Peoples STATE BANK » BankFirst

PREPARING FOR THE TRANSITION

As conversion weekend approaches, there are a few action items we recommend you take to ensure a smooth transition. **Before Friday, December 4 you should:**

- ☐ Confirm your phone number and email address on file with Peoples are up to date.
- ☐ Make note of your account numbers.
- ☐ Be on the lookout for your new Bank First debit card, which will arrive in a plain, unmarked envelope.

BANK FIRST TIP

PLAN AHEAD FOR THE DIGITAL BANKING TRANSITION

Be sure to complete any online banking activities and schedule any time-sensitive Bill Pay transactions before service interruptions begin. Bill Pay will be unavailable starting at 3:00 p.m. on Thursday, December 3, and Peoples Online Banking will be unavailable beginning at 4:00 p.m. on Friday, December 4.

GETTING STARTED ON DECEMBER 7. WELCOME TO BANK FIRST!

Your accounts will transition to Bank First over the weekend of December 5. We've outlined a few simple steps to help you get started on December 7.

» 1) ACTIVATE YOUR BANK FIRST DEBIT CARD

If you received a new Bank First debit card, December 7 is the day to activate it! Call **1-800-992-3808** and follow the prompts to activate your card and set your PIN. You can reuse your current PIN or choose a new one. Once your card is activated on December 7:

- ☐ Start using your new Bank First card.
- ☐ Securely destroy your Peoples card.
- ☐ Update any subscriptions, digital wallets, or automatic payments connected to your old debit card number.

» 2) ENROLL IN ONLINE BANKING

On December 7, visit **bankfirst.com** and log in with your current Peoples username and password. If you saved or bookmarked the Peoples Online Banking login page, you'll want to start fresh at bankfirst.com instead. The first time you log in, we'll walk you through a few quick steps to:

- ☐ Create a new password.
- ☐ Verify your identity using your account number, email address, and last name.
- ☐ Receive a verification code by text or phone call
- ☐ Accept Bank First's Online Banking Terms and Conditions.

» 3) DOWNLOAD THE BANK FIRST GOBANK APP

Download our app from the App Store or Google Play. You'll use the same username and password for Online and Mobile Banking. Once you're logged in, you can delete the Peoples app.

» 4) SET UP A FEW THINGS YOU USE

If you have any of the services below, you'll need to set them up again:

- ☐ **Zelle®:** Re-enroll and add your contacts.
- ☐ **Account Alerts:** Choose the alerts you'd like to receive under **Settings > Manage Alerts**.
- ☐ **External Transfers:** Re-establish transfers to accounts you have at other financial institutions.
- ☐ **QuickBooks or Quicken:** Reconnect by selecting Bank First WC (Web Connect) or Bank First DC (Direct Connect).

Starting December 8: You can set up your debit card controls, preferences and alerts under **Cards** in Online or Mobile Banking.

THESE SERVICES TRANSITION AUTOMATICALLY

Some things will stay the same and require no action on your end.

- Routing number.
- Account number, unless we previously contacted you.
- Peoples checks.
- Existing direct deposits, automatic payments, Social Security checks, an pension payments.
- eStatement enrollment.

QUESTIONS? WE'RE HERE TO HELP!

If you run into an issue or have a question, your local office is a great place to start. For additional transition information and helpful resources, visit **bankfirst.com/peoples-merger**.

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