

Online Banking Upgrade-Coming Soon!

We are excited to announce that we are converting to a new online banking system on August 4, 2021. We decided to change our online banking system to continue to provide you with safe a secure and reliable service, all while utilizing the newest technology.

This conversion will have minimal effect on our Online Banking service; however, you may experience a few minor disruptions in the first few days. The new and improved online banking will work the same as our current online banking offering you a Mobile Banking App for Apple and Android devices, CheckFree BillPay, and Quicken & QuickBooks. You will still be able to access eStatements, perform Internal Account Transfers, view Account History and Check Images.

We want you to be ready for these changes. Below lists what to expect during the online banking conversion.

Online banking Availability

August 4th. customers will be moved over to the new online banking system.

Username and Password Changes

Customers will be able to use their current Online Banking Username provided it is 15 characters or less and does not contain any symbols (!@^#\$\$%, etc.). Customers will be forced to change their passwords on **August 4th**.

Please Note: If your Username has more than 15 characters or contains symbols you will not be able to sign into Online Banking on **August 4th**. Please call 207-442-8711 for assistance.

Please sign into your current Online Banking and ensure that your username follows these guidelines. Also, please verify that the email address you use for Online Banking is up to date. This will help with a seamless transition.

Bill Pay

Our Bill Pay service is getting a new look but will remain the same product you have been using, but with added features. Please note, you will not have access to Online Bill Pay during the conversion process. We recommend scheduling all online bill payments 3 days before the **August 4th** upgrade, advance scheduling will ensure timely payments.

Mobile Check Deposit

Our current Mobile Deposit App will become obsolete on August 2nd. Please download our new First Federal Savings Mobile Banking App through your device's respective app store (Apple and Google) on August 4th. Alternately, you can download the app by going to our [website](#).

We are looking forward to the new changes, and we hope you are too. If you have any questions, please contact us at 207-442-8711 or 800-499-8711 or visit our website at <https://firstfederalbath.com/online-banking-bill-pay/>.

KEY DATES

- **July 20th @ 9:00am EST**
New enrollment will be disabled for the existing online banking website.
- **August 2nd @ 9:00am EST**
New BillPay user registration will be removed.
- **August 2nd @ 3:00pm EST**
Existing online banking mobile apps will be removed from the Apple and Google app stores. The new mobile apps will be added the day after.
- **August 2nd @ 2:00pm EST**
Remote deposit capture will be disabled and will not be available again until **August 4th**.
- **July 30th @ 10:00am EST**
Final day for transfers prior to the launch on August 4th. Any transfers scheduled for **July 29th** through **August 4th** will need to be rescheduled. Or contact a customer service representative at First federal Savings for transfer processing. All transfers will need to be re-created in the new online banking platform.
- **August 2nd @ 8:00am EST**
BillPay access will be disabled until **August 4th @ 12:00pm EST**.
- **Thursday, August 4th**
The new online banking site and mobile apps will go live at noon (12:00pm EST).

Logging In & Changing Password:

After the conversion is complete on August 4th, you will need to change your password upon logging into Online Banking.

Existing Online Banking Users will not need to re-register for Online Banking.

- You will need to change your password.
- During your initial login, you will be required to verify your identity and change your **password**. This will be a quick and easy process.
- Mobile Banking customers will be required to download the new app. Please review below for more information on the new Mobile Banking App.

New Mobile App:

With the conversion, all users who currently use the First Federal Savings' Mobile App will need to download the new application through your device's respective app store. Please click on your app store below to download the new mobile banking application.

NOTE: You must login and complete your password change for your Online Banking profile on a web-based platform before logging into the new mobile app.

