Community State Bank

CSB

We are happy to announce that we have some exciting changes coming soon that will make online banking easier and much more convenient for you! Listed below are the dates we have scheduled for these upgrades, along with some helpful information to streamline your experience.

- **9/21/2018**: Internet banking will switch to 'view only' as of 4pm. After that time, you will see your balance and be able to view past history, but it will not update as transactions are completed and it will not allow bill pay, transfers, or any other account activity.

- **9/22/2018**: All CSB locations will be closed Saturday while completing the upgrade to help ensure a smooth transition.

- **9/24/2018**: Our new products will be live and ready to go as of 12:00pm; here are the changes to be aware of:
    - o Enhanced online banking
        - ▪ User id and password will be together on front page. Unless previously instructed otherwise by CSB staff, all clients will use the '**Personal**' log-in option.
        - ▪ **User ID for current online banking clients will be the same, except it will be all lowercase, and the first time password will be the last 6 digits of your social security number (last 6 of the EIN if logging into a business account)**.
        - ▪ Clients new to online banking that want to enroll can do so in minutes. No more waiting for a user name and password in the mail!
    - o Branded Mobile App
        - ▪ Designed for phones and tablets.
        - ▪ Get your instant balance, without having to log in.
    - o Enhanced Business Online banking
        - ▪ Available to businesses that utilize Cash Management services such as ACH, Positive Pay, and sub-users.
        - ▪ Bill Pay can link directly to Quick Books.
        - ▪ Enhancements to ACH transfers.
        - ▪ Upon application and bank approval, wires can be submitted directly through online banking .

We are dedicated to making this transition as smooth as possible for you. If you have questions, please don't hesitate to call your local branch.

Sincerely,

Community State Bank