

FIRST RESOURCE BANK

July 15, 2019

Dear Customer:

This letter is to inform you of First Resource Bank's upcoming upgrade to Business Online Banking. **Starting on July 17th**, you will see a new look, Cash Management single-screen functionality and more user friendly screens that adapt to your phone.

All of your information from the previous version of Business Online Banking will automatically be installed and ready to use, however, there are a few things you will need to do:

1. Your computer/phone will need one the following versions of software to ensure all enhancements work correctly:
 - Apple Safari 10.0
 - Google Chrome
 - Microsoft Edge
 - Microsoft IE 11.0
 - Mozilla Firefox
2. To maintain Business Online functionality, you will need to update all favorites, bookmarks, and links on personal computers with the new URL. As well as including the new URL in your "Trusted Sites".
3. The new Business Online Banking will no longer support Compatibility View for Internet Explorer. Please make sure Business Online Banking is no longer listed in your Compatibility View. Undo Compatibility View:
 - Open Internet Explorer
 - From the Tools menu, select Compatibility View settings
 - The system displays the Compatibility View Settings dialog box
 - Select your institution and click Remove
 - Click Close
4. The URL for Business Online will change. You will be able to key in your login and password as usual. However, the next screen after logging in will need to be copied to your "Trusted Sites" in your browser.
5. **Remote Deposit (DeskTeller) Users:** after you log into Business Online, you will need to click on "Checks and Deposits"/"Deposit Checks" and then add that URL to your "Trusted Sites".
6. **ACH Users:** We apologize for the inconvenience but the ACH portion of the Widget, on the home page, will not be available. You will need to go to 'Payments & Transfers' to process your ACH.

To ensure data integrity, the new Establish Profile page will collect the email address and mother's maiden name if they are missing from the contact information. If you forget your password, Business Online will display this as an additional validation question to reduce risk. For additional security, the system-generated password is only valid for 15 minutes.

We hope you enjoy the new Business Online Banking. If you have questions, please call Deposit Operations at 800-840-2144.

Sincerely,



Desiree Madsen
Deposit Operations Supervisor