



DeMotte State Bank

**You've been talking.  
We've been listening.  
Exciting upgrades coming soon.**

DeMotte State Bank is pleased to announce that we are upgrading our Online and Mobile Banking systems. Over the past several months, DSB has been working on developing and implementing Internet and Mobile Banking solutions to improve your digital banking experience. These innovative upgrades will provide an enhanced digital experience for all DSB users and will initially create a short time of transition that will require your attention. Below you will find important information regarding these upgrades for our Valued Customers.

First, we are in the process of re-designing our website to provide a more interactive and functional experience. Beginning May 21<sup>st</sup>, you will be welcomed by a fresh new website at our current address ([www.netdsb.com](http://www.netdsb.com)). **At your initial login, beginning May 21<sup>st</sup>, your username will remain the same, however you will be required to use the last six digits of your social security number as your temporary password.** Once you have accessed your account, you may establish a NEW password within the secure password parameters (listed on back of page).

The DSB Mobile Banking App will also be upgraded. If you currently use our Mobile App, **as of May 21<sup>st</sup> please delete the old App on your device and download the new DSB Mobile Banking App (visit the Apple App Store or Google Play for a free download).** To login to your Mobile Banking App, please use your Internet Banking username and NEW password.

We are excited to offer you new versatile tools that will make paying your bills simple and seamless. As we transition, **there will be a blackout period from May 14<sup>th</sup> thru May 20<sup>st</sup>, during which you will not have access to our BillPay feature in Internet or Mobile Banking.** However, any bill payments set up prior to May 14<sup>th</sup> will process normally, even if the payment is due to be paid between May 14<sup>th</sup> and May 21<sup>st</sup>.

**Please note, prior to May 21<sup>st</sup>, you must obtain a record of any recurring internal** (DSB accounts to/from other DSB accounts only) **transfers that currently exist on your Internet Banking profile.** Unfortunately, we will not be able to transfer this information to our new Internet Banking system. All customers with current recurring internal transfers will need to record this information prior to May 21<sup>st</sup> so that you will have the ability to re-establish them on, or after, May 21<sup>st</sup>.

The team at DSB is eager to improve your Internet and Mobile Banking experience! We appreciate your patience during our upgrades. For more information, please refer to the back of this page for a helpful list of FAQs.

Thank you for your loyal business!

The DSB Digital Upgrade Team



## **Frequently Asked Questions:**

**Q:** How will I login to my DSB Internet or Mobile Banking the first time, as of May 21<sup>st</sup>?

**A:** *Your user name will remain the same and your password will be the last six digits of your social security number. Once this has been completed you will be prompted to establish a NEW password. Newly established passwords must be between 6-15 characters and must also include 3 of the following 4 criteria: Capital Letter, Lower Case Letter, Number, and Special Character.*

**Q:** Why am I being asked to enter my phone number and/or email when I login?

**A:** *This is an enhanced customer security feature. Your contact information will be used to authenticate you as a user when logging into Internet or Mobile Banking. A code will be sent via SMS/Text or email to the contact method you select. The code must be entered each time prior to accessing your Internet Banking accounts via a newly recognized computer or electronic device.*

**Q:** Will the recurring internal transfers that I established between my DSB accounts remain active?

**A:** *No, if you have set up any recurring internal transfers on your Internet Banking (see sample below), this information will not be able to be transferred to our upgraded internet/mobile banking system. You will need to record this information prior to May 21<sup>st</sup> so that you will have the ability to recreate them on, or after, May 21<sup>st</sup>.*

## **Recurring Internal Transfer Sample**

Search: <input type="text"/>								First	Previous	1	Next	Last
	Date	Status	Type	From	To	Amount	Frequency					
+	03/31/2018	Scheduled	Transfer	xxx5678	Savings	\$750.00	Every Month (Unlimited)		<a href="#">Cancel</a>		<a href="#">Edit</a>	
+	03/31/2018	Scheduled	Transfer	xxx5678	College Checking	\$500.00	Every Month (Unlimited)		<a href="#">Cancel</a>		<a href="#">Edit</a>	
+	03/31/2018	Scheduled	Transfer	xxx5678	xxx8888 - Credit	\$100.00	One Time		<a href="#">Cancel</a>		<a href="#">Edit</a>	

Show 10 entries Showing 1 to 3 of 3 entries First Previous 1 Next Last

**Q:** How will my BillPay service be impacted?

**A:** *Beginning May 14<sup>th</sup> all bill payee information will transfer over to our upgraded Internet Banking system, including your AutoPay. However, your E-Bills will be impacted (see next Q&A).*

**Q:** Will I continue to receive my E-Bills automatically?

**A:** *No. Effective May 14<sup>th</sup>, all current E-Bills will revert to paper bills. ALL automatic payments scheduled for any E-Bill will NO LONGER continue. Effective May 21<sup>st</sup>, you may request re-enrollment for each individual E-Bill. Also, effective May 21<sup>st</sup>, if you desire to have any of your E-Bills include an automatic payment, you will be able to re-establish your desired payment option(s) for each E-Bill.*

**Q:** If I currently have [www.netdsb.com](http://www.netdsb.com) bookmarked, or saved as a favorite link, what should I do?

**A:** *We are using the same web address of [www.netdsb.com](http://www.netdsb.com); however, your bookmarks and favorite links may no longer work. If the link, or bookmark, does not work as of May 21<sup>st</sup>, Click F5 (Function Key on your keyboard) to refresh the page, then delete your existing bookmark or 'favorite' link, and finally re-create it.*

**Q:** Will my account "nicknames" transfer to my NEW Internet or Mobile Banking profile?

**A:** *Unfortunately, those are not able to be transferred during the upgrade. You will need to record this information prior to May 21<sup>st</sup>, so that you may re-create "nicknames" on, or after, May 21<sup>st</sup>.*

**If you have any questions, issues, or concerns please contact us at (219) 987-4141. We look forward to supporting all of our users through this transition!**