



Internet & Mobile Banking Customers:



NOTICE OF ENHANCEMENTS COMING IN MAY:

If you are a current Mobile Banking user, you may need to download the Mobile App **on or after Monday, May 21st!**



DIRECTIONS FOR THE MOBILE BANKING APP:

IPHONE USERS:

STEP 1: Update your NNB app from the App Store

STEP 2: After downloading the new app, follow the instructions to re-enroll for Online Banking

ANDROID USERS:

STEP 1: Delete your old NNB app on your smartphone

STEP 2: Download a new NNB app from the Android Playstore

STEP 3: After downloading the new app, follow the instructions to re-enroll for Online Banking.

If you are a current Online Banking user, you will need to re-enroll for Online Banking **on or after Monday, May 21st!**

DIRECTIONS TO RE-ENROLL IN ONLINE BANKING

STEP 1: Visit the bank's homepage at www.neighborhood.bank.

STEP 2: Use your existing username in the login section and then click login.

STEP 3: The system will ask you for a security code/password. Your security code is your username + last four of your SSN. If your username is johndoe and your Social Security Number is 123-45-6789, then your security code will be johndoe6789.

STEP 4: The system will then walk you through an initial registration process. You will choose new security questions, and a new password.

STEP 5: If we do not have an email address for you on file, the system will prompt you to enter a valid email address at this time. Your email address may be used for password resets, account alerts and institution communication.

FULLY-STAFFED CUSTOMER SERVICE HELPLINE!

1-800-287-3451 May 21st through May 25th 7:00 AM to 6:00 PM





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Additional Information for you:

- **Mobile Banking Update** – For mobile banking customers, you may need to download a new Mobile App. Plus, this new version of Mobile Banking will be available for tablets!
- **UChoose Debit Card Rewards Program** – If you have enrolled with UChoose for rewards points on your debit card purchases, please cash those in by May 15th. Go to our website and follow the link on the home page.
- **May Statements** – You will receive two statements in May – one from your last statement cut through May 17th and one from May 18th until your next statement cut. Service charges will be waived on your first cycle after the upgrade. Feel free to give us a call to help clarify this! In addition, you will have statement history up to 18 months after this enhancement.
- **Coming Soon: Card@Once** – Need a new check card right away if it was lost or stolen? You got it. Business Debit Cards too? You bet. Neighborhood National Bank gets you access to your money faster with Card@Once! (Your current debit card will still be active through its normal expiration date.)
- **eAlerts:** – Account alerts delivered to you via text or email will not carry over to the new system. If you'd like to continue using this free service, you will need to set up the alerts within the new system on or after May 21. Be sure to give us a call with any questions!

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NEIGHBORHOOD.BANK

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