



RETAIL INTERNET BANKING: IMPORTANT INFORMATION

We are excited to announce we will be upgrading our internet banking and bill pay platform on **Monday, December 7, 2020**. As we prepare for these upcoming improvements, we would like to take the opportunity to provide you with important information regarding our upgraded system, so please read this letter carefully.

IMPORTANT DATES FOR YOUR ONLINE ACCESS:

- **Bill payment services will be unavailable starting Thursday, December 3, 2020 at 3pm until 9am Monday, December 7, 2020. Any changes that need to be made to bill pay need to be completed PRIOR to 3pm on Thursday, December 3rd. Once access is removed at 3pm, bill pay access will be unavailable until the upgrade is complete, and access is restored on Monday, December 7th. Payments scheduled prior to this date will process as normal.**
- **Internet banking access will be unavailable December 3, 2020 3pm EST - 9am EST, December 7, 2020. You will NOT have the ability to view your accounts, AND you will NOT be able to make transfers or payments. Please plan accordingly and conduct all internet banking transactions prior to these dates.**
- **The upgraded internet banking platform will be available at 9am EST on December 7, 2020.**

INSTRUCTIONS FOR RE-ENROLLING INTO THE UPGRADED ONLINE BANKING PLATFORM:

*****You will need to re-enroll in the online banking, bill payment, and E-statement options.*****

- 1. Your current access ID and password will NOT be converted to the upgraded system.**
- 2. Please visit our website at www.com1stbank.com.**
On the left side of the page, you will click on the Enroll button. This will walk you through the enrollment process to re-enroll for our new online banking system.
Your new password will be: Last 4 numbers of your social security number.
You will be asked to change your password before you gain access and you will be required to reset your security questions.
- 3. You will need to re-enroll in E-statements. If you do not re-enroll, you will receive paper statements**

IMPORTANT INFORMATION: Bill pay payments scheduled with a payment date through December 3rd will be processed and paid by our current bill pay processor. As part of the upgrade, the following bill pay information will **NOT** be transferred to our new bill pay processor. Bill payment transaction history will **NOT** carry over to the upgraded system. Existing bill payment transaction history must be reviewed or printed by 3:00 pm on Thursday, December 3, 2020.

NEW FEATURES INCLUDE:

- E-Statements: Access e-statements quicker, easier, and safer!
- Forgot your password: Having trouble logging in? Reset your own password with the "Forgot your password" feature.
- Convenience of internet banking and your bill pay all in one convenient location.
- Quick transfer feature allows you to transfer between your Community First Bank, N.A. accounts with ease!

If you have any questions about our upcoming upgrades, please feel free to contact us directly at [419-273-2595](tel:419-273-2595). Thank you for your continued business!

Sincerely,
[Community First Bank, N.A.](http://www.com1stbank.com)