

FIRST NATIONAL BANK IN TAYLORVILLE

Online Banking Conversion

Frequently Asked Questions

1. Why are we changing to a new Online Banking System?

First National Bank in Taylorville is changing to a new online banking provider to ensure we provide the most innovative solutions to our customers.

2. What's changing with Online Banking?

We are changing providers for Online Banking. The Online Banking product will change only; Online BillPay will remain the same. In addition, we have laid the foundation to be able to offer more new and exciting products in the near future: Mobile Banking APP and Remote Deposit Capture.

3. When will the changes take place?

The Online Banking conversion is scheduled for April 28, 2015.

4. How will I be affected?

On April 28, 2015 you will need to enroll in our new Online Banking System. Because this is a new provider even existing Online Banking customers must enroll.

5. How do I begin?

1. You will start by visiting our website at www.fnbtaylorville.com.
2. In the Online Banking Box you will need to click on First time user's click here.
3. You will see our Online Banking Enrollment page and you will click on "Let's Get Started".
4. This will be followed by the Online Banking Enrollment-Legal Disclosures page for you to review. You must check "I Agree". Then click next.
5. Online Banking Enrollment Step 1 of 3 asks for your user name (your SSN) and your password (last 4 digits of your SSN). You must also enter a random code which is displayed for you. Then click next.
6. The page now says Online Banking Enrollment Step 2 of 3. Here you will choose 3 challenge questions and answers (You may make your own questions or choose one of the pre selected questions). Then click next.
7. You are now on the final enrollment page; Online Banking Enrollment Step 3 of 3. You must first enter your email address. Next choose a new username. Finally, enter a new Password and confirm your new password. Click finished. Your enrollment is now complete.

6. Will Online BillPay be changing?

No, the product will remain the same. Once you have enrolled in Online Banking you will need to click the BillPay tab. Next, accept the legal disclosure. Your payment information and history have been converted over for you.

7. Will my BillPay processing time change?

Yes, your bill pay processing cut-off time will be 3:00 P.M. Central Time Zone.

8. Will my reoccurring transfers have to be set up again?

Yes, reoccurring transfers will not be converted into the new system.

9. Will my account history come over?

Yes.

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Voice Banking Enrollment Instructions

Voice Banking Phone # 1-877-824-8388

Your first time calling voice banking, you will need to enroll in the system by pressing the star (*) key. This will be followed by the first time calling menu. When you are done you will be able to access your balances, transaction history or setup transfers.

First Time calling menu for enrolling in the system:

- 1.** Key in your User ID – this will be your Social Security Number.
- 2.** Key in your PIN Code – this will be the last 4 digits of your Social Security Number.
- 3.** Key in the 10 digit phone number you will usually call from - Is this number your Cell phone, press "1"; Home, press "2"; Work, press "3". To register another phone number press "1".
- 4.** Set your security questions and answers – You will be prompted to set up 3 challenge questions. Dates are 2 digits for month, 2 digits for day, and 4 digits for year.
- 5.** Personalized message – you will need to choose a personalized message from the prerecorded list or create your own. Then confirm it by pressing (1=yes or 2=no).
- 6.** Enter a new PIN Code (4 to 6 digits) – This is the PIN you will use in the future to access your account. Your enrollment is now complete.