



Dear Valued Client,

As Southwest Heritage Bank (SWHB) continues to grow, we are committed to offering you, our valued clients, the best products and services. We are excited to continue as your business banking partner and take pride in providing our clients with the highest level of service. **Please read this letter carefully.** We have created a timeline of the upcoming changes along with **Steps You Need to Take** to help ensure you and your business have a seamless transition.

The Bank 34 Business Online Banking (OLB) will begin its conversion to SWHB Business Online Banking on Friday, May 17th, 2024, at 2 p.m. CT and will be complete on Monday, May 20th, 2024, at 10 a.m. CT.

Today through April 26, 2024

Login to your current online banking (OLB) dashboard

- Verify the phone numbers and email addresses in your profile are current and correct.
 - The last day to make any changes to your online accounts and profile will be **Friday April 26th at 5:00 p.m. CT.**

Save/Print all your current Internal/External transfer information.

- Scheduled/Reoccurring account transfers **will not convert** to the new online banking platform and will need to be re-established on the new platform.
 - Pending transfers scheduled for Friday May 17th **will process** that day within the current platform. You will not be able to make any changes to these transfers after May 16th at 9 a.m. CT.
 - Transfers currently scheduled to occur after Friday May 17th **will not be processed.**

Save/Print all your current ACH/Wire transfer information.

- Scheduled/Reoccurring ACH/Wires transactions **will not** convert to the new online banking platform and will need to be re-established on the new platform.
 - Transactions currently scheduled to occur after Friday May 17th **will not process.**

Note: Any changes made to your current Bank 34 OLB after 4/26 will not be moved over to the new platform.

Example: Maintenance to ACH/Wire templates, any new accounts added, changes to account names.

Bill Pay

All payees and scheduled payments entered before May 16th at 8 a.m. CT will continue to be processed and all information will be converted into the new SWHB Bill Pay platform. However, you will not be able to view Bill Pay activity via Bank 34 platform after May 16th at 8 a.m. CT.

Intuit (Quicken/QuickBooks)

We recommend that you perform a final download of your Intuit product before 2 p.m. CT on Friday, May 17, 2024.

PREVIEW PERIOD

Monday May 6th thru Thursday May 16th we invite our Business Banking customers to a sneak peek of the platform. This preview period will allow you to verify your information, familiarize yourself with the new system features, and get a head start on setting up your new banking platform along with re-establishing any scheduled/reoccurring transfers, ACH, or wires. Please watch for login information to be sent in a separate message.

Signing in to Preview:

- Click the link for SWHB Business Online Banking (OLB) <https://swhb.ebanking-services.com>
- You will enter a Company ID and User ID which will come to you in a separate communication that will include a temporary password, before the start of the preview period. User Id's will remain the same as the current OLB system (minus any special characters).





- For security purposes you will be required to use Out of Band Authentication (OOBA) when logging in. You will need to use the phone number we have on the file for you. During the login process you will receive a one-time passcode to certify your credentials and continue with the login process. If you do not recognize the phone numbers that will be presented, please double check the credentials above. If you are still having difficulty, please contact us at 800-750-4978.
- Lastly, you will be required to change your password.

Features unavailable during preview period:

- Account Balances will NOT be available.
- Loan and CD account data will NOT be available.
- Account Transaction History will NOT be available.
- Mobile Deposits, Stop Payments, Bill Pay, Mobile and eStatement services will NOT be available.
- ACH or Wire transactions will NOT be processed.

