



# Technology Upgrade

March 15-18, 2019

## What you need to know

Dear DNB First Customer,

During the weekend of March 15-18, 2019, we will upgrade several aspects of our technology, to ensure our continued ability to provide the quality banking products and services you expect from DNB First.

**The upgrade will begin at 4:00 p.m. on Friday, March 15, and will be completed by 9:00 a.m. on Monday, March 18.**

Please review this document for important information about how the upgrade may affect you during the weekend, and tips to help minimize any disruption. Once the upgrade process is complete, all of your banking services will be available as usual. Thank you in advance for your patience; we appreciate your business!

A handwritten signature in black ink that reads 'Frank S. Monterosso'.

**Frank S. Monterosso**  
Senior Vice President

### Branch Hours

- DNB First bank branches will be open during their regular business hours on Friday, Saturday and Monday during the upgrade.

### Debit Cards

- Card usage amounts for ATM and debit card transactions may be limited during the upgrade. Please plan ahead to ensure you have adequate cash on hand.
- Customers will be able to withdraw cash from ATMs, though balance inquiries will not be available during upgrade weekend.

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## Online and Mobile Banking

- **Personal Online Banking** and **Personal Mobile Banking** will be in “Inquiry Only” mode during the upgrade.
- **Business Online Banking** and **Business Mobile Banking** functions will be unavailable during the upgrade; customers will be unable to log in or perform transactions.
- Account history and statement images will be available once the upgrade is completed.
- Customers will be asked to answer one of their security questions when they first log in Monday morning.
- There will be no change to logins, passwords or Business Online Banking token usage.
- **Mint, QuickBooks** and **Quicken** Users: Click [here](#) for information about the upgrade and how to ensure the smooth transition of your data.
- Customers with existing Online Banking alerts will not receive them during the upgrade; they will resume on Monday.
- **Online Bill Pay** will be unavailable during the upgrade.
  - Previously scheduled bill payments will be paid accordingly with no customer action required.
  - Customers will be unable to access Bill Pay to schedule new payments or change or cancel pending payments.
- Web addresses for Personal and Business Online Banking will change; saved Favorites or Bookmarks will become invalid. After the upgrade, visit our homepage at [www.dnbfirst.com](http://www.dnbfirst.com), click the appropriate login button on the left, and re-save.

## Telephone Banking

- Telephone Banking will be in “Inquiry Only” mode during the upgrade.
- There will be no change to the telephone number (888-683-1184) and no change to PIN passwords.

## Statements and Electronic Statements

- There will be no change to how and when you receive your statement and the upgrade will not affect interest posting or service charges.

## Questions?

Visit your nearest DNB First branch or call us at **888-683-1183**.