

FIRSTAR TREASURY MANAGEMENT ONLINE AND MOBILE BANKING UPGRADE FAQS

Q: Will my Online Banking username change?

A: Usernames with special characters will change by removing the special character. Example: MinnieMou\$e would be MinnieMoue or Dduck@yahoo.com would be Dduckyahoo.com.

Q: Will my Online Banking password change?

A: Yes. The first time you log in you will be prompted to set a permanent password. Your temporary password will be D1b1 plus the first four characters of your username in CAPITAL LETTERS.

Example: if current username is johndoe, the temporary password will be D1b1JOHN.

Q: If I am the Online Administrator, will I have to re-entitle online privileges to my sub-users?

A: Yes. All online privileges will have to be entitled. We will offer a 10-day preview period before our go live date to allow you to update all sub-user profiles. We will reach out to you as we approach that date.

Q. Will historical bank statements transfer over?

A. 18 months of historical statements will transfer over after the new system goes live. The statements should be loaded no later than mid-August. It is important that you download historical statements you may need access to in the interim prior to end of day July 18, 2024.

Q: When will my July 2024 statement be available?

A: Your July 2024 statement will tentatively be available on or around August 9, 2024.

Q: I nicknamed my accounts. How will I know which account is which?

A: Your account nicknames will not transfer over into the new online banking portal. NOTE: In Online Banking today, you can select the self-service tab > account maintenance > hide/show tab and print, export to text/excel, screenshot, etc. and use as a reference to assist with renaming your accounts in the new system.

Q: Will all of my accounts come over to the new system?

A: Yes. The accounts you have now in Online Banking will transfer over to the new system.

Q: Will I have to redownload or reset my Mobile Banking app?

A: Yes. We will have a new mobile banking app for business accounts called ***Firststar Treasury Management***. Remember to use the same username and password between your desktop and mobile app access. The app will be available to download from your app store on the morning of July 22, 2024.

Q: Will my Bill Pay account change?

A: No. Existing billers or payees will already be set up and all recurring and scheduled one-time payments will remain active.

Q: Will my Bill Pay history transfer over?

A: Yes. Full Bill Pay history will be transferred over and available on Monday, July 22, 2024.

Q: Will the ACH and Wire automatic payments or transfers I have set up in my Business Online Banking stay active?

A: The templates for ACH and Wire Transfer will transfer over into the new Online Banking portal, however, all recurring transfers will need to be rescheduled.

Q: What is the last day that I can send an ACH and/or wire in the current Online Banking system?

A: Any files or transfers that are effective after July 18th will not be processed. They will need to be scheduled in the new system.

Q: Will I have to upload all my Positive Pay check issue files?

A: No. Your check issue files will transfer over into the new Online Banking portal.

Q: Will I have to reenter all of my payment notification rules for ACH Positive Pay?

A: Yes. You will need to reenter all of your payment notification rules in the ACH Positive Pay module.

Q: Will I have to reinstall new drivers for Remote Deposit (scanner) services?

A: Yes. We will assist you with downloading new system “drivers” for remote deposit.

Q: Will the new Online Banking system have the capability to export to QuickBooks, Quicken or CSV?

A: Yes, the functionality for QuickBooks, Quicken and CSV exports will be available in the new system, and we will now be compatible with QuickBooks Online. QuickBooks users will need to go through an activation process after the upgrade.

Q: What if I need to access my Online Banking during the scheduled downtime?

A: You will not be able to access online banking during the downtime. Online Banking will be down for maintenance beginning July 18, 2024, at 5pm CST through 8am CST on July 22, 2024.

Q: When will I be able to access the new Online Banking portal?

A: Access will be restored on Monday, July 22, 2024, at 8:00 a.m. CT.