

Q: What internet browsers are supported with my new Online Banking services?

A: Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge have been certified for use with your new Online Banking service. Internet Explorer users must switch to a certified browser before using the new Online Banking services.

Q: Will my accounts remain the same?

A: Yes, your Online Banking information is being automatically converted to a new Online Banking system, which does not affect your bank accounts or other services.

Q: Will I have access to my account history?

A: Yes, your accounts, activity, templates, entitlements, limits, a rolling two-year transaction history, and a rolling five-year electronic statement history are being converted to the new system.

Q: Will I be able to use my existing ID and password to access the new Online Banking service?

A: Yes, you will be able to use your existing ID. Upon your first login, enter your existing Username or Access ID and existing password, and click Submit. You will then be presented with steps to create a new password.

Q: What if I experience an issue during my initial login?

A: Please call our Conversion Customer Support Line at 855.259.5109, beginning Monday, February 22, 2021, for assistance.

Q: Is Mobile Banking available?

A: Yes, mobile Banking is available for both Personal and Business Online Banking users. Search for “**Citizens Business Bank CBank Mobile Banking**” in the Apple App Store or the Google Play Store, and download the app:



Personal Mobile Banking users should delete the legacy Personal Mobile Banking app before downloading the **CBank Mobile Banking** app on or after Monday, February 22, 2021.



Additional information is provided on cbbank.com/conversion and in the Conversion Guide.

Q: Will my account alerts transfer to the new Online Banking service?

A: No, you will need to reestablish your online account alerts after converting to your new Online Banking service.