

northwestbank

MEMBER FORESIGHT FINANCIAL

DIGITAL BANKING UPGRADE

COMING SEPTEMBER 23, 2024

Member FDIC

DIGITAL BANKING UPGRADE GUIDE

Northwest Bank is excited to announce the upcoming launch of a new digital banking platform on **September 23, 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.nwbrockford.com/digital or call 815-987-4550 to speak with a Northwest Bank Team Member.

Thank you in advance for your cooperation.

UPGRADE AT A GLANCE

	September 20	September 23
<p>ONLINE BANKING page 4</p>	<p>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.</p>	<p>At approximately 9:00 a.m.,</p> <ol style="list-style-type: none"> 1. Login at nwbrockford.com with current Username (all lowercase) and Password (case sensitive). 2. Follow the prompts to access our new digital banking platform. <p>Once you have completed the initial login process through our website, you can then access the mobile app.</p>
<p>MOBILE BANKING page 5</p>	<p>At 4:00 p.m., mobile banking access will be disabled.</p>	<p>Delete the old app. Complete the initial login process at nwbrockford.com from page 4. Once completed, download the new app.</p>
<p>BILL PAY page 6</p>	<p>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.</p>	<p>You can access your bill pay through digital banking.</p>
<p>CASH MANAGEMENT page 7</p>	<p>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.</p>	<p>The new online banking system will be live at approximately 9:00 a.m. Visit nwbrockford.com to access the new digital banking system for the first time.</p>

ONLINE BANKING

LIVE 9/23/2024

September 20, 2024

At approximately 4:00 p.m. on 9/20/24 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.

September 23, 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.**

- Visit **www.nwbrockford.com** and login with your username (all lower case) and password. Follow the prompts to get your new account set up.
- 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 Password.**
- 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?

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

MOBILE BANKING LIVE 9/23/2024

September 20, 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.

September 23, 2024

The new mobile banking app is live.

IMPORTANT!

Before logging into mobile banking, you will need to log in to the new system online at www.nwbrockford.com (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.nwbrockford.com. After you have deleted the old mobile app and logged into your account on our website, you may download the new mobile app onto your electronic device.

The Northwest 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 “Northwest Bank of Rockford.”

Will I need to update or reestablish any settings?

Bill payments and payees, account nicknames, and eStatement enrollment will all come over to the new system. **You will need to reestablish any recurring internal transfers, 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 September 16, 2024 and will not convert to the new system. Please note your debit card alert settings so you can reestablish them on September 23, 2024

BILL PAY

LIVE 9/23/2024

September 20, 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 September 20-23, your pre-scheduled online bill payments will continue.** Recurring bill payments, all payees, and e-bill enrollments will convert into the new system.

September 23, 2024

The new bill pay system is live.

You can access your bill pay account through www.nwbrockford.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 9/23/2024

September 20, 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 9/23/24 effective date well before 4:00 p.m. on 9/20/24 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.

September 23, 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.**

- Visit **www.nwbrockford.com** and login with your username (all lower case) and password. Follow the prompts to get your new account set up.
- 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 Password.**
- 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?

Bill payments and payees, account nicknames, wire templates, and eStatement enrollment will all come over to the new system. **You will need to set up your recurring internal transfers, new recurring ACH transactions on September 23. 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 team members.

Rockton Avenue Branch
3106 N. Rockton Avenue
Rockford, IL 61103
815-987-4550

East State Street Branch
125 N. Phelps Avenue
Rockford, IL 61108
815-229-4212

Machesney Park Branch
1100 Ralston Road
Machesney Park, IL 61115
815-986-1111

Perryville Branch
4402 Peak Drive
Loves Park, IL 61111
815-312-5602

WWW.NWBROCKFORD.COM/DIGITAL