

Your tools, enhanced performance...

Online banking tune-up!

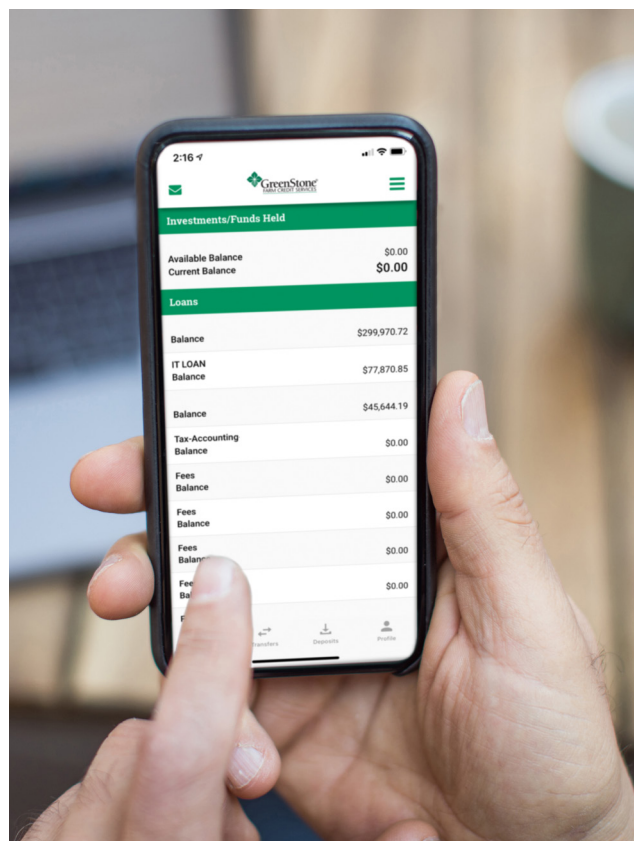
October 13, 2020

Dear GreenStone Partner:

Your online banking system is getting an update! GreenStone will launch a new online banking platform within My Access in mid-October. The new system will offer more intuitive navigation, convenient new options and enhanced security features.

The transition of your accounts to the new banking platform will be seamless to you and will provide you with new options. Below are a few highlights of what you can expect.

- Our updated online banking system will be available starting October 13.
- You'll login via My Access using your same, previously established user ID and password. When you login the first time, you'll be prompted to update your security questions for added safety. *Please note: most users will not need to update username or password; if necessary to update, you will be prompted accordingly.*
- System conversion begins to take place October 11 through 12. While the online banking system will be available during this time, is it recommended to create any new recurring payments prior to October 11, or after October 13.
- All of your GreenStone accounts will remain available for you in the new system, but your account nicknames will not transfer. One step you may want to take after your initial login is to rename your loan accounts for easy future recognition.
- External accounts linked to your current online banking will remain linked in new system; there is no need to re-link after the transition.
- Any automatic payments or transfers will continue as currently established; there is no need to re-establish them. An exception are accounts with recurring as billed payments; these will no longer be accessible in online banking but can be accessed by contacting your local branch or calling the GreenStone Help Desk at 855-895-2761.
- Access you have previously granted to third parties, such as an accountant or tax preparer, will automatically transition. If you would like to add new third-party access, you'll be able to do so under your My Access "Profile" tab.
- A new security feature will be in place when adding a new external bank account; micro-deposits into your external account will be used to confirm account information and to enhance security.



New Mobile App!

A convenient new mobile app will also be available for iOS and Android. The new app includes handy features such as Face ID (iOS) or Touch ID (Android) for easy access and security, a convenient new Fast Balances feature, and other helpful updates. Starting on Oct. 13, search for GreenStone FCS on the App Store or Google Play to download the new online banking app. If you have the current app, you will need to delete it before downloading the new app. *Please note, you may experience service interruption in existing mobile app usage after October 6. If so, please use desktop version at www.mygreenstoneaccess.com.*



Need Help?

Helpful resources are waiting for you at www.mygreenstoneaccess.com/help including help guides and video overviews. We also have a team of experts ready to assist you with the new online banking system. Please contact the GreenStone Help Desk at 855-895-2761 or MyAccess@Greenstonefcs.com. The team is available Monday through Friday, 7:30 am to 8:00 pm, and Saturday from 9:00 am to 3:00 pm Eastern time.

