



Tompkins State Bank

Avon- 465-3834 · Abingdon- 462-5541 · Knoxville- 289-5541 · Galesburg- 342-8161

1-888-465-3834 · www.tompkinsstatebank.com

January 31, 2018

Dear Internet Banking Customer,

You may have noticed the “Coming Soon” signs on our Website and Facebook. **We are upgrading our Online Banking the morning of February 12, 2018.** We trust you’ll enjoy the upgrade and ask you to contact us with any concerns. Please Note: All Users who have not accessed their Online/Mobile since August 1, 2017 will be required to re-enroll.

USER NAME

Your User Name will now be all lower case letters.

For Example:

Current User Name: **MyName123** As of February 12: **myname123**

PASSWORD

A NEW 9 digit “Temporary” Password will be required for your first Log In. The format of the temporary password will be:

- * The last 4 Digits of your Social Security Number or Tax Identification Number - followed by
- * The Zip Code we have associated with your primary address.

For Example:

SSN = 123-45-**6789**

ZIP = **61401**

Temporary Password = **678961401**

You will be required to establish a New Password.

SECURITY CHALLENGE QUESTIONS

For security reasons you will continue to have challenge questions. We hope you will find it easier to set these up now that we have a wider variety of questions and fewer restrictions on your answers.

MOBILE PHONES

Many of our customers use their Smart Phones for their banking, which is great. As part of the conversion on February 12, ALL USERS must first Log In on their PC, tablet or Smart Phone using a Browser. Search for Tompkins State Bank www.tompkinsstatebank.com. Once you have logged in and reset your Challenge Questions, you can start using our TouchBanking MobileBanking App, too!

PLEASE CALL ONE OF OUR OFFICES WITH ANY QUESTIONS!

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IMPORTANT information related to temporary limited access:

February 6 @ 6PM: Final day to schedule future dated transfers – Resumes February 12

February 9 @ 6PM: Inquiry Only, No ability to Transfer, No Bill Pay – All resume February 12.

Frequently asked questions for Tompkins State Bank Online Banking

1) Why is Tompkins State Bank changing its Internet Banking platform?

We want to provide our clients with an internet banking platform that is easy to navigate and is user friendly. Bill Pay has been integrated onto the home page along with the opportunity to categorize your transactions and create spending reports.

2) Will my current user ID and password still work?

Your User ID will be the same as with the current system except that it will be in all lower case. For example – if your user ID is JohnDoe55, it will become johndoe55. Your temporary Password will be the last 4 digits of the user's SSN plus your 5 digit primary address zip code. You will be prompted to change your password the first time you log in on Monday, February 12th or thereafter.

3) If I use Bill Pay in the old system, will I need to retype all my vendors or recurring payments into the new system?

No, Bill Pay is not changing. All of your current Bill Pay information will transfer over to our new TOMPKINS STATE BANK Online.

4) Will I have Mobile Banking access?

To use Mobile Banking you will be required to first log in to Online Banking via our Website, www.tompkinsstatebank.com. After your initial log in, you should be able to log onto Mobile Banking with your new username and password via browser or app.

5) Why do I have to answer new Security Challenge questions and why are they so random?

The purpose of security questions is to increase security and decrease fraud. For your protection, you will be prompted to answer 3 random security questions with answers that are less likely to be compromised from social media sites or other online outlets. The answers you create for your security questions will not be case sensitive. Tompkins State Bank highly recommends not using the same answer for each question.

6) Why do we have to change our password every 6 months?

Tompkins State Bank views information security as a top priority and asking you to change your password every 6 months reduces the likelihood that a fraudster has identified or captured your current password.

***Please keep your Tompkins State Bank Online user ID, password, and answers to your security questions in a SECURE location to ensure you remember them, but where no one else has access to them.

7) Will my Online Banking ALERTS need to be reset?

Yes, ALERTS remain an option, but you will need to reset them once you are on our new Online Banking.

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