The Fountain Trust
COMPANY

INTRODUCING
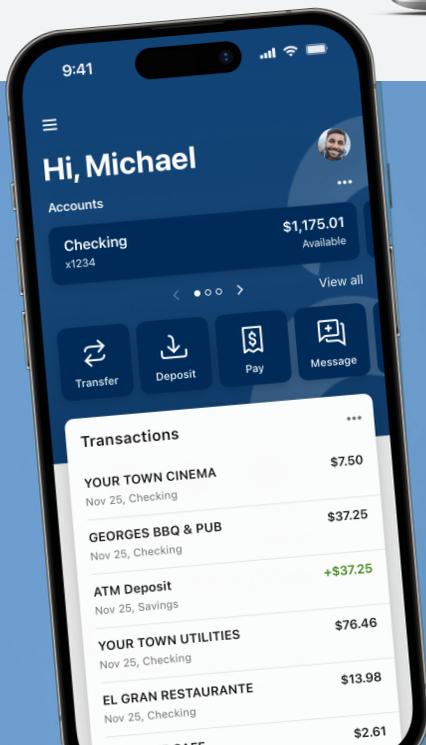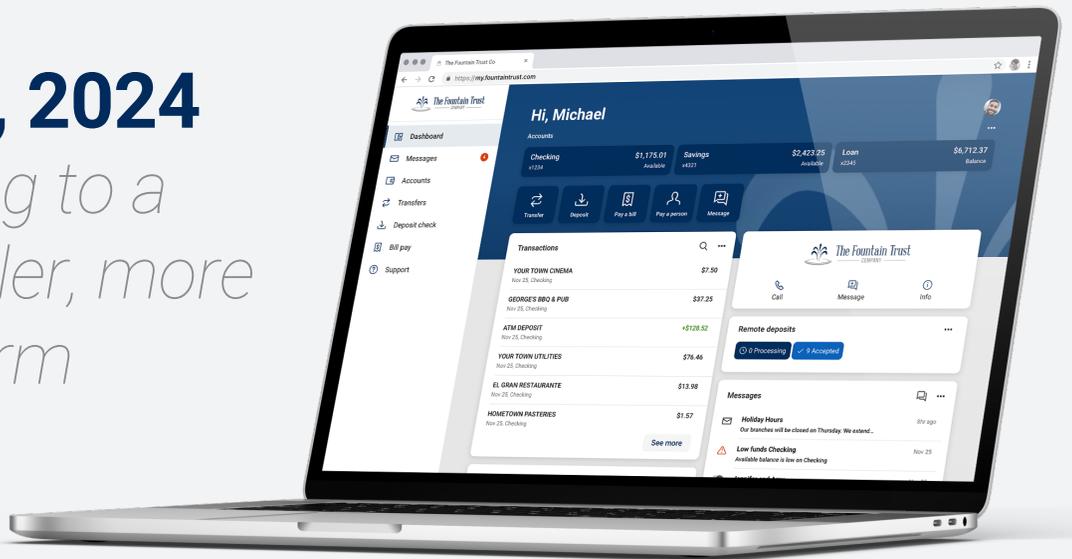*A New Digital Banking Experience*

On June 10, 2024
we're elevating to a cleaner, simpler, more secure platform

So, what's coming?

- A modern, **consistent look and feel across all your devices**, simplifying how you manage your accounts and move money.
- A **new mobile app** with Touch or Face ID for enabled devices.
- A more **personalized experience** - arrange your Dashboard in a way that makes the most sense to you.

ENHANCED SECURITY

- **Transaction alerts:** near real-time transaction alerts delivered to your mobile device.
- **Touch and Face ID** for enabled devices.
- **Two-Factor Authentication** – A code will be delivered to you outside of the system to verify your identity. Check out the Quick Start Guide below for more information.
- **Enhanced card controls:** misplaced your debit card? You will now be able to temporarily disable your card while you look, and turn it back on once you find it. You can also report the card lost or stolen.

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tear off for future reference

Save this Quick Start Guide for June 10!

1. **Visit the homepage** of our website to sign in from a computer, or visit the App Store or Google Play and download our new mobile banking app.
2. **Enter the Username** that you established for your Internet Banking account in our previous system in the Username field.
3. **In the Password field, enter the last four digits of your social security number.** This is your temporary password.
4. **Establish a new password:** the screen will indicate that your password has expired and must be changed.

Follow the prompts to establish a password for the new system.
Please note: Not all special characters are acceptable. Click "Show Rules" when you re-establish your password to ensure the password you choose will be accepted.

5. **Establish Two Factor Authentication:** A code will be delivered by text or call to a phone number you provide. Ensure that you have access to this phone while you are completing this process. You may also use the Authy app on a PC. This code may not be delivered to an email address.

You only need to complete this process once. Your login credentials will be the same whether you log in from a computer or the app!

You'll also be able to:

☑ **View check images**, estatements and more, all from your mobile device.

☑ **Add a payee to your Bill Pay account** from your mobile device.

☑ **Add multiple profiles** - access multiple online banking profiles from any device.

☑ **Add notes**, tags or images such as receipts to your transactions.

Important information to enhance your Digital Banking Experience

Alerts:
Any alerts established in the previous system will not transfer to the new system. You may reestablish balance and transaction alerts in the new system beginning on June 10. When using our mobile app, you'll need to enable notifications in order to receive alerts.

Account History:
Two years of account history will transfer with the conversion.

eStatements:
eStatements will not convert to the new system. Please download any eStatements you wish to keep prior to June 6th.

Mobile Check Deposit:
In the new system, accounts for mobile check deposit will need to be approved, and will not be available for immediate use.

Transactions:
On the home screen, the transaction list includes transactions from all of your accounts. You may view transactions from specific accounts by clicking on the account name.

Transfers:
Fund transfers established through the current online banking site will be converted to the new online banking system.

Suppressed Accounts:
You may have accounts connected to your profile that were suppressed from your view in the previous system. These accounts may be viewable at the time of the upgrade.

To suppress any of your accounts, click on the account you wish to suppress, select Settings, and turn off the button next to "Show in app."

Important dates

JUNE 6-7 — **Your accounts will be in View Only Mode** until June 10. Balances and transactions will continue to update; however, please complete any necessary transfers prior to this date.

JUNE 8-9 — **The conversion to our new Digital Banking platform will take place June 8-9.** During this time, Internet and Mobile banking will be available in View Only mode.

JUNE 10 — **The new system will be live on June 10.** On this date, you will be able to download the new app and log in to the new system by following the instructions in the attached Quick Start guide.

FOR MORE INFORMATION, visit FountainTrust.com/Elevate, and to ensure we have your current contact information, call 1-888-801-8112.