

DIGITAL BANKING UPGRADE FAQ

BUSINESS

What are the conversion plans?

The conversion is scheduled to occur on September 24, 2019. There should be no system downtime during the conversion process. Watch your email, web5.com and our social media channels for more details as we roll out this upgraded service.

Will my Webster Five Mobile App be updated automatically?

No. The current Webster Five app will not work following the upgrade. Delete the current app and install the new business app from the App Store or Google Play. Find the new app by searching for "Webster Five" in your app store and selecting the business app.

Will my bookmark still work?

No. Please remove old bookmarks and go to web5.com. You will be able to log in directly from the main website. If using the website on a mobile device, please download the new business app from your app store.

What internet browsers and devices are supported by the new Digital Banking platform?

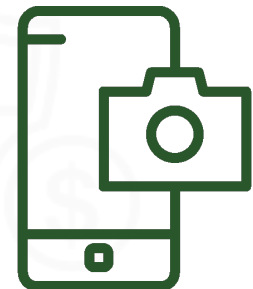
For the optimal experience on Windows devices, use Chrome, Edge or Firefox. For the optimal experience on Mac, use Safari, Chrome or Firefox. In order to download the new Digital Banking mobile app, the device must support a current operating system.

Will I have to enroll again?

No, however there will be additional steps that need to be completed upon first login. Note: you will need to walk through this process whenever you use a new device to login to Digital Banking. See the first-time login instructions that will be emailed to you and can also be found on our website.

Will my Username be the same?

Yes, your Username will be the same as what you use today.



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What happened to my security questions?

Security questions are no longer needed with the new multi-factor authentication technology, which will include your newly assigned Company ID.

Will my Bill Pay information convert?

Yes. All payee and payment history information will be the same.

Will I be able to view eStatements on the app, and how do I see them?

Yes, statements can be reviewed by going to the eStatements option.

How can I update my businesses contact information on the new platform?

You can update your business address, phone number, and email address by sending us a secure message through the Digital Banking platform or call the Contact Center at 800-696-9401.



Will my current account alerts transfer over?

Balance threshold alerts will transfer over, however all others will not transfer. Please print or screenshot a copy of your current alerts prior to the upgrade for your reference when setting up alerts in the new Digital Banking platform. Also, you will want to set up your alert delivery preferences within Digital Banking when you first login.

How do I change my password in the new Digital Banking platform?

Go to the Manage Users function within Digital Banking to reset your password.

What do I do if I've forgotten my password?

If your business has a system administrator, contact them to reset your password. If not, please call the Contact Center at 800-696-9401.

