



IMPORTANT ACCOUNT INFORMATION -ACTION REQUIRED

Online Banking Conversion

August 18, 2017

On August 29th, we are launching a new online banking system to provide you with a superior online banking experience. To learn more about the features of your new online system, visit our website at www.trinitybk.com and click on the "New Online Banking Slide" for detailed information.

The conversion process requires you to complete important steps to ensure a smooth transition into the new system. Please review the following information and complete the necessary actions that apply to your account(s) by August 28TH, 2017".

Changes beginning August 29th!

To access your accounts on our new Online Banking Product on or after the **August 29th** conversion date, you will need to complete the following initial login process:

- Go to www.trinitybk.com
- On the top, left side of our homepage you will see the Online Banking login area.
- Enter your Current Username and click "Login", Your Username Did Not Change.
- Then enter your temporary Password click "Sign on."
- Your Temporary Password will be provided by mail, so be on the lookout for it.

Changing your Password:

- Upon login, you will be prompted to change and verify your account by receiving an authentication code through any phone number on file. You can get the code by a phone call or text message.
- Once you have received and entered the code, you will be prompted to change your Password.
- Select a Password with at least one alpha (A-Z) and one numeric (0-9) character; the Password must be at least 8 characters long. Password may not contain any of your personal information, such as Username, address, telephone number, etc.
- The system will then prompt you to accept the new user agreement.
- Next, you will be asked to verify your phone numbers on file with us and also may be asked to verify or enter your email address.
- After you complete the initial login process, you will be granted access into the new online banking system.

Once you are signed on you can navigate the new system

In your new online banking system, you will see the following tabs located at the top of the page:

Accounts- View all of your Trinity Bank account balances, download transaction history and view your statements.

Transfers- Transfer money between your Trinity Bank accounts and external accounts

Bill Payments- Use this tab to set up bill payments, receive E-Bills and make payments.

User Services - Set alerts that can notify you of low balances or when abnormal transactions occur, create nicknames for accounts, sign up for E-Statements and change your contact information

Customer Service- Click the User Services tab to order checks, place stop payments and have access to handy financial calculators. You can also send and receive secure messages to and from Trinity Bank.

Mobile Users

Mobile banking users will need to delete the existing app and download the new app beginning August 29th! Your password must be reset (using the instructions above) prior to using your mobile device. Our enhanced security will verify your identity on first login.

- Mobile deposits will now be included in the banking app. You can remove your mobile deposit app from our phone.
- Look for the new icon in the Apple Store, Amazon Kindle Store or Google Play.
- We also have Apps for your tablets

As always, we are here to assist you! Please call Customer Service 817-569-7272 with any questions.

Online Banking Changes

Password Reset

Online Banking Users will have the ability to securely change their own Password by using the User Service tab. We also added a "Forgot Password" link on our home page www.trinitybk.com that will allow you to reset your Password if you happen to forget it. As an added security measure, you will be prompted every 180 days to change your Password.

External Transfers

Our new online system will allow our customers to process external transfers to their accounts at other financial institutions. You will now be able to send and receive money to other financial institutions by using the new external transfer option for a fee of \$2 per transaction. Proof of account ownership must be verified prior to processing external transfers.

Summary of Online Banking Action Items

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| First-time Login New System | Starting August 29th, 2017, you will need to enter a temporary Password to access your accounts online. Once you have correctly entered your login information you will be prompted to create a new Password. Follow the prompted messages and questions to setup your security features in the new system. |
| Online Banking History | After the upgrade on August 29th, 2017, the online banking system that you are currently accessing will be discontinued. History for your account will be saved from the last 30 days. This history will eventually build to 24 months of transaction history. |
| Scheduled Bill Payments | Any payments scheduled to process before August 17 th , 2017 in the current system will be processed as normal. |
| Established Bill Payment Payees | Your existing Bill Pay accounts/payees will transfer over to the new system. |
| Bill Pay Fees | Bill Pay is free for customers who process 20 or less monthly bill payments. Bill Pay users who exceed the 20 free per month will be charged \$.60 cents per item over 20. (If you do not use bill pay you will not be charged a fee.) To expedite payments, customers will be charged \$ 5.00 for electronically paid items and \$ 25.00 for expedited check payments. |
| Quicken Users | Clients that download transactions into Quicken will need to make a few changes in Quicken in order to continue downloading transaction information. Please visit trinitybk.com and click on the "Quicken Conversion" link. The documentation provides step by step instructions on what you will need to do before and after the conversion on August 29th, 2017. |
| Recurring Transfers (non-bill Pay) | Current transfers will continue to process as normal and will be reflected in transaction history, but they will not be able to be viewed and edited in the transaction section of the new system. If you need to edit these recurring transfers, you can cancel them by calling 817-569-7272. After canceling them, you will then be able to set up new transfers in the system that will be easily viewable and editable. |

If you have any questions or concerns about the new banking system, please call Trinity Bank Customer Service 817-569-7272.