



A New Online Banking Experience is Coming September 17, 2019!

www.partnersbankonline.com

Partners Bank is excited to announce a new and improved Online & Mobile Banking experience. During this transition, there will be a brief interruption in service. With this update, we'll be able to provide you with a wide range of improved and expanded functionality. If you are interested in using Online or Mobile Banking for the first time, please go to www.partnersbankonline.com to learn more!

What is improved?

- Easier navigation.
- Intra-Bank Transfers to other people - You can now transfer funds between accounts at Partners Bank. You will need the receiving account number to complete the transfer.
- Online Messaging System - Now offering easier customer communication.
- SecurLock Equip - This is a feature that allows you to set controls on your Partners Bank Debit Card. This is only available through your Partners Bank App.
- Business Customers – An improved online banking experience that includes more options for managing your accounts. ACH transactions will not be interrupted.

In preparation for the system enhancement, we would like to summarize information that is important to you.

- Existing Online Banking Users: You will not need to re-register for Online Banking. You will need to change your password. Your **temporary password** will be **your zip code plus the last 4 digits** of your SSN or Tax ID. During your initial log in, you will be required to verify your identity and change your **temporary password**. This will be a quick and easy process.
- Existing Mobile Banking Users: To use our new Mobile Banking, you will need to visit our Online Banking website first to update your password.
 - Log into www.partnersbankonline.com and follow the steps outlined above.
 - Mobile Banking customers will be required to download the new app.
- Free Data Downloads: We will continue to offer free data downloads to Quicken,[®] Quick Books,[®] or XM Money Management. However, any outside account information or customized reports will not carry over into the new system. That information will need to be added after conversion.
- Bill Pay: Our Bill Pay system has a new look, however, all your information remains the same.
- Online Statements: You will still be able to access your statements using Online Banking.

- Scheduled transfers between your Partners Bank accounts will be carried over to the new Online Banking and will be processed as normal.
- The following transactions will not convert and **will need to be set up again:**
 - Alerts in Online Banking
 - Scheduled transfers to your accounts at other banks
 - Payments to your Partners Bank loan from another bank
- Pop Money will be discontinued. Please call us or visit your local branch to learn more about your other options.

COMING SOON TO MOBILE BANKING: Zelle – use just an email address or mobile phone number to send money to another U.S. bank account. More information coming soon on this quick, safe, and easy way to send and receive money.

Important Dates

Friday, September 13th:
Bill-Pay and Mobile Banking will not be available as of 12:00AM Eastern

Monday, September 16th:
Online Banking will not be available as of 3:00PM Eastern

Tuesday, September 17th:
Online & Mobile Banking will be back up and running as of 11:00AM Eastern

Please contact us to make sure that your current phone numbers and email addresses are up to date so that your online account access is uninterrupted.

Customer Service – Live Support

- 24/7 Bill Pay support will be available.
- We will continue to offer live support during our regular business hours.

During this entire process, we will post all updates on our homepage www.partnersbankonline.com.

Thank you for your patience and understanding during this transition. If you need any assistance or have any questions, please call 1-888-226-5747 during regular business hours. We have a dedicated team ready to help answer any questions or issues that may arise during this process.