

Digital Banking FAQs

Will this affect my account details?

Most of your account information will remain intact and ready for use. This includes your transaction history, bill pay payees, scheduled payments, internal transfers, and digital statement preferences.

Please note: Mobile App Notifications will not carry over to the new system. Be sure to record or save this information before **December 3rd**. These features will need to be reconfigured once the upgrade is complete.

Will this upgrade affect the Mobile Banking app?

Yes. As part of this upgrade, we're introducing a new Mobile Banking app, which will be available for download starting **December 7th**.

How do I access the new Mobile Banking app?

You have two options:

1. Through the Current Mobile Banking App -*Preferred Option*

Open your existing app and follow the prompt to download the latest version. After installation, log in using your current User ID and Password.

OR

2. Direct Download

Search for "Primebank" in your device's app store, download the new app, and log in with existing credentials. Please make sure to have the correct Primebank app; there are apps available in the apps store that are listed as Primebank but are not affiliated with us. Once the new app has been downloaded, delete the old app.

Will this affect the login process?

No. After the new system is launched, you'll continue to sign in with your current User ID and Password. During your first login, you'll be prompted to verify your identity by choosing either a text message or phone call to receive a one-time passcode. Enter the passcode and submit to complete a secure login.

What if I use biometrics to login?

If you normally log in using biometrics, make sure you know your User ID and Password before the upgrade. You'll need to enter these credentials the first time you access the new system. Once you've logged in successfully, you can re-enable biometric authentication for future logins.

What if I don't know my Username/User ID or Password?

If you're unsure of your Username/User ID, please call your local Primebank location for assistance **before December 4th**. If you've forgotten your Password, you can reset it by selecting "Forgot Password" on the Online Banking login page and follow the instructions provided. **You will need to re-enter your Username/User ID the first time you login, even if you had previously saved this information.**

What action items should I consider post-upgrade?

You'll need to set up any alerts, as these will not carry over to the new system.

Please note: Internal transfers will appear in the new system, but if you want to make changes, you'll need to create a new transfer and delete the old one.

Contact Us:

Le Mars 712-546-4175
Hamilton 712-224-4777

Sioux Center 712-722-4545
Sunnybrook 712-224-5400

10.27.26

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What are the benefits of Online Banking?

Online Banking gives you convenient tools to manage your finances anytime, anywhere:

- Pay bills or send money to friends, family, or others with ease.
- Access your accounts on the go using our new Mobile Banking app.
- Move funds between your accounts.
- Manage and protect your Primebank credit cards with advanced controls.
- Stay informed and safeguard your accounts with customizable alerts.

What type of accounts can be viewed within Online Banking?

You can access your checking and savings accounts, along with any loans you have with us, and your Primebank credit card all in one place.

How do I enroll for Online Banking?

Enrollment is quick and easy—sign up online or through our Mobile Banking app. If you need help, contact our customer service team at any of our Primebank locations.

Why should I pay my bills online?

Online bill payment saves time and money—no checks, no stamps, no trips to the mailbox. You can track all your payments, schedule automatic payments, and pay nearly any bill—utilities, mortgage, even lawn care—with just a few clicks.

How do I enroll for Bill Pay?

Log in to Online or Mobile Banking, select “Bill Pay,” and complete the enrollment form. Once processed (usually within 3 business days), you are ready to start paying bills online. Please note: You must be enrolled in Online Banking before signing up for Bill Pay.

What is the benefit of using Mobile Banking?

Mobile Banking makes managing your accounts simple and secure—anytime, anywhere. You will need your User ID and Password for your first login after the upgrade. Once logged in, you can enable biometric authentication for future access.

What options are available for accessing Mobile Banking?

Mobile Banking can be accessed as follows via any mobile device.

-Mobile Banking App: Download and install the app, then log in using your Online Banking credentials.

-Mobile Browser: Visit our website at primebank.bank on your mobile device and log in with the same username and password.

How does Mobile Deposit work?

Using our Mobile app, select “Deposits” from the menu, enter the check amount, endorse the check, and take photos of the front and back. Submit, and you’re done! That’s it!

10.27.26