



## FAQs about our Online Banking Upgrade

**Our online banking is getting better! The upgrade will happen during the weekend of March 20<sup>th</sup> and launch Monday, March 23<sup>rd</sup>.**

### General Questions

#### Why is Story Financial Partners upgrading its system?

We are upgrading our online banking in order to enhance your experience, to introduce new products and services, and to improve processing productivity. It is also necessary to implement this upgrade to keep up with existing and emerging technologies, as well as security procedures. This will ultimately improve our ability to serve you.

Our ultimate goal is to make this transition as smooth as possible.

#### When will the upgrade take place and how long will it take?

We will begin at 2:00 PM on Friday, March 20<sup>th</sup>, at which time our online banking platform will be temporarily unavailable. **The new system will go live on Monday, March 23<sup>rd</sup>, at 8:30 AM.** The upgrade will take place over the weekend of March 20<sup>th</sup>. Remote deposit and external transfers will not be available for processing after 2 PM on Thursday, March 19<sup>th</sup>.

#### Will there be client service available throughout conversion weekend?

Yes, Bank associates will be available on Saturday, March 21<sup>st</sup> from 9 AM to 5 PM and on Sunday, March 22<sup>nd</sup> from 1 PM to 5 PM. Please contact us at 866.860.0007.

#### Is there anything to be done prior to Friday, March 20<sup>th</sup>?

Yes, please schedule any necessary bill payment transactions, mobile deposits, external transfers, etc prior to Thursday, March 19<sup>th</sup> at 2 PM. Also, contact your preferred office if your contact information (phone, email, or mailing address) has recently changed.

### Online Banking

#### Is your website changing?

No, the URL web address will remain the same - [www.story.bank](http://www.story.bank).

The sign on box will look different where you enter only the username on the webpage. It will take you to our secure Out of Band Authentication to verify your identity prior to entering your password.

#### Do I need to re-enroll in online banking after the upgrade?

No, you do not need to re-enroll. However, the first time you log into Online Banking after the upgrade, you will need to accept new terms and conditions for our new Online banking system.

## Will my online banking username change?

No, your username will not change if the username is at least 6 characters. If your username is shorter than 6 characters, the system will prompt you to update it.

## Will my online banking password change?

Yes. In order to keep your confidential information secure, your online banking password will reset. **When logging onto online banking for the first time after the upgrade, your temporary password will be your Postal Code and the last 4 digits of your Tax ID Number, i.e. Social Security Number, etc. You will then be prompted to change your password.**

The new password will require 8 characters, with a combination of at least one upper case, one lower case, one number, and one special character, such as an exclamation point.

## I have Alerts set up within online banking. Is that changing?

Yes, alerts set up on the previous system will not be carried over to the new system. You will need to set up new alerts after the upgrade. These alerts can be set up easily from within online and mobile banking.

## Mobile Banking

### Will I have to download a new mobile app?

Yes. In order to provide you with an upgraded mobile experience, we have developed a new app. The new app can be found by searching **Story Mobile Banking** from the App Store or Google Play as early as March 23<sup>rd</sup>.

You will not be able to log into the new app until Monday, March 23<sup>rd</sup>. As of Friday, March 20<sup>th</sup> at 2:00 PM, you will no longer be able to access mobile banking using the old app.

### When will I be able to make a mobile deposit?

The mobile deposit functionality will be available Monday, March 23<sup>rd</sup> at 8:30 AM. Deposits limits will be \$10,000 per business day. If a deposit needs to be made for a larger amount, please contact your local office to discuss your mobile deposit limits. The new cutoff time for mobile deposits is 4 PM CT.

## Bill Pay

### Will I have access to Bill Pay during the transition?

No, online Bill Pay will not be available during conversion weekend.

### Will my scheduled payments in online banking be paid?

Yes, if your payments are scheduled prior to Thursday, March 19<sup>th</sup>.

### Do I need to do anything regarding payee information?

Yes, it is encouraged that you review all payee information after the upgrade. All information on the payee is set to be converted to the new system. It is encouraged on a regular basis to verify correct address and account numbers are listed correctly.

## Funds Transfers

### Will I have to set up my internal funds transfers after the upgrade?

No. Pending and recurring transfers will automatically convert and will be viewable online on Monday, March 23<sup>rd</sup>.

## **Will I have to set up my external funds transfers after the upgrade?**

Yes, pending and recurring external transfers will not automatically convert. You will need to initiate access to any of your external accounts. This is a security requirement, as the Bank will be sending an updated small dollar verification as money will be sent to and from another financial institution. If a transfer needs to be made for a larger amount, please contact your local office to discuss your external transfer options. After logging in, please go to Move Money > Transfer to re-enter any external transfers.

## **Loan Payments / Loan Transfers**

### **Will I have to set up my internal loan payment transfers after the upgrade?**

No. Pending and recurring loan payments will automatically convert and will be viewable online on Monday, March 23<sup>rd</sup>. After logging in, please go to Move Money > Loan Payment / Loan Transfers to review your loan payments.

## **Debit Cards**

### **Will I have access to my debit cards during the upgrade?**

Yes. Debit cards will continue to operate during the upgrade weekend. Bank associates will be available on Saturday, March 21<sup>st</sup> from 9 AM to 5 PM and on Sunday, March 22<sup>nd</sup> from 1 PM to 5 PM. Please contact us at 866.860.0007.

### **Will I need to set up my card controls on the new online banking system?**

Yes, the first time that you log on to the new system, you will need to add your debit card number by entering in your card number or by scanning the card number with your mobile phone camera. This process will allow you to have additional features for your monitoring your debit card in a real time environment.

## **Online Account Statements**

### **Will I have access to account statements and deposit images?**

Yes, you will be able to see 18 months of account statements, as well as deposits and deposited items.

## **Zelle**

### **Will I still have access to Zelle?**

Yes, your Zelle access will be converted over during the upgrade.

## **Additional Questions**

**We know a change is never easy, but we are confident that you'll love the new features and services the Bank will have and is planning for the future. Your understanding and patience is truly appreciated. We're ready to help! If you have questions or concerns, contact your local office or call our Client Experience Center at 866.860.0007. You may also email us directly at [info@story.bank](mailto:info@story.bank).**

**We look forward to sharing the Story with you!**

