



PERSONAL ONLINE BANKING SYSTEM UPGRADE GUIDE

Online Banking

- Go to firstbankofberne.com and click on “Log in”
- Enter your current online banking ID in the new user Access ID field.
- Enter your temporary password, which is the last four digits of the primary account holder’s social security number. You will be prompted to change your password and set up your security questions during your first login.
- Transaction history from April 7, 2016 through October 7, 2016 will be available in the new online banking, however check images will not be available. Older transaction history can be accessed via your statement.
- Existing check images will not transfer to the new online banking system. Checks processed after October 10th will appear on the new online banking.
- Account-to-account transfers, including those to make loan payments, will transition to the new online banking. However, it is recommended that you review your transfer schedule to ensure the information was transitioned correctly.
- Alerts will not transition to the new online banking. You will be required to set up new alerts in the new system

Online Bill Pay

- Once you have logged into the new online banking click on the Bill Pay tab. You will be presented with a new Terms of Service and Privacy Policy, after accepting you will be directed to the Payment Center if you have existing payees or you will be prompted to create payees.
- Your existing payees will transfer, however it is recommended that you review your payees to ensure the information, including automatic payments transitioned correctly.
- Payment history and payee aliases will not be transitioned to the new online banking.

Mobile Banking

- Our all new FBB Mobile Banking Apps will be available on October 11th.
- Prior to downloading the new apps, you will need to sign up for mobile banking through online banking via a desktop computer. Once sign up is complete, you will be able to download our new Mobile Banking Apps once they are available. Simply search for First Bank of Berne within your app store.



- Please be sure to delete the old Mobile Banking App (if you are a current Mobile Banking App user) once you have the new Mobile Banking App downloaded.



- **Popmoney**® is an innovative personal payment service that eliminates the hassles of checks and cash. It allows you to send and receive money as easily as you send and receive email and text messages. Best of all, you don't need a separate account. Just use your current First Bank of Berne checking or savings account. With **Popmoney**, you can send and receive money using First Bank of Berne online banking site. It's just that easy!
- Mobile Deposit allows you to deposit checks securely anytime, anywhere, using First Bank of Berne's Mobile Banking App. Simply enter the amount, snap a photo of the front and back of the check and click deposit.

Statements

- All customers will receive a paper statement mailed to them with a cut-off date of Friday, October 7th, even if you typically receive e-statements you will receive a paper statement in the mail
- E-statements with check images will be available via the new online banking for December 2014 through May of 2016. E-statements with check images for June 2016 through October 7, 2016 will be available in the new online banking around December 2016.