



To our valued Online Banking and Mobile Banking Customers:

To continue to give you the best tools possible to meet your online and mobile banking needs, we will be upgrading our Online Banking/Mobile system on September 19, 2016. Please read this information carefully as there are some critical dates prior to the upgrade that will affect access to certain Online Banking functions and Bill Pay access.

**If you are currently a Bill Pay user**, please note that your current Bill Pay account information was not available to us for this conversion. **Customer access to the Bill Pay system will be turned off on September 12, 2016.** It is important that you print a list of your payees, account numbers and recurring payment schedules prior to this date so that you may enter this information into the new system on or after September 19, 2016. **Please note that any payments that are scheduled between September 12<sup>th</sup> and 19<sup>th</sup> will be processed.**

**Beginning Thursday, September 15<sup>th</sup>**, customer update access will be removed from your current Online Banking and you will be in a "view-only" mode. **This means that you will no longer be able to add new payments/transfers or make changes to any recurring payments/transfers.** **All recurring loan payments or transfers that are scheduled to be processed from between September 15<sup>th</sup> and the 19<sup>th</sup> will be processed.**

**On Monday, September 19<sup>th</sup>**, you will still access your Online Banking from our Bank of Santa Clarita home page: <https://www.bankofsantaclarita.com>. Our website will look slightly different. **If you have bookmarked our website on your computer or saved it as a favorite, your links will no longer work starting September 19<sup>th</sup>.** You will need to either do a search for our bank or type in <https://www.bankofsantaclarita.com> in your internet address bar. Once you see our new page, you may make this a new favorite. Although it is the same address, your old bookmarks will no longer take you to the correct site.

The first time you log on to our new Online Banking system, you will continue to use your current Online Banking Login ID. You have been assigned a **temporary password which will be the last 6 digits of your social security number.** You will be prompted to change your password during the initial login process. If your current Online Banking password meets the criteria listed in the attached Consumer Online Banking FAQs document, you can enter your existing password at the 'Change Password' screen and keep it going forward.

If you are currently a Mobile Banking user, **you will need to delete your old apps after September 16<sup>th</sup>, and download new apps which will be available on September 19<sup>th</sup>.** (At the App Store for iPhone/iPad, and Google Play for Android). After performing your initial login to the new Online Banking system using a browser-based device, you may begin using the new Bank of Santa Clarita Mobile Apps.

Access to your bank Statements will continue through our new Online Banking. You simply click the "View Statements" link located on the right side of your Account Summary or Account Detail pages.

**Also, note that if you currently have any automatic transfers set up in Online Banking, between any of your Bank of Santa Clarita accounts, please print a list of these. Due to differences in scheduling options between our existing Online Banking product and our new product, some of them may not convert as you would expect.**

Please review the FAQ document included with this communication. Should you have any questions about the upgrade, please feel free to contact us at (661) 362-6098 or [customerservice@bkofsc.com](mailto:customerservice@bkofsc.com).

Best Regards,

Carol Morrissey, First Vice President / Centralized Operations Manager  
Brenda Neilson, First Vice President / Client Services Branch Manager

## Consumer Online Banking FAQs

### **Q: Can I choose the same password I had on the previous system?**

A: If your previous password meets the following criteria, you can choose it again for the new Online Banking system.

#### **Password Criteria**

Must contain 3 of the 4 types of characters listed below and must be between 8-15 characters.

1. UPPER CASE LETTERS
2. lower case letters
3. Numbers
4. Special characters (such as ! # \$ % &)

### **Q: I am being asked to enter contact methods. What are they used for?**

A: These contact methods will be used when the Online Banking system needs to authenticate you as a user. A code will be sent via SMS/Text or email to the contact method you select. The code must be entered prior to accessing your Online Banking accounts.

### **Q: Will I be able to view my statements online?**

A: Yes. Simply click the "View Statements" link found on the right side of your Account Summary or Account Detail pages.

### **Q: Will previously available check images still be available?**

A: Yes!

### **Q: Will I be able to set up automatic transfers between my accounts and make loan payments?**

A: Yes. You may access this feature by clicking Transfers→Create New Transfer/Loan Payment. If you currently have automatic transfers set up between your Bank of Santa Clarita deposits and/or loan accounts, you should print them out or write them down for future reference.

### **Q: When viewing my account history, it only pulls in the last 30 days transactions as a default. Can I change that?**

A: The initial default cannot be changed, as pulling in larger amounts of history for the initial view can cause the pages to load slowly or time-out. Use the filter to adjust the amount of history you wish to view once the page has loaded.

### **Q: Will you still offer Mobile Apps?**

A: Yes! New Apps will be available for download in the App Store (iPhone/iPad) and Google Play (Android). Please delete the old Bank of Santa Clarita Apps after September 16<sup>th</sup>. You will have access to the new Mobile Banking apps on Monday, September 19<sup>th</sup>. **You will need to be registered for Online Banking prior to being able to use your app. The old app must be deleted and the new app uploaded before you will have online access to your accounts.** You can use the same User ID and password you currently use for Online Banking.

### **Q: Will my Bill Pay accounts and payee information convert to the new system?**

A: Unfortunately this information was not provided to us and will need to be manually re-entered. Please follow instructions detailed in our accompanying letter to have a successful transition to our new Bill Pay product. Our new Bill Pay product will have your Online Banking checking accounts already listed. Simply register your email address, add your payees and you may begin paying bills immediately!

### **Q: Can I use the Forgot Password/Reset Password links to reset my own password?**

A: Yes, however, you must first register an email address in Online Banking. Once you are logged into your new Online Banking simply go to Preferences→Update Email Address and follow the steps to register your account. This email address can also be used to set your account up to receive notifications for balance alerts and pending transactions.

\*Please note that when using the 'Forgot Password/Reset Password' links, for security reasons, the temporary password is valid for only 30 minutes\*

### **Q: What if I am trying to log in with my current user name and cannot access the new system?**

A: Simply contact us at (661) 362-6098 and we will assist you, and can assign you a temporary access ID/Password if necessary.