



On-Line Banking Update – August 2019

What will I need to self-enroll in Online Banking?

- First and Last Name
- Your Social Security Number
- Mobile Phone number
- Registered email address
- An Account Number

When can I use self-enrollment to re-enroll?

- Monday, August 12, 2019

Will I be able to see all my accounts?

- Once you have self-enrolled, yes you will be able to see your accounts

How do I get help?

- Please call us at 1-855-4SURETY

What if I need to pay bills?

- There will be no interruption for any bills that you have previously scheduled during the upgrade window (Friday, August 9th @ 9:00 pm to the morning of Monday, August 12th)
- However, you will **NOT** have access to Bill Pay to schedule/pay any bills during that time

Do I have to change anything to pay my bills?

- No, you just need to self-enroll to access Online Banking again
- Your Payees will still be present

Do I have to change anything on my phone?

- This will depend on the App settings on your phone and whether you have auto-update enabled, etc.

If I need to update the Mobile App where do I find it?

- For Apple products please visit the App Store and search for the **Surety Bank Mobile** App then click GET
- For Android products please visit the Google Play Store and search for the **Surety Bank Mobile** App then click INSTALL

What if I have a business?

- You can self-enroll as a Joint Owner or Signer to access your accounts again

Can I use my debit card during the upgrade window?

- Yes, your card will work normally over the weekend