

Here's your timeline to better banking at Webster Five.

Upgrades will begin the week of **October 30**. Below are the important dates and actions to take. **Unless otherwise noted, the services listed will be available under our new system beginning Monday, November 6.**



Scan this QR code or visit web5.com/technology-upgrade/ for the most up-to-date information.

	Key Dates	Customer Type	Service Change Details	Actions to Take
Digital Banking	Thursday, Nov. 2 to Monday, Nov. 6	Business & Cash Management	Business Digital Banking and all associated services will be unavailable for the specified dates.	<ol style="list-style-type: none"> 1) Prepare to send files and download statement information prior to Thurs., Nov. 2. 2) Verify that the System Administrator for your company is accurate with complete updated contact information. 3) Save any recurring transfer information as recurring transfers will not be carried over to the new Business Digital Banking.
Bill Pay	Tuesday, Oct. 31	Business & Cash Management	<p>Tues. Oct. 31: Bill pay menu will be disabled</p> <p>Thurs., Nov. 2: Last payments will process</p> <p>If not already in place the System Administrator for Business Bill Pay will now match the Business Digital Banking Administrator.</p>	Save recurring payment information outside of Bill Pay as you will need to reenter this information. Existing payee information will transfer to the new system.
ACH Origination	Thursday, Nov. 2 to Monday, Nov. 6	Cash Management	ACH File Origination will be unavailable for the specified dates. We expect all files, templates, users and user privileges will convert into the new system.	Please plan to send ACH files prior to Thurs., Nov. 2 if possible.
Mobile App	Thursday, Nov. 2 at 4:00 p.m.	Business & Cash Management	The Webster Five mobile app will be unavailable after 4:00 p.m. on Thurs., Nov. 2. After launch, the following services will be temporarily unavailable on the app: Business Payments, ACH & Wire, Positive Pay, ACH Verify and Wire Verify. All services will still be available following the launch by accessing through your web browser.	Download a new app on Mon., Nov. 6. Business and Personal accounts will now be accessed through the same app. Please ensure you have updated contact information on file for further information on app functions as they become available.
Quickbooks	Thursday, Nov. 2 to Monday, Nov. 6	Business & Cash Management	Quickbooks will be unavailable starting Thurs., Nov. 2.	Please consider closing your month end prior to Thurs. Nov. 2 in order to avoid any interruptions.
ACH Verify & Wire Verify	Thursday, Nov. 2	Cash Management	ACH Verify & Wire Verify will not be readily available when our new system launches on Mon., Nov. 6.	More information on these services will follow. Multi Factor Authentication and passwords will be used to authenticate at this time.
Remote Deposit Capture	Tuesday, Oct. 31	Cash Management	Desktop Scanner - Remote Deposit Capture will be unavailable temporarily. Upon launch, the System Administrator of Remote Deposit Capture will now match the System Administrator established in Business Digital Banking. Access to Remote Deposit Capture will be through Business Digital Banking (single sign on).	<ol style="list-style-type: none"> 1) Please plan to visit one of our branches to make deposits if needed 2) For easy access to your deposit history, please save it outside of Remote Deposit Capture. While the bank maintains all its history for 7 years, saving it will provide timely access to deposit information. 3) Please familiarize yourself with the make and model of your scanner as this information will be required to reinstall system drivers. More information will be made available to Remote Deposit Capture customers.
Positive Pay	Thursday, Nov. 2 to Monday, Nov. 6	Cash Management	Positive pay will be disabled Thurs., Nov. 2 at 4 p.m. The bank will review and decision any suspect items on Fri., Nov 3.	No action is required at this time.
Statements	Monday, Nov. 6	Business & Cash Management	All statements will be processed on Tues., Oct. 31. There will be two statements generated for November: a statement for Nov. 1-2 and a statement for Nov. 3-30.	If you require access to October transaction information prior to Mon., Nov. 6, please download information via Business Digital Banking on Tues., Oct. 31.