



Primebank

Digital Banking

Be ready for change in Internet and Mobile Banking coming soon.

A whole new take on Digital Banking is nearly here. Follow the steps below to help you prepare for Primebank's New Digital Banking change on

Monday, September 28th!

1

Bill Pay and Zelle

Review your Bill Pay and Zelle automatic payments that would occur between September 24th to September 28th. If they are scheduled for any of these dates, please change the date to be **before September 24th** or after September 28th. If the date is not changed, the payment will not process. Bill Pay and Zelle payments will continue as currently set up after September 28th.

2

Mobile App Alerts

Mobile App Alerts will not carry over to the new Digital Banking. We cannot retrieve the Alerts after the upgrade. Be sure to screenshot and save this information prior to **September 24th**. You can add your Alerts after the upgrade on September 28th.

3

Username

If you are unsure of your Username, please contact us at any of our locations prior to **September 25th**. You will need to enter this the first time you access the New Digital Banking system.

4

Password

If you are unsure of your Password, you can reset it by selecting "Forgot Password" on the Internet Banking login page and follow the instructions provided. Complete **prior to September 25th**.

5

Biometrics Log In

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



View Only Access

Internet Banking and Mobile Banking will be View Only beginning **Friday, September 25th at 5 pm CST**. Normal Access will be available Monday, September 28th at approximately 10:00 am.



First Time Login to New Digital Banking on Website

Beginning **Monday, September 28th**, sign in with your current User ID and Password. During your first login, you will 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.



First Time Login to New Digital Banking on Mobile App

As part of this upgrade, we are introducing a new Mobile Banking app, which will be available for download starting **September 28th**.

- Open your existing Mobile Banking App.
- Follow the prompt to download the new version.
- After installation, log in using your current User ID and Password.
- Once the new app has been installed, delete the old app.



What action items should I consider after the upgrade?

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

- Internal transfers will appear in the new system.
- If you want to make changes, you'll need to create a new transfer and delete the old one.



Contact Us with Your Questions:

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Sioux Center	712.722.4545
Sioux City – Hamilton	712.224.4777
Sioux City – Sunnybrook	712.224.5400