

A New Online and Mobile Banking experience is coming 11/20/2025.

Built for the Way You Want to Bank

Our new and improved system will offer all the tools you need to achieve your financial goals and meet your everyday banking needs wherever you go.

What You Need to Know

The upgrade will take place on:

the morning of 11/20/2025

Most of your account details will be available and ready to use including transaction history, bill pay payee information, scheduled payments and internal transfers, as well as eStatement settings.

IMPORTANT!

Your Alerts settings **will not** transfer. Make note of your current alerts before 11/20/2025. These will need to be set up again within the new system.

Any card controls you currently have set up via “Cards” within our Mobile Banking app **will not** be transferred. You will need to set up card controls again in our new Mobile Banking app.

Any recurring internal transfers you currently have set up **will not** carry over as is. Once the new system is live, if you want to make edits to them you will need to set up the transfer again and delete the old one.

Your external transfers and history **will not** be transferred. Please print or save a copy of your history for your records before 11/20/2025. You will need to set these up again in the new system.

Personal Finance Manager settings **will not** transfer, including connections to third party data sources, account history, established budgets and goals. You will need to re-register for this in the new system.

First Time Login Process

IMPORTANT! To ensure a smooth first-time login, it is important that your Online Banking Profile includes your current phone number and email address. Please review and update this information as soon as possible. If you need assistance, please contact us at [1-773-589-9500].

Once the new system is live on 11/20/2025, you will be able to login using your existing User ID and Password. Upon your first login you will have the option to receive a text or phone call with a one-time passcode to verify your identity. You will simply enter this passcode into the system and submit to securely login.

Please be aware of the following key first time login reminders.

If you utilize biometrics to access digital banking, be sure you know your User ID and Password prior to 11/20/2025.

If you are unsure of your User ID, please can contact us for assistance.

If you are unsure of your Password, you can easily reset it by selecting “Forgot Password” from the Online Banking login screen and following the on-screen prompts.



NEW Mobile Banking App

Our Mobile Banking app is also getting an update! Once the new system is live on 11/20/2025, you can access the new Mobile Banking app in 2 ways:

Through Our Current Mobile Banking App

Open our current app, and you will be redirected to download the new app. Once downloaded, login with your existing User ID and Password as noted above, then delete the old app.

NOTE: If you previously used biometrics to login, you will need to reestablish this feature within the new app.

Questions? Stop into any of our convenient locations or contact us at 1.773.589.9500

Direct Download

Search for Belmont Bank & Trust in your device’s app store and download the new app. Login with your existing User ID and Password, as noted above. Once the new app has been downloaded, please delete the old app.