

# ANNOUNCING...

## Upgrade to Online Banking and New Mobile App!



### What Do I Need To Do?

#### Online Banking customers

Continue to log in at [unitedbk.bank](https://unitedbk.bank) and you will notice a new modern look. (Online Banking may be periodically unavailable on December 3 starting at 5:00 pm.)

#### Mobile Banking customers

Go to your app store and download our new UBI app! Then you can delete the old UBI app.



#### Will My User Name and Password Change?

No, it will remain the same; however, the first time you log in, you will notice the two-factor authentication feature.



#### What is Two-Factor Authentication?

It is simply an added login security feature. When logging in to Online or Mobile Banking, a code will be delivered to you by text or phone call to verify your identity. You will be asked to enter this code to complete the login process.



#### What Else Do I Need To Do?

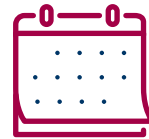
##### 1. Set Up Your Debit Card Alerts and Preferences

Simply go to *Card Controls* in Online or Mobile Banking and follow the instructions to enroll your cards. This is where you can reestablish your debit card alerts, manage travel notices, and block or unblock your cards.

##### 2. Set Up Account Alerts

You can reestablish your account alerts in Online or Mobile Banking. Simply go to your checking or savings account and use the *Alert preferences* feature to establish balance and transaction alerts.

If you were not using debit card alerts or account alerts, now is a great time to start!



### WHEN

December 4, 2024

### Enjoy These Benefits

- Faster speed.
- A modern, consistent look across all your devices, providing better functionality and simplifying how you manage your accounts and transfer money.
- A more personalized experience – arrange your dashboard just how you like it.
- Ability to reset your password at your convenience.
- Messages feature – chat with our employees during business hours from 8:30 am to 4:00 pm.
- Add notes, tags, or images such as receipts to your transactions.
- Bill payment information will transfer to the new app.

#### Please note:

Your accounting software/connections (Quickbooks, Quicken, Zero, etc.) will be available mid-December.

