



Important Information about Online Banking

Please take a moment to review the information below, which outlines important information and cutoff dates for Online Banking services. For more information about the upcoming changes, please visit us online at www.timberlandbank.com.

SERVICE	WHAT TO EXPECT	CUTOFF DATES
Online Banking	<ul style="list-style-type: none"> Your Online Banking information from South Sound Bank will automatically transfer to Timberland's Online Banking system. South Sound Bank's Online Banking platform will go offline on Friday, July 12th and will be unavailable through the weekend. Timberland's Online Banking will be available to you on Monday, July 15th. The first time you log in to Timberland's Online Banking system, <u>your temporary password will be the last 6 digits of your Social Security Number or the tax ID number associated with the account.</u> In most cases, your username will be the same that it was with South Sound Bank. We will contact you personally if any updates are needed to your Online Banking username. 	Friday, July 12
Online Transfers	After the transition to Timberland Bank is complete on Monday, July 15th, you may need to re-enroll to reestablish automatic and external transfers.	Friday, July 12
Automatic Payments	• There is no immediate need to notify entities that process automatic deposits or withdrawals from your South Sound Bank account (i.e. Social Security, recurring bills, etc.).	NA
eBills (electronic bills set up within the online bill payment system)	<ul style="list-style-type: none"> <u>Your eBills will not transfer from South Sound Bank to Timberland Bank.</u> Please log in to Online Banking before Monday, July 8th and unlink your scheduled eBills. After July 15th, you may re-enroll in eBills through Timberland Bank's Online Banking and Bill Pay. 	Monday, July 8
Online Bill Pay	<ul style="list-style-type: none"> Please schedule new online payments before Monday, July 8th or after Monday, July 15th. Bills scheduled prior to July 8th will be processed as scheduled. <u>Your online payment history may not transfer from your South Sound Bank account to your Timberland Bank account. Please be sure to print your full transaction history for your records before Monday, July 8th.</u> After the transition to Timberland Bank is complete on Monday, July 15th please log in and verify that your payee names, addresses and account numbers are correct. This will help avoid disruptions to your scheduled payments. 	Monday, July 8
Mobile Banking	<ul style="list-style-type: none"> South Sound Bank's Mobile Banking App will go offline on the evening of Friday, July 12th and will not be available to access through the weekend. When the transition to Timberland Bank is complete on Monday, July 15th, please download Timberland's Mobile Banking App in the Google Play and Apple App stores. 	Friday, July 12
Online & Mobile Banking for Business	<ul style="list-style-type: none"> All South Sound Business Banking clients who are not currently enrolled in Treasury Management will receive access to Timberland's Online Banking platform on Monday, July 15th. To log in to Online Banking, please visit www.timberlandbank.com and use a temporary password, which will be the last 6 digits of your Social Security Number or the last 6 digits of the tax ID number associated with the account. South Sound Bank Treasury Management clients will receive access to Timberland's Treasury Management platform prior to the transition to Timberland Bank. Please watch your mail and email in the coming weeks for more information about Treasury Management and to schedule an in-person training session on the platform. Treasury Management customers will enjoy a separate mobile app. The Timberland Bank Cash Management team will contact you personally to provide more information and training on the Treasury Management online dashboard and mobile app. 	NA

