

# Important information for the upcoming Digital Banking changes

- **Will I still be able to see my accounts? How will these changes affect my usage?**
  - The new and improved Digital Banking will be available at [www.SelectBank.com](http://www.SelectBank.com) and through the app on 1/28/2020. Your current online banking will go into “Inquiry Only” mode at 6am on 1/21/2020. This means you will no longer be able to make transactions (like transfers, stop payments, etc), however you can view all of your balances, transactions, previous statements AND you can still use Bill Pay.
  - Mobile banking will no longer be available as of 1/21/2020, but do not delete the app, it is coming back new and improved on 1/28/2020!
- **How will I log in on 1/28/20?**
  - You will navigate to [www.SelectBank.com](http://www.SelectBank.com), enter your current UserID, then enter your current Password or you can use the last 4 of your Tax ID. Once you have logged in you will be prompted to generate a Security Access Code by text, phone or email and then will be asked to register your device/browser (we suggest taking the most secure approach and not-registering your devices/browsers and always obtaining a secure access code to login, but if you trust your device/browser, you can register it to avoid having to receive a new code at each login.)
  - When you login on January 28, 2020 you should see all of your accounts and within Bill Pay you should see all of your Payees, eBills, and recurring Bill Payments.
- **What will happen to the Mobile app? Do I need to do anything?**
  - Beginning the morning of 1/21/2020 the mobile app will no longer be available. On 1/28/2020 the mobile app will need to be updated and can be accessed. If you have selected “auto-update” on your mobile device your app should automatically update and no new steps will need to be taken. If you do not have “auto-update” you will be notified to make the update to the app in the app store or Google Play.
- **Are there specific System Requirements for the upgraded system?**
  - YES. The full system requirements can be found [HERE](#) for both the desktop and mobile versions. Internet Explorer will no longer be supported for updates in our upgraded Online Banking (suggested for any software development organization at this time due to the elimination of Internet Explorer). We recommend the use of Chrome (most recommended), Edge, Firefox, or Safari.
- **What will happen to the recurring transfers I have set up through Online Banking?**
  - Recurring transfers will remain. Once logged in after 1/28/2020 you should be able to verify this by navigating to the Activity Center and viewing Recurring Transfers.
- **What will happen with my eStatements?**
  - You will be automatically enrolled but will need to reaccept terms and conditions. You may receive a paper statement for the first month after this upgrade to ensure delivery of statement.
- **I don't currently have Bill Pay but want it... can I still get it?**
  - Yes – you can. We suggest you enroll within your current online banking by 11:59pm 1/23/2020 OR you wait until after upgrades are live on 1/28/2020.

## New and exciting features:

- Enjoy a consistent look and feel across all your devices
- Quickly find your most important data with improved Search
- Select QuickPay (person-to-person solution similar to a Venmo or Zelle)
- Select Wallet and Card Swap – add debit/credit cards from other institutions in order to manage payments to and from those cards for day-to-day bills you pay.
- External Account access – add your accounts from other institutions in order to transfer to and from those accounts regularly.

Select Bank  
& Trust