Business Online Banking (OLB) Admin Users

We highly recommend Business OLB Administrators identified for your organization perform the following admin maintenance during the preview period:

- Review/create/update all Business users and their services entitlements, account entitlements, and limits by following these steps: **(Administration tab / Company Administration / Manage Users)**.
Note: Non-Admin user permissions will not be converted to the new online system.
- Review/update user phone numbers by following these steps:
(Administration tab / Company Administration / Manage Users – select User ID and navigate to Edit Contact Information).
- Review Account Numbers and change Account Descriptions by following these steps:
(Administration tab / Company Administration / Manage account information).
Note: Only users with an administrative role can view the full account number in the "Manage account information" section. Non-Admin users will not have access to the full account number.
- Set Company Approval Levels **(Administration tab / Company Administration / Manage Approval Settings)**
- Familiarize yourselves with the various business "roles" and capabilities of each user:
 - Allow this user to setup templates – entitles the user to template setup capabilities for only those services and accounts to which the user has been given.
 - Allow the user to approve transactions – entitles the user to transmit capabilities for only those services to which the user has been given.
 - Grant the user administration privileges – allows the user to add, modify, copy, and delete users, modify their roles, services, and account access, rename accounts, and modify the number of approvers required for requests.

Business Online Banking (OLB) Sub Users

AFTER the Business OLB Administrator (see instructions above) has re-established the users' permissions, we recommend all remaining business OLB users perform the following maintenance during the preview period:

- Review and update phone numbers and email addresses **(Administration tab / Self Administration / Personal Preferences)**.
- Set up any desired Alerts **(Administration tab / Communications / Manage Alerts)**.
- Verify services/account access and report any discrepancies to the Business OLB Administrator for your organization.
- Verify ACH and Wire templates (if applicable for the user).
- Familiarize themselves with the new Business OLB platform by navigating through the system.

Note: You can begin setting up scheduled/reoccurring transactions during the preview period between May 6th thru May 16th. However, no money movement will occur until after May 20th at 10 a.m. CT.





Monday, May 20, 2024, at 10:00 a.m. CT

On Monday May 20th at 10:00 a.m. CT, the new SWHB Business Online Banking platform will be ready to access and the previous version for Bank 34 will no longer be available.

Please use the following link to access the NEW SWHB Business OLB: <https://swhb.ebanking-services.com> or visit our website at <https://SWHBank.com> and finish setting up the following services:

eStatement Services

The Business OLB Admin must re-enroll the organization for eStatement services. To accept, read the Terms and Conditions, and enter the code provided at the bottom of the document. Once re-enrolled, other Users can access the statements online.

Bill Pay

Monday May 20th at 10 a.m. CT, all converted Payees and Scheduled payments will be viewable on the new SWHB OLB platform.

Mobile Banking

Download the SWHB Business mobile banking app in the Apple App Store or Google Play Store. You may begin using the new mobile app as of Monday May 20th at 10 a.m. CT. Once logged in successfully, you may delete your Bank 34 mobile banking app.

Intuit – Quicken/QuickBooks

Log in to your Quicken/QuickBooks account and disconnect Bank 34 accounts and reconnect to the new Southwest Heritage Bank on or after Monday May 20th 10 a.m. CT. See below for correct connection to choose.

Business Online Banking

QuickBooks Online and Quicken Express Web Connect: Southwest Heritage Bank **Bus**

QuickBooks and Quicken Direct Connect: Southwest Heritage **Bus DC**

The User ID and Password for the Intuit connection will match your Southwest Heritage Bank OLB login credentials.

Note: Business OLB users connecting via Direct Connect will use a special Direct Connect User ID. Please use Company ID, a dash, then your Southwest Heritage Bank User ID. Example: 1234567-username. Your password is the same as your Business OLB password.

The following Services and Features will remain unchanged:

- Company limits for Wire, ACH, and Bill Pay will remain the same.
 - Administrators will need to add user level limits.
- Account Access, Account Nicknames at Company level, and Service Availability
 - Account Nicknames specific to each user will not convert.
- Deposit Account Transaction History
- ACH templates
- Wire templates
- Bill Payment Payee Information and Scheduled Payments

Note: 90 days of deposit transaction history along with the remaining 10 months of deposit history, Loan and CD account reporting will be available for OLB viewing by Tuesday May 21st. Deposit Images processed before Monday May 20th will not be viewable online.





Thank you for choosing Southwest Heritage Bank, formerly known as Bank 34, for your business banking needs. If you would like help or have any questions regarding this communication, please visit your local branch or contact Customer Service.

Contact Us

CustomerService@Bank34.com

