



Dear Customer,

Beginning February 27, 2019, all International Bank customers will experience a new and improved online and mobile banking platform. We are excited to introduce this enhanced platform to you and have included the following responses to frequently asked questions below regarding upcoming changes to both Business and Personal accounts.

Personal Online Banking FAQs

Will anything change with my current accounts?

- No. All account information will remain the same. This will not affect your direct deposits or auto-payments

When will the current online banking system be changed?

- Wednesday, February 27, 2019

How will I access my accounts after February 27?

- You will access your online banking accounts at www.InBank.com. Select Personal Online, enter your User ID (*Please take this opportunity to save the www.InBank.com URL as a favorite or bookmark, as the previous online banking URL will no longer be available)

What will I need to log into the new online banking system?

- You will need your current username (lowercase) and your temporary password. The temporary password will be the last 6 digits of your SSN.
- The new system will require an extra layer of authentication upon your first login to the new online banking system. This authentication will occur in the form of an automated phone call or text message with a security code. (*Please contact OnlineSupport@InBank.com to ensure that we have a direct or mobile phone number on file associated with your account to complete the authentication process)

What will happen with my recurring internal transfers or bill payments?

- All recurring internal transfers and bill payments will convert into the new system. However, if a bill payment or internal transfer is scheduled for 2/26/19, it will not process until 2/27/19

What will happen with my account history?

- 180 days of transaction history will convert into the new online banking system
- 180 days of bill pay history will convert, but you will not be able to view history until one week after the conversion process. We recommend that you print/save your bill pay history from the current system
- 18-months of e-statements will convert, but you must re-enroll in e-statements within the new system. It may take up to a week for e-statement history to populate after re-enrolling. We recommend printing/saving e-statements in the current system prior to February 26, 2019
- Customers will not be able to view CD or loan account information until February 28, 2019

What if I currently use e-bills within the current bill pay system?

- If you've been using e-bills (where PDF copies of your bills come into online banking and you are notified when you have a new bill), you will need to cancel your e-bills set up in the current system and re-establish those with your payees after 2/27/19

Will I still have access to the mobile app and mobile deposit?

- Beginning February 27, 2019, you will need to delete the current app from your mobile device and install the new app with mobile deposit capabilities and additional enhancements
- The "InBank Mobile" app will be available for download from iTunes or Google Play

Will I still be able to utilize Quicken?

- Yes. You will need to update your login information within the Quicken Software

Who can I contact for login help on the new online banking system?

- Please contact our online support team at OnlineSupport@InBank.com or (877) 455-4399



www.InBank.com