

Frequently Asked Questions

Will my account number change? No. Your existing account number will remain the same.

Will I have to change my direct deposit or automatic payments? No. Since your account number will not change, all direct deposits and automatic payments that occur in your account will continue to occur.

Will I have to change my ATM or debit cards? No. Since your account number will not change, all ATM and debit card numbers will remain the same for your account.

Will my online banking and NBC iPay (Bill Pay) information change? No. If you have online banking and/or bill pay with National Bank of Commerce, everything about your account will remain the same. Continue to visit us online at nbcbanking.com.

Do I have to order new checks? No. Since your account number will not change, your existing checks will still be valid.

Will my fees or rates change? Refer to our Choice checking account brochure for specific account information.

How do I make the switch? Complete the 'Switch Me' card and hand it to a banker or mail it to us. Call your personal banker or stop into any of six locations to speak with someone.

What benefits come with my new account? Refer to account information [here](#) or view informational brochure for more details.

If I have questions about my new Choice account, can I talk with someone about specific details? Yes. You can call or visit your local National Bank of Commerce branch or you can contact your personal banker. All NBC calls will be answered live between 8:30 am and 5:00 pm CST. Or, you can go to the website, nbcbanking.com and log in to find additional information.

If I have a Green & Growing account package, what happens to my Green & Growing savings account? Your Green & Growing savings account will be changed to a statement savings account. This account type has a minimum average daily balance of \$200. Should you fall below that amount, your account will be assessed a \$2.00 service fee.

What happens after I switch? We will mail your account disclosure and you will see your account title change in your next statement.

OTHER SCENARIOS

Do I have to enroll for online banking? All of the Choice accounts are eligible for online banking. In order to receive eStatements you must be enrolled. To enroll please see a personal banker.

Do I have to enroll for eStatements? All of the Choice accounts are eligible for eStatements. You can select which accounts you wish to enroll in. You can also select which notifications you'd like to receive electronically. Please see your personal banker for enrollment instructions.

Do I have to enroll for NBC iPay (Bill Pay)? Some of the Choice accounts may be assessed a fee if you are enrolled. If you accidentally enroll in NBC iPay and don't want it, please contact our eServices team at eservices@nbcbanking.com or 715.395.2135.

How do I enroll for NBC iPay (Bill Pay)? To enroll in NBC iPay you must log into online banking and then click on the Bill Pay tab. The next screen will ask you to pick an account. After selecting 'next' you will have to agree to the terms and conditions and hit 'go.' See images below for reference.

The image shows a screenshot of the NBC iPay enrollment process. The main window is titled "Get Started with NBC iPay" and displays the "National Bank of Commerce NetTeller Agreement & Disclosure". The text of the agreement is visible, and there are two checkboxes: "Yes, I accept the terms & conditions" and "Please notify me of account updates, benefits, or offers via email." A green "Go!" button is present. A VeriSign Trusted logo is at the bottom left, and a security notice states "You're protected by SSL secure technology".

The sidebar on the right is titled "Need help getting started?" and includes a "Chat Now" button and the phone number "855.862.3407". Below this is a section titled "Benefits Of Bill Pay" which lists three benefits: "Pay bills online with instant access anytime, anywhere without the expense of stamps.", "Schedule one-time or recurring payments and never worry about missing a bill.", and "Protect against check fraud making electronic payments and avoiding unsecured mail". At the bottom of the sidebar are "Learn more" and "View demo" buttons.

If I am enrolled online will my email address be sold to any other companies? No. Never.

Is the information that I put online secure? Yes. If you look at the web address you will see HTTPS at the top and that is a verified secure site.

What if my password does not work? If you activated your account with a valid email address click on “Forgot Password”, enter the email address used for activation and a new temporary password will be emailed to you. If you did not register with a valid email address or if you have any other password issues, you may email NBC under “Contact Us” or you may call NBC Customer Service for your password to be reset.

How do I change my password? Log into nbcbanking.com and click on ‘My Account’ in the top right hand corner. There you can update your profile information on your account.