



**NEW AND IMPROVED**

**BUSINESS ONLINE BANKING EXPERIENCE  
COMING OCTOBER 23, 2019**

### ***Important information to know regarding conversion.***

On October 23rd, 2019, we will be transitioning to the new business online banking platform. We are excited about the new system and all it has to offer your business. To ensure that the conversion goes smoothly, we have provided details on actions that should be taken prior to October 23rd as well as what to expect when the new system is launched.

#### **PRE-LAUNCH | ACTION NEEDED BY COMPANY ADMINISTRATOR**

##### ***Company Administrator Email and Phone Number Validation***

***Please note that you are the designated Company Administrator for your place of business.***

To ensure you are able to access online banking on October 23rd, please validate both the email address and phone number you currently have on file with us if you have not already done so. The email on file will be used to send you a temporary Username and Password. The phone number on file will be required to provide a one-time security code for initial login.

##### ***Sub-User Email and Phone Number Collection and Validation***

Only Company Administrator information will be transferred to the new online banking system. The administrator will then need to add all sub-users and permissions prior to them being allowed access. Please communicate to all sub-users that you are the Company Administrator. Additionally, please make sure you gather current email address and phone number information for these users before setting them up in the system, so that their login credentials are sent to the appropriate email and they receive the one-time security code.

***It is important that the Company Administrator be available on the launch date, October 23rd, as sub-user information will not transfer. If you will be unavailable on that date and want to avoid a delay of service, please contact your Banking Officer as soon as possible for assistance.***

#### **LAUNCH DAY | WHAT TO EXPECT**

##### ***Username and Password***

On the morning of the launch (10/23/19), you will receive two separate emails from eBankPlus@BankPlus.net. One will contain your temporary Username and the other will contain your temporary Password. To log in to Online Banking for Business visit BankPlus.net and click the "Business" option from the "Select Account Type" drop-down. From here, login using the credentials provided to you in the two emails sent. ***Please note: The emails containing the Username and Password have them embedded into a sentence with a period at the end. The period is NOT part of the Username or 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. We suggest that upon initial login you immediately update both your Username and Password to something that is both memorable and secure.

## Sub-User Access

Sub-Users will not be transitioned to the new system and will need to be added by the Company Administrator. Once a sub-user is added and proper permissions granted, he/she will receive both the Temporary Username and Temporary Password email from eBankPlus@BankPlus.net. From here, sub-users will need to follow the same steps to login as listed above.

## Mobile Banking App

With the transition of the desktop platform, we will also be converting to a new and improved mobile banking app for Business Online Banking. The current app will be deactivated as of October 23, 2019. Please download the new app from your respective app store.

## General Account Information

- Three years of account history will be transferred.
- All Bill Pay information will be transferred with the exception of eBills.  
*Please Note: The new system only allows for 30 characters in the memo line. Anything over 30 characters will be truncated.*
- Any alerts and notifications that you currently have set up will not be transferred to the new system and will need to be added back if you choose to continue using them.

## ACH AND WIRE CUSTOMERS

### ACH and Wires Cutoff Times

If your company utilizes ACH and Wire services, please mark the following dates on your calendar:

- **October 10th** - All ACH templates loaded to the current online banking system prior to this date will be transferred. Anything set up after October 10th will have to be set up in the new system.
- **October 22nd @ 3PM CST** - Please hold all ACH submissions initiated after 3PM on this date. The ACH feature in the current system will be turned off at this time. Once you login to the new system, you will be able to submit your file for processing.

## QUESTIONS | RESOURCES

For your benefit, we have provided a series of step-by-step user guides to walk you through the new online banking system which can be found by visiting [BankPlus.net/ConversionResourceCenter/](https://BankPlus.net/ConversionResourceCenter/).

For any questions regarding the conversion, please contact BankPlus Customer Service at 1-601-664-7587 or 1-888-811-7587.

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