

Online Banking Platform Update Guide

Important Dates

Friday, November 14 Beginning at 4pm until the morning of Monday, November 17, all Online and Mobile Banking services will be in view only mode while we update our system. You will have access to your accounts to view balances and transactions, but services such as transfers, bill pay and mobile deposit will be unavailable.

Monday, November 17 The new Online and Mobile Banking platform will be live! If you use the Labette Bank Mobile Banking App, you will be prompted to update to the newest version.

Account Access

You will still access Online Banking using our website, www.labettebank.com. All accounts associated with your banking relationship will automatically appear in Online Banking. This includes accounts that may not currently be visible as well as those you have already linked. If you would like an account removed from Online Banking, please contact our Customer Service team for assistance.

Logging in for the first time

Please follow these instructions the first time you login to the new Online Banking platform:

1. Enter your current Labette Bank Online ID as your username and the last 4 digits of your SSN/TIN as your password.
2. Complete the Identity Verification steps and enter your security code. You may “trust” your device to bypass this step for future logins.
3. Update your username if desired, and create a new password.
4. Accept the updated Terms and Conditions. You **MUST** click to open the PDF before you are able to toggle your acceptance of the agreement.
5. Select the account you wish to view.

Identity Verification

We have added an “Out of Band Authentication” security step to ensure the safety of your account(s). You will be asked to enter a 6 digit security code when logging in. Please select from the available options to receive your unique code via email, automated call or text. If you do not see your preferred method of communication, please call the bank to update your contact information.

To bypass the identity verification step during future logins, you may “trust” your computer or device. You may store up to 5 trusted devices (computer, phone, tablet, etc.). Please be aware that clearing your cookies will result in the need to complete the identity verification step again.

Login Credentials

Please refer to the listed requirements when updating your password and/or username. If your previous password and/or username meet the requirements, you may choose to establish the same credentials for the new platform.

Mobile Banking App

If you currently use our Mobile Banking app for iPhone or Android, an update will be available on Monday, November 17. If you do not currently allow auto updates on your mobile device, you will be prompted to initiate a download through the App Store or Google Play.



You will know if you have updated the app if your mobile icon looks like this.



Labette Bank

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Logging in with Biometric Authentication

If you would like to enable biometrics to login using face recognition (i.e. FaceID) or your fingerprint (i.e. TouchID), you will be prompted to "Save Login" during your first visit to Mobile Banking. If you do not wish to use this feature, you may disable the prompt within the Information Settings menu.

Mobile Deposit

If you currently use the Mobile Deposit feature in the app, your enrollment will remain active. If you would like to enroll in our secure Mobile Deposit service, please request access within the app or by contacting the bank.

Online Bill Pay

There will be no changes to our Online Bill Pay service. Your scheduled payments will be sent without interruption and all payee and payment history will be included in the transition to the new platform. However, please keep in mind Online and Mobile Banking will be in view only mode during the weekend update, so we encourage you to complete any payment scheduling needs prior to 4 PM on Friday, November 14. You will have access to Bill Pay when Online and Mobile Banking are available again the morning of Monday, November 17.

Transfers

Any scheduled or recurring transfers will continue without interruption following the transition to the new platform. Please note the new Quick Transfer tool will transfer funds immediately upon submission. You can edit, review or confirm existing transfers within the Transfers menu.

Account Text Alerts

Receive custom text alerts for your daily balance, monthly balance, balances above or below a set amount, and transaction types. Enroll and edit your preferences through the Alerts menu.

Text Banking

Transfer money, check balances and view transaction history with our new Text Banking tool. To get started you must enroll by accessing Text Banking/Alerts under the main menu on your Labette Bank Mobile app. Use the following text commands:

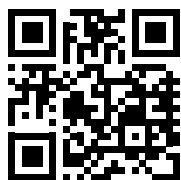
BAL: Returns your available balance
HIST: Returns the last five (5) transactions with the last 90 days
XFER: Transfer money between your accounts
STOP: Deactivates text banking services - you will need to reactivate
HELP: Receive a list of available commands

Additional Users

Create, manage and remove Additional Users for accounts you wish to provide read only access (such as your accountant). Each Additional User will be provided a unique Profile ID that is created and maintained by you.

Forgot Username or Password

If you ever find yourself forgetting your login credentials, simply select the Forgot Username or Password links located on the login screen, then follow the steps to unlock and reset your credentials.



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