUST 22** | FBT debit cards will no longer be active. Cut up or shred any First Bank and Trust debit cards.
- MONDAY, AUGUST 22 OR AFTER**
- Update any ongoing automatic payments with your new BankPlus Visa debit card.
  - If you did not receive a BankPlus Visa debit card by August 22, visit a BankPlus branch and have one printed via instant issue.

## CHECKS

You can continue to use your FBT checks after conversion.

- MONDAY, AUGUST 22 AND AFTER** | Begin using BankPlus deposit slips.

## BUSINESS ONLINE AND MOBILE BANKING ACCESS

- PRIOR TO THURSDAY, AUGUST 11** | Ensure your email address and phone number in the First Bank and Trust system are correct.

### **COMPANY ADMINISTRATOR**

- Collect email addresses and phone numbers for all sub-users within your company and inform them that you (the Company Administrator) will be responsible for adding them to the BankPlus Business Online Banking system.
  - The email on file will be used to send you a temporary Username and Password.
  - The phone number on file will be used to provide a one-time security code for initial login.

### **SUB-USERS | ALL OTHER USERS**

- Make note of who the designated Company Administrator is at your place of business. The Administrator will be responsible for granting access to all other users.

## **COMPANY ADMINISTRATOR**

**SUNDAY, AUGUST 21, OR SOONER** | *Online Banking will be available.*

- The designated Company Administrator will receive two separate emails from [ebankplusservice@bankplus.net](mailto:ebankplusservice@bankplus.net).
  - One will contain your temporary Username.
  - The other will contain your temporary Password.

After entering your Username and Password, you will be required to pass a multifactor authentication challenge. You will receive the code for the challenge via phone call.

- Update both your Username and Password after initial login.
- Grant all sub-users access to the BankPlus Business Online and Mobile Banking Systems.

## **MONDAY, AUGUST 22**

- Download the BankPlus Business Mobile Banking app from your app store.
- Delete the FBT Business Mobile Banking app from your device(s).

## **SUB-USERS**

**SUNDAY, AUGUST 21 OR AFTER** | *Online Banking will be available.*

- Once added by your business's designated Company Administrator, you will receive two separate emails from [ebankplusservice@bankplus.net](mailto:ebankplusservice@bankplus.net):
  - One will contain your temporary Username.
  - The other will contain your temporary Password.

After entering your Username and Password, you will be required to pass a multifactor authentication challenge. You will receive the code for the challenge via phone call.

- Update both your Username and Password after initial login.

## **MONDAY, AUGUST 22**

- Download the BankPlus Business Mobile Banking app from your app store.
- Delete the FBT Business Mobile Banking app from your device(s).

## BUSINESS ONLINE BANKING AND BILL PAY

**4 P.M. CST, WEDNESDAY, AUGUST 17** | *FBT Bill Pay will become unavailable.*

- PRIOR TO 4 P.M., WEDNESDAY, AUGUST 17** | Schedule any bill needing to be paid through Monday, August 22.

**5 P.M. CST, FRIDAY, AUGUST 19** | *FBT Online Banking will become inactive in view-only mode.*

- PRIOR TO 5 P.M. CST, FRIDAY, AUGUST 19** | Conduct any business you may need to in the First Bank and Trust Online Banking systems.
- If you use Quicken or QuickBooks, download account activity (in any format) through Friday, August 19.

### AFTER INITIAL LOGIN

- Ensure that Bill Payments that were set up in the FBT Online Banking system are showing as pending payment.
- Re-establish any alerts and notifications you had set up in the FBT system based on BankPlus availability.

*\*\*Note – you will not be able to see account transaction history until Tuesday morning, August 23<sup>rd</sup>. Online statements will be available in the coming weeks.*

## MOBILE BANKING APP

**5 P.M. CST, FRIDAY, AUGUST 19** | *FBT Mobile Banking app will become unavailable.*

- PRIOR TO 4 P.M. FRIDAY, AUGUST 19** | The cutoff time for Mobile Deposits is 4 p.m. Submit any Mobile Deposits prior to this time.

## ACH AND WIRE CUSTOMERS

- MONDAY, AUGUST 15** | All ACH templates loaded to the current FBT online banking system through this date will be transferred.

### **MONDAY, AUGUST 22**

- Activate soft token for use.
- Re-enter any ACH Templates that were input after August 15<sup>th</sup>.
- MONDAY, AUGUST 22 and BEYOND** | Have all ACH and wire templates submitted by **the BankPlus cutoff time of 3 P.M. CST.**
- Have Incoming Wire transfers received to the FBT routing number will be forwarded to BankPlus routing number 065301948 for 2 weeks following conversion. All future Incoming Wire transfers must be sent to routing number 065301948.

## POSITIVE PAY CUTOFF TIME

- MONDAY, AUGUST 22 and BEYOND** | Have all Positive Pay exceptions submitted by **the BankPlus cutoff time of 10 A.M. CST.**