



MIDWEST
BANK

**BANK
ON
BETTER**



BUSINESS ONLINE AND CASH MANAGEMENT UPGRADE COMING OCTOBER 2025!

Watch for important
customer action items,
key dates, and exciting
information.

**ACTION
REQUIRED-
DETAILS
ENCLOSED**

**FOR THE MOST UP TO DATE INFORMATION
VISIT midwestbank.bank/bankonbetter**



September 11, 2025

Dear Valued Business Customer,

At Midwest Bank, we're committed to providing innovative banking solutions for businesses. We're upgrading our banking systems to deliver enhanced functionality, and a more seamless experience.

We are excited to introduce the upcoming upgrade to Business Online Banking, featuring a refreshed, enhanced look along with new features designed to improve your banking experience.

Our transition will begin Thursday, October 9, with most services resuming Monday, October 13. During this time, access to certain systems and services may be temporarily impacted.

Please review this booklet for important information, key dates, and any action you may need to take. For ongoing information please visit: www.midwestbank.bank/bankonbetter

Your patience is appreciated during this time. We're dedicated to making this transition as smooth as possible. If you have any questions, our team is here to support you every step of the way.

Sincerely,

Your Midwest Bank Team

Cash Management Transition Timeline

FOR THE MOST UP TO DATE INFORMATION VISIT
midwestbank.bank/bankonbetter

SEPTEMBER 2025

- Continue banking as usual
- Begin downloading or printing past electronic statements to ensure access
- Attend ACH, Wire and Positive Pay virtual training either 9/24 or 9/26. Space is limited, get registered now! (see pg 2)
- Existing security tokens will not be compatible with the new system. If you prefer a physical (hard) token, contact us today! (see pg 2)

FRIDAY, OCTOBER 3

- Bill Pay will be **UNAVAILABLE** until 10/13
- Continue banking as usual for all other services

WEDNESDAY, OCTOBER 8

- Bill Pay will be **UNAVAILABLE** until 10/13
- Transfers in Business Online Banking should not be scheduled after 4:00pm
- Final day to submit ACH origination (including Same Day ACH) (see pg 2)
- Remote Deposit Capture will be **UNAVAILABLE** until 10/13

THURSDAY, OCTOBER 9

- Business Online/Cash Management will be **UNAVAILABLE** starting at 4:00pm and remain unavailable until 10/13
- Bill Pay will be **UNAVAILABLE** until 10/13
- No ACH origination (including Same Day ACH) (see pg 2)
- **1st Action Date** for QuickBooks, Quicken, and Mint Users (see pg 4)
- Download/print past electronic statements before 4:00pm

FRIDAY, OCTOBER 10

- Cash Management, Business Online, Bill Pay, and Remote Deposit Capture will be **UNAVAILABLE** until 10/13
- No Wire or ACH activity 

SATURDAY, OCTOBER 11

- All Midwest Bank branches will be **CLOSED**
- Phone support will be available at all locations from 8:00am- 3:00pm

MONDAY, OCTOBER 13

All Midwest Bank branches will be **OPEN** but will operate on the next business day due to the Federal Holiday

On or after 10/13

- Log in to the new Business Online Banking at www.midwestbank.bank
- Remote Deposit Now (RDN, formerly known as RDC) available

WEDNESDAY, OCTOBER 15

- **2nd Action Date** for QuickBooks, Quicken and Mint users (see pg 4)

BUSINESS ONLINE/CASH MANAGEMENT

Access will be **UNAVAILABLE** from 4:00pm on 10/09 through 10/12. Starting 10/13 you will be able to log in to the new Business Online Banking at www.midwestbank.bank. Existing users will not need to re-enroll and your usernames will remain unchanged. For your first login, use the temporary password of the last 4 digits of the business TIN. Follow the prompts to immediately reset your password.

SECURITY TOKENS

Existing security tokens will not be compatible with the new system. You will have two options for two-factor authentication:

- A no-cost authenticator app
- A physical (hard) token, available from Midwest Bank for \$25.00. To purchase a token, contact us promptly by emailing ebanking@midwestbank.bank or by calling 218-847-4771.

BUSINESS ONLINE ADMINISTRATION

User and account setup will transition to your designated company administrator, who will manage profiles and permissions directly. This added control eliminates the need for bank assistance with routine changes. Comprehensive training will ensure your administrator is fully equipped to manage user access securely and effectively.

IS YOUR CONTACT INFORMATION CURRENT?

Updating and verifying your contact information ensures you are receiving important banking information.

ACH

Access will be **UNAVAILABLE** 10/09 until 10/13 for ACH origination (including Same Day ACH).

If you have an ACH with an effective date of 10/10 this will need to be submitted no later than 10/08.

In preparation, review and delete unused templates to simplify your transition to the new system.

WIRES

Wire processing will be **UNAVAILABLE** 10/10.

Review and delete any unused wire templates before 10/9. Saved wire templates will transfer to the new system.

