

# ONLINE & MOBILE BANKING UPGRADE

COMING MARCH 2018



MEMBER FDIC

# E-BANKING UPGRADE AT A GLANCE

In order to enhance your banking experience, German American State Bank is excited to announce we will soon be launching a new and improved online and mobile banking system. **This upgrade is scheduled to be completed on 3/26/2018.** Users impacted will include online banking, mobile banking, voice banking and bill pay.

To ensure a smooth transition German American State Bank is providing resources for each product impacted. Please read through this user guide to help you navigate through the upgrade. **For more information visit [www.germanamericanstatebank.com/online-upgrades](http://www.germanamericanstatebank.com/online-upgrades)** or speak with a representative at the branch most convenient for you.

Thank you in advance for your cooperation.



# ONLINE BANKING LIVE 3/26/2018

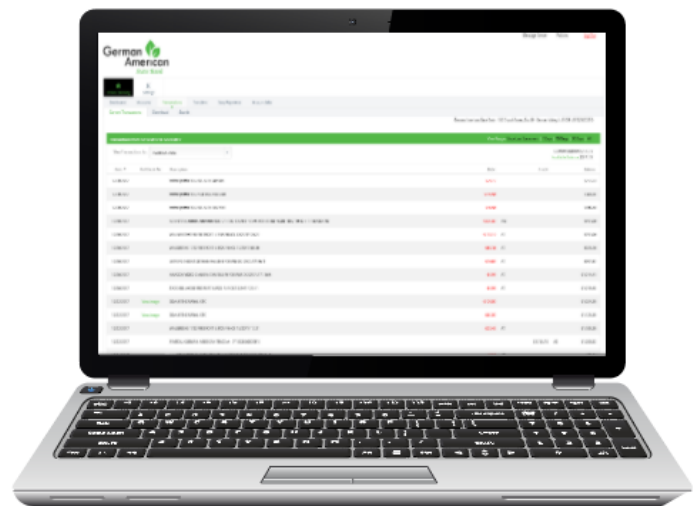
## March 23, 2018

At approximately 3:00 pm on 3/23/18 your online banking access will be turned off for any changes or transfers. You can continue to use online banking to view your accounts; however, you will not be able to transfer funds online.

## March 26, 2018

### The new online banking system is live.

You can access your accounts through [www.germanamericanstatebank.com](http://www.germanamericanstatebank.com). Access to online banking is available via computer and a mobile device (visit our resource page to view a list of supported browsers). You will receive multiple prompts the first time you sign in to online banking, including acceptance of the new terms and conditions of GASB's online banking feature. Scheduled recurring transfers between your GASB accounts will continue as scheduled after the upgrade is completed.



## IMPORTANT!

### **EXTERNAL TRANSFER INFORMATION WILL NOT CONVERT TO THE UPGRADED SYSTEM.**

We suggest making a note of your current external transfers before the upgrade, to make re-establishing them easier after 3/26/18.

# MOBILE BANKING LIVE 3/26/2018

## March 22, 2018

The morning of 3/22/18 your mobile banking access will be disabled until the upgrade is completed. You may continue to access your online banking account, in "view only" mode.

## March 26, 2018

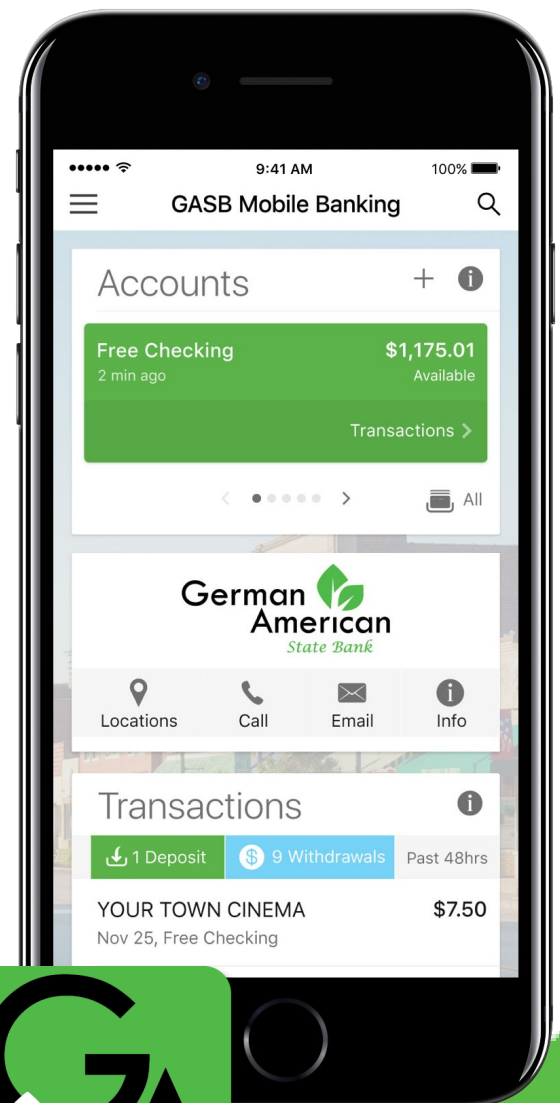
The new mobile banking app is live.

### IMPORTANT!

Current online banking users can access the mobile banking app after logging into online banking at [www.germanamericanstatebank.com](http://www.germanamericanstatebank.com) and updating their online banking password.

