



## **New Online Banking Pre-conversion Video Transcript**

Hello. On behalf of everyone at Middlesex Savings Bank, I would like to share some exciting news.

Soon we will be launching an all-new enhanced online banking experience to provide you with the latest in features and functions.

This video will introduce you to the new system and tell you how to get back into managing your money online as quickly and smoothly as possible.

Our goal at Middlesex Savings Bank is to provide you with a convenient and innovative banking experience. The latest version of our Online and Mobile Banking gives you on-demand access to your accounts anytime, anywhere, and on nearly any device.

Here are some of the new benefits of our platform, some important things to know, and what you need to do to prepare.

- **Integrated Experience:** The new online banking interface is easy to use, with a more modern look and feel. More intuitive navigation will make it easier for you to access your accounts using whatever device you prefer.
- **Business Banking:** We have added a whole array of new features and functions, including a Business banking mobile app and the ability to originate ACH and Wire transactions.
- **Enhanced Security:** Last but not least, our new online banking system incorporates the latest security features including the Secure Access Code feature. Secure Access Codes are a way for you and Middlesex Savings Bank to confirm your identity, helping us keep your accounts and financial information secure.

These upgrades will require brief scheduled service outages for online banking and bill pay services.

Middlesex Savings Bank online banking and bill pay will go offline temporarily while we upgrade. During this downtime, all of your previously established bill payments and recurring transfers will process as normal.

The new Middlesex Savings Bank online banking experience is scheduled to go live for business and treasury customers on Monday, May 15<sup>th</sup>.

The new personal online banking experience is scheduled to go live on Wednesday, June 21<sup>st</sup>.

In order to ensure a smooth start with the new online banking system, please keep these few tips in mind:

First, make sure that we have your correct contact information — especially your email address, plus your home and cell phone numbers. Your information will be used to set up your Secure Access Code, for added security. If we don't have your correct contact information, we will not be able to deliver your code. You can update your information in our current online banking system.

When you log into the new system for the first time, you'll use your current Login ID. You'll be asked to set a new password to complete the login process.

Once you've logged into the new system for the first time, be sure to:

- Verify all your accounts appear correctly in your accounts summary page.
- Confirm all of your recurring transfers and bill pay information.
- Check out the new Alerts function and set up alerts that work for you.

And lastly, the new Middlesex Savings Bank online banking experience offers many innovative features. It will require the latest version of your preferred web browser to function at its best.

We are excited to launch these new improvements to Middlesex Savings Bank online banking to provide you with a seamless digital banking experience you can continue to count on.

If you have any questions about preparing for the upgrade, visit [middlesexbank.com](http://middlesexbank.com), stop by any branch, or give us a call at 1-877-463-6287.

Thanks again for choosing Middlesex Savings Bank. We hope you'll enjoy the great features and benefits within the newest version of our Online Banking system.