



State Bank

Community Minded. Customer Centered.

DIGITAL BANKING UPGRADE

COMING AUGUST 2024

Member FDIC

DIGITAL BANKING UPGRADE GUIDE

State Bank is excited to announce the upcoming launch of a new digital banking platform on **August 12, 2024**. This update will enhance your experience by providing a seamless transition between online and mobile banking with a consistent, user-friendly interface. You'll also discover new tools designed to help you monitor and manage your finances more effectively. Users impacted will include all those who utilize online banking, business online banking/cash management, mobile banking, and bill pay.

To ensure a smooth transition, we've created the enclosed guide to help you through the process and provide important dates. We encourage you to refer to this resource to navigate the upgrade. For more information, visit www.sbfreetport.com/digital or call 815-297-0900 to speak with a State Bank Representative.

Thank you in advance for your cooperation.

UPGRADE AT A GLANCE

	AUGUST 9	AUGUST 12
ONLINE BANKING page 4	At approximately 4:00 p.m., your online banking access will be turned off for any changes or transfers. You will still be able to view account balances.	The new online banking system will be live at approximately 9:00 a.m. Visit www.sbfreeport.com/digital and click PERSONAL FIRST TIME ACCESS or BUSINESS FIRST TIME ACCESS to access the new digital banking system for the first time.
MOBILE BANKING page 5	At 4:00 p.m., mobile banking access will be disabled.	Log in to the new system at www.sbfreeport.com/digital (see page 4), then download the new app.
BILL PAY page 6	At 8:00 a.m., your ability to schedule or pay bills online will be turned off in order to upgrade your bill pay and payee information.	You can access your bill pay through digital banking.
CASH MANAGEMENT page 7	At approximately 4:00 p.m., your business online banking/cash management access will be turned off for any changes or transfers. You will still be able to view account balances.	The new online banking system will be live at approximately 9:00 a.m. Visit www.sbfreeport.com/digital and click BUSINESS FIRST TIME ACCESS to access the new digital banking system for the first time.

ONLINE BANKING LIVE 8/12/2024

August 9, 2024

At approximately 4:00 p.m. on 8/9/24 your online banking access will be turned off for any changes or transfers. You can continue to use online banking to view your account balances; however, you will NOT be able to transfer funds or create bill payments.

August 12, 2024

The new online banking system will be live at approximately 9:00 a.m. Follow the steps below to access the new digital banking system for the first time. **You will need your current digital banking username, your SSN or TIN for business users, and one of your full account numbers.**

IMPORTANT!
**EXISTING ONLINE & MOBILE BANKING USERS MUST LOG
IN FOR THE FIRST TIME AT www.sbfreeport.com/digital.**

- Visit www.sbfreeport.com/digital and click **PERSONAL FIRST TIME ACCESS** or **BUSINESS FIRST TIME ACCESS**. **DO NOT click the Online Banking button at the top of the page when you log in for the first time.**
- Click **Set Up Your Account**.
- Enter your Username, your SSN or TIN for business users, any one of your account numbers, and complete the other requested identifying information.
- Click **Next**.
- Create your new passcode/password. If it fits the requirements, you may use the same password you were using in the old system.
- Click **Set Passcode**.
- A confirmation screen will appear. Click **Continue to Online Banking** to access the new digital banking system.

Will I need to update or reestablish any settings?

Recurring internal transfers, bill payments and payees, account nicknames, and eStatement enrollment will all come over to the new system. **You will need to reestablish any external transfer accounts, scheduled external transfer transactions, account alerts, and connection to tools like Quicken and QuickBooks.**

MOBILE BANKING LIVE 8/12/2024

August 9, 2024

At 4:00 p.m., mobile banking access will be disabled. You can, however, access account balances with online banking through our website during the conversion process over the weekend.

August 12, 2024

The new mobile banking app is live.

IMPORTANT!

Before logging into mobile banking, you will need to log in to the new system at www.sbfreetport.com/digital (see page 4), then download the new app.

Current mobile banking users can access the mobile banking app after logging into online banking at www.sbfreetport.com/digital. After you have logged into your account on our website, you may download the mobile app onto your electronic device.

The State Bank Mobile Banking App is available for your iPhone or Android device. To download, visit the Apple App Store or Google Play and search for State Bank (Freeport).

Will I need to update or reestablish any settings?

Recurring internal transfers, bill payments and payees, account nicknames, and eStatement enrollment will all come over to the new system. **You will need to reestablish any external transfer accounts, scheduled external transfer transactions, account alerts, debit card alerts, and connection to tools like Quicken and QuickBooks.**

IMPORTANT!

Debit card alerts will be disabled on August 5, 2024 and will not convert to the new system. Please note your debit card alert settings so you can reestablish them on 8/12.

BILL PAY LIVE 8/12/2024

August 9, 2024

At 8:00 a.m., your ability to schedule or pay bills online will be turned off in order to upgrade your bill pay and payee information. **Although you will not have access to bill pay from August 9-12, your pre-scheduled online bill payments will continue.** Recurring bill payments, all payees, and e-bill enrollments will convert into the new system.

August 12, 2024

The new bill pay system is live.

You can access your bill pay account through www.sbfreetport.com or on the new mobile banking app. We recommend that you check your payees (including all payee details) and your scheduled payments to make sure your information upgraded correctly.

BUSINESS ONLINE BANKING/ CASH MANAGEMENT LIVE 8/12/2024

August 9, 2024

At approximately 4:00 p.m., your business online banking/cash management access will be turned off for any changes or transfers. **Please complete ACH transactions with a 8/12/24 effective date well before 4:00 p.m. on 8/9/24 to ensure delivery on the desired effective date.** You can continue to use online banking to view your accounts; however, you will not be able to transfer funds online.

August 12, 2024

The new online banking system will be live at approximately 9:00 a.m. Follow the steps below to access the new digital banking system for the first time. **You will need your current digital banking username, TIN, and one of your full account numbers.**

IMPORTANT!
EXISTING USERS MUST LOG IN FOR THE FIRST TIME AT
www.sbfreeport.com/digital.

- Visit www.sbfreeport.com/digital and click **BUSINESS FIRST TIME ACCESS**. **DO NOT click the Online Banking button at the top of the page when you log in for the first time.**
- Click **Set Up Your Account**.
- Enter your Username, TIN, any one of your account numbers, and complete the other requested identifying information.
- Click **Next**.
- Create your new passcode/password. If it fits the requirements, you may use the same password you were using in the old system.
- Click **Set Passcode**.
- A confirmation screen will appear. Click **Continue to Online Banking** to access the new digital banking system.

Will I need to update or reestablish any settings?

ACH payees, ACH batches, wire templates, recurring internal transfers, bill payments and payees, account nicknames, and eStatement enrollment will all come over to the new system. **You will need to reestablish any account alerts and connection to tools like Quicken and QuickBooks.**

QUESTIONS?

Should you have any questions concerning the information in this guide, we encourage you to speak with one of our knowledgeable bank representatives.

**State Bank
1718 S. Dirck Dr.
Freeport, IL 61032
815-297-0900**

WWW.SBFREEPORT.COM/DIGITAL