New Online Banking for Business user instruction

Dear Valued Business Customer,

As we upgrade our Online Banking system to serve you better, we are providing important information regarding your ACH services. To avoid any disruption to your business operations, please review the following changes and required actions.

Beginning March 16, 2026, at 5:00 p.m. ET:

- View-Only Mode: Online banking will transition to view-only. The ability to initiate or authorize payments will be unavailable.
- Ability to make check deposit via mobile or Remote Deposit Capture system will be unavailable.

Resuming March 18, 2026, at 9:00 a.m. ET:

- Full Access Restored: ACH payments and transfers will be fully available.
- Template Access: Your existing ACH templates will remain available for use.

Recommended Actions & Deadlines

- **Advance Scheduling**: For any ACH payments or transfers that must settle on or after March 16, please ensure they are scheduled by March 13, 2026, at 4:00 p.m. ET.
- **Discontinuation of "Copy" Feature**: Please note that the "Copy" Feature will no longer be supported. To ensure seamless processing, we recommend creating a dedicated template for each unique file.

COMING SOON!

Online Domestic Business Wires. Available soon for Business Customers. Skip the branch visit.

To learn more about our online banking updates, please contact any PromiseOne Bank location.