

Client Checklist

Friday,
October 26th

Use this checklist to prepare for a smooth transition during our banking system changes.

Personal Online Banking

TAKE ACTION

Personal Online Banking will be unavailable Friday, October 26th at 4:00 PM. Please be sure to download all statements and transaction history before Friday, October 26th at 4:00 PM as this information will no longer be available on the new system.

TAKE ACTION

Make any mobile deposits before Friday, October 26th at 4:00 PM

TAKE ACTION

Bill Pay will be unavailable Monday, October 22nd at 9:00 AM through Monday, October 29th at 8:00 AM. We recommend that you schedule in advance any bills you want paid through Monday, October 29th before Monday, October 22nd.

TAKE ACTION

All previously scheduled/recurring bill payments will process without interruption during the banking system changes weekend. Payments scheduled to pay Tuesday, October 30th through Wednesday, October 31st, could be delayed. Schedule these payments to be paid NO LATER than Thursday, October 25th to avoid possible late payments.

TAKE ACTION

Make a record of all eBills and Pop Money Payees, as they will need to be re-established on the new banking system.

Business Online Banking

TAKE ACTION

Business Online Banking will be unavailable beginning Friday, October 26th at 4:00 PM. Please be sure to download your archived e-statements prior to this time as there will be no Read-Only Mode available.

QuickBooks™ and Quicken™ Users: Please see the instructions located at www.firstlandmark.com/systemchanges. Please follow the instructions and complete the download before Friday, October 26th at 4:00 PM.

Personal and Business Debit Card Replacement

NEW

VISA® debit cards are going to be replaced with new Mastercard® debit cards with a new card number and PIN.

- Please continue to use your current VISA® debit card through the banking systems changes weekend.
- Locate your new Mastercard® and PIN, which will be mailed to you in separate mailers in order to activate and begin using on Monday, October 29th.

Client Checklist Cont'd.

Monday,
October 29th

NEW

Beginning Monday, October 29th at 8:00 AM, our new banking system will be available!

Personal and Business Accounts

TAKE ACTION

Access the new N Touch Online Banking system at www.firstlandmark.com

1. Verify account nicknames
2. Set up Account Alerts
3. Set up recurring/scheduled transfers.

Personal and Business Debit Cards

CHANGE

Activate and begin using your new Mastercard® debit card and new PIN. You will no longer be able to use your existing VISA® debit card.

TAKE ACTION

Change any automatic payments to use your new Mastercard® debit card beginning Monday, October 29th.

TAKE ACTION

Use your new Mastercard® debit card at any business or an ATM to verify your newly assigned PIN.

If you would like to change your PIN, please reference the PIN mailer that was mailed to you for instructions.

Personal and Business Bill Pay Users

TAKE ACTION

Verify funding accounts for scheduled bill payments in the new N Touch Bill Pay system. Previous eBills should be enrolled in order to avoid receiving a paper statement. Make sure your payees are accurate and complete.

N Touch Mobile Banking Users

TAKE ACTION

Download the new N Touch Mobile Banking app from iTunes or Google Play stores using keywords: "N Touch Mobile Banking."

For existing mobile deposit users, please download the N Touch Mobile Banking app, select "Deposits" from the menu bar and follow the step-by-step instructions.

Treasury/Business Clients Note: Business Online Banking customers should also review the Treasury Management section of this guide on pages 14–20.