



WHAT YOU NEED TO KNOW!



- 1. PLEASE NOTE - IMPORTANT DATES & TIMES:** Mobile biometrics (Touch ID or Face ID) will stop working as your login method starting Monday, October 30th at 12noon. Online and mobile banking will be unavailable starting Monday, October 30th at 5p through Tuesday, October 31st at 10:00a. These steps are necessary for our Digital Banking upgrade.
- 2. ACTION ITEM REQUIRED BEFORE 10.30.2023:** Your username and password for online and mobile banking will stay the same and you will be required to login with your username and password the first time you access the new Digital Banking platform. **This initial login using your username and password is required before you can return to using features like Touch ID or Face ID.** It is IMPORTANT if you are unsure of your username and password, that you reach out to TCB prior to October 30, 2023 or you take this opportunity to reset your password prior to October 30, 2023.
- 3.** We want you to have a seamless experience logging into your new Digital Banking platform on October 31st. Please take this opportunity to update your cellphone number and email address with TCB.
- 4.** When your upgrade is ready to go on October 31st, our mobile app will automatically ask you to download the new version.
- 5.** If you use TCB's Digital Banking (online and/or mobile) now, all your data from the features you currently use will transfer over to the new system. This excludes any account alerts as these will need setup again.