POSITIVE PAY

Outstanding Positive Pay items will be converted to the upgraded platform. Our team will provide you with documentation and direct support to ensure you are fully informed on the new Positive Pay file processing procedures moving forward.

TRAINING



Virtual Zoom sessions covering ACH, Wire, Positive Pay and User Administration will be held on

- September 24, 1:00pm- 3:00pm
- September 26, 1:00pm- 3:00pm

Both sessions cover the same material. With limited availability, we encourage businesses to have employees join together when possible.

Reserve your spot by emailing ebanking@midwestbank.bank or by calling 218-847-4771.

BILL PAY/eBILLS

Bill Pay will be **UNAVAILABLE** from 10/03 through 10/13. Payments scheduled with a payment date through 10/09 will process as usual. To avoid delays, please reschedule payments with a payment date of 10/10 to an earlier date. Recurring payments previously scheduled with a payment date from 10/10 to 10/14 will process on 10/14.

eBills will be cancelled on 10/09, and billers will be notified to issue paper statements. You may re-enroll in eBills on the new platform starting 10/13.



TRANSFERS



Transfers in Business Online Banking should not be scheduled after 4:00pm on 10/08. Transfers previously scheduled for 10/11 or later will be processed in the new system.

ALERTS

Alerts will not transfer to the new Business Online Banking. Be sure to set up your alerts in the new system.

ELECTRONIC/PAPER STATEMENTS

If you currently receive electronic statements, please download or print any past statements by 4:00pm on 10/09.

Statements prior to 10/31/25 will not be available in the new Business Online Banking.

Going forward you will need to be enrolled in electronic statements in order to view them in online banking.

During October, all accounts will receive a 10/09 statement. This statement will reflect transactions from 10/01-10/09 and will be a paper statement.

While we don't anticipate any issues with debit card access during this time, we encourage you to carry an **alternative form of payment.**

DEBIT CARDS

You will be able to continue using your existing business debit card, and while we do not anticipate any issues with debit card access during this time, we encourage you to plan ahead and carry an alternative form of payment during the transition (10/09 to 10/13).



Report a Lost or Stolen Debit Card
On or after 10/13, the Fraud Center phone number will change to 1-800-237-8990. SMS/text alerts will come from 96923. We recommend saving this to your phone contacts. You may also contact your Midwest Bank branch.

MIDWEST BANK ELAN CREDIT CARD

Your Midwest Bank Elan credit card will not be affected by these changes.

HOW TO REACH YOUR MIDWEST BANK TEAM



Barnesville	218-354-2704
Callaway	218-375-4501
Dalton	218-589-8701
Detroit Lakes	
Main	218-847-4771
Walmart	218-847-9700
Parkers Prairie	218-338-6054
Waubun	218-473-2191

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ATTENTION QUICKBOOKS, QUICKEN AND MINT USERS

Our financial institution is migrating to a new Online and Mobile Banking system on Monday, October 13, 2025, and this upgrade will require that you make changes to your QuickBooks or Quicken software. Please take action to ensure a smooth transition.

Instructions for QuickBooks Desktop, QuickBooks Online, Quicken Desktop and Mint conversion can be found as a PDF at www.midwestbank.bank/bankonbetter

1st Action Date: Prior to Thursday, October 9, 2025



A data file backup and a final transaction download should be completed by this date. Please make sure to complete the final download before this date since transaction history might not be available after the upgrade.

2nd Action Date: On or after Wednesday, October 15, 2025



This is the action date for the remaining steps on the conversion instructions.

Intuit aggregation services may be interrupted for up to 3-5 business days after 10/15.

Users are encouraged to download a QBO file during this outage. The following services may not work during the outage:

- Quicken Win/Mac *Express Web Connect*
- QuickBooks Online *Express Web Connect*
- Mint

Don't
Forget!

Please carefully review your downloaded transactions after completing the migration instructions to ensure no transactions were duplicated or missed on the register.

OTHER FEES AND CHARGES SCHEDULE

Changes Effective 10/13/25

The following fees or charges may be assessed against your account:

Continuous Overdraft Charge.....\$5.00

(After the first 5 business days account remains overdrawn.

Then, \$5 per business day until account is positive.)

Account Research and Balancing.....\$25.00/hour

Safe Deposit Box Drilling Fee.....\$300.00

This fee applies only if you lose both keys to a rented safe deposit box.

Digital Banking/Bill Pay

Cash Management Physical Token Charge*.....\$25.00

Overnight Bill Pay.....\$25.00/request

*This fee applies to Business Cash Management customers that choose to use the physical token over the no-cost authenticator app option.



IT IS IMPORTANT TO REMEMBER

Midwest Bank will NEVER request sensitive information such as a PIN number, account numbers, passwords, or Social Security Numbers by phone, email, or text. Only share this information to verify your identity when you call the bank directly.



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Upgrading to serve you better!
Important details inside or visit
midwestbank.bank/bankonbetter