

YOUR DIGITAL BANKING Is Getting An Upgrade!



When do we launch the new digital banking experience?

June 2023

Is the new experience for Personal or Business customers?

The new platform will combine both our personal and business digital banking into one convenient place. All current personal and business customers will convert to the new system. This means no more HB Biz and Horicon Bank Mobile Banking app – our new app will be a one-stop shop!

Why switch?

You deserve better tools to manage your finances – and the new platform can deliver those tools with account aggregation (bring even external accounts into the app), financial wellness tools, consolidated credit and debit card controls (no more separate app for our credit card customers) and best of all – both personal and business all in one place.

Will I have to re-enroll?

Yes. The enrollment process will be very similar to the process of resetting your password. The first time you login, you will use the same username and password you have now. You will then be prompted to change your password with a two-step authentication process (sending a passcode via text or phone).

Business customers will re-enroll using the same process as personal customers. **A Business ID will no longer be needed.**

Will my User IDs be the same?

Yes, User IDs will remain the same.

Will the current App be updated automatically?

No. The current App will not work. We recommend deleting the current app after the new platform is launched and installing the new app from the play stores when it's available.



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Will my bookmark or favorited site still work?

No. Please remove old bookmarks and go to www.horiconbank.com. Select the Digital Banking Login and then save the new link. If using the website on a mobile device, please download the app from the play store.

Will bill pay information convert to the new platform?

Bill Payees will convert to the new digital banking experience, but Bill Pay history will not convert. The new Bill Pay system will be much more user friendly than our current Bill Pay.

Will I be able to view e-statements on the app and how do I see them?

Yes, statements can be reviewed by going to the eStatements option and are available for the past 24 months. If statements are combined, remember to view the primary statement to see all accounts. If eStatements are not currently enabled, you can enroll in the new system under the Accounts tab.

Do I still need to notify the bank if I lost my debit card?

Yes, notify the bank as soon as possible.

Will my current account alerts transfer over?

No, but you will be able to choose from an updated list of alerts that best fit your needs. There will be some alerts that will be automatically set up for you and will not be able to be removed.

What do I need to do now for myself or my business?

We will reach out to you with more information as we get closer to the launch of the new platform. Watch your email and our horiconbank.com website for more details!



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