After you have logged into your account on our website and have changed your password, you will need to download the mobile app onto your electronic device. The old mobile banking app will no longer work after 3/26/18.

The German American 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 "German American State Bank".



# VOICE BANKING LIVE 3/26/2018

## March 22, 2018

The morning of 3/22/18 your voice banking access will be disabled until the upgrade is completed. You may continue to access your online banking account, in “view only” mode.

## March 26, 2018

### **The new voice banking system is live.**

On 3/26/18, you can access GASB's enhanced Voice Banking system. You will be prompted to create a six-digit pin number when you first call after verifying your account number, social security number and zip code information.



# BILL PAY LIVE 3/26/2018

## March 19, 2018

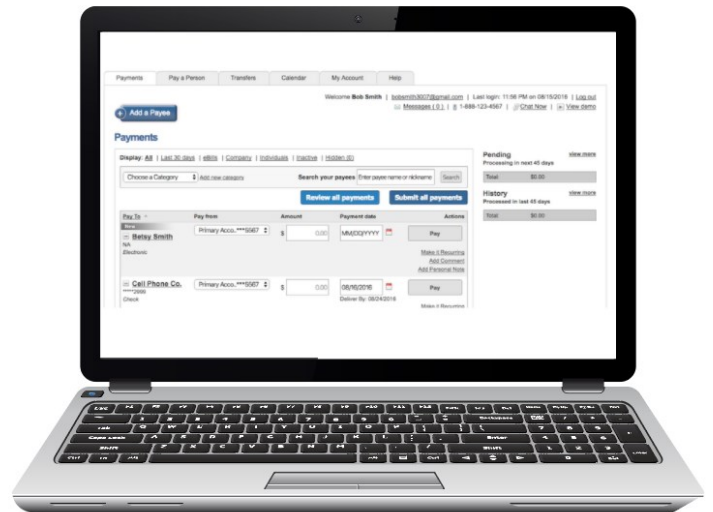
Your ability to schedule or pay bills online will be turned off in order to upgrade your Bill Pay and payee information. Although you will not have access to Bill Pay the week of March 19, your pre-scheduled online bill payments will continue.

## March 26, 2018

The new bill pay system is live.

You can access your online Bill Pay account through [www.germanamericanstatebank.com](http://www.germanamericanstatebank.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.

You will need to re-enroll in e-bills.



## IMPORTANT!

Your electronic payment date method will change to a “deliver by” method based on when your payment is due. GASB will calculate when the payment should be sent based on “deliver by” date, meaning **THE FUNDS WILL BE DEBITED FROM YOUR ACCOUNT THE DAY BEFORE THE PAYMENT IS MADE.** The system prior to the upgrade sent your bill on Friday, AND paid the bill on Friday. If your bills are set up to be paid near your payday, you may want to change your “deliver by” date to the next business day.

# BUSINESS ONLINE BANKING/ CASH MANAGEMENT

**LIVE 3/26/2018**

## **March 23, 2018**

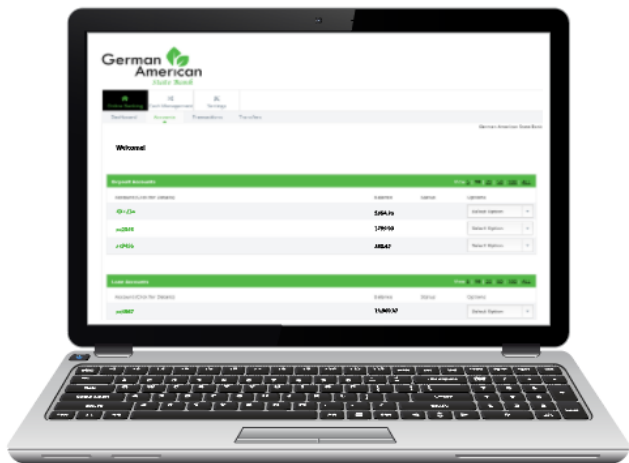
At approximately 3:00 pm on 3/23/18 your business online banking/cash management access will be turned off for any changes or transfers. You can continue to use online banking to view your accounts; however, you will not be able to transfer funds online.

**Please complete ACH transactions with a 3/26/18 effective date well before 3:00 p.m. on 3/23/18 to ensure delivery on the desired effective date.**

## **March 26, 2018**

**The new online banking system is live.**

You can access your accounts through [www.germanamericanstatebank.com](http://www.germanamericanstatebank.com). Access to online banking is available via computer and a mobile device (visit our resource page to view a list of supported browsers). You will receive multiple prompts the first time you sign in to online banking, including acceptance of the new terms and conditions of GASB's online banking feature. Scheduled recurring transfers between your GASB accounts will continue as scheduled after the upgrade is completed.



## **IMPORTANT!**

**Your ACH Payees and Recipients, and Wire Transfer Payees will not convert to the upgraded system.** We suggest inputting this information into an excel spreadsheet prior to the upgrade to make re-establishing them easier after 3/26/18.

After the upgrade, there will not be a separate designation for Payroll Payees. You may add these to the ACH Payees section of Cash Management.

# QUESTIONS?

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

German Valley  
815-362-2310

Pecatonica  
815-239-1700

Winnebago  
815-335-1900

Seward  
815-247-8435

[www.germanamericanstatebank.com/online-upgrades](http://www.germanamericanstatebank.com/online-upgrades)