

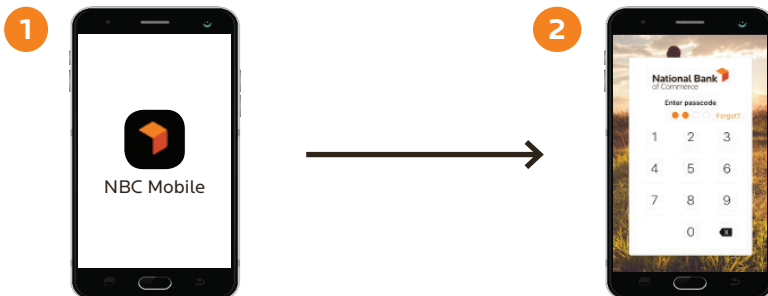
Mobile + Online Banking Upgrade

In an effort to provide our customers with the most up-to-date technology we will be upgrading our online banking system starting May 7. Don't worry, all account information will stay the same including your login credentials!

Note that Monday, May 6 at 5pm until Tuesday, May 7 at 8am our Online Banking + NBC Mobile Banking app will not be available. Please plan accordingly.

Tuesday, May 7 – You will start to receive a 7 day countdown when you open your app. This notification will prompt you to download the new mobile app.

MOBILE



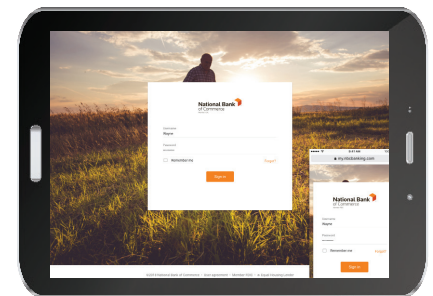
Download the new app: **NBC Mobile**

(The old app name was NBC Mobile Banking. The App icons will look the same) Once the new app is downloaded you will manually need to **delete the old one.**

There will be a two-factor authentication the first time you login to the new app.

- > When the **Secure your account screen** appears, complete the form details to set up two-factor authentication. Then select **Next.**
- > **Enter the verification code** sent from the app. If the end user does not want to receive the code via text, they can select **Get your code another way** for alternative methods.
- > Select **Verify**, then select **OK.**

ONLINE



- > **All internet browsers will support the new platform** but we strongly encourage you to upgrade to Chrome or equivalent.
- > Fresh look and feel.

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