

RETAIL INTERNET BANKING: IMPORTANT INFORMATION

We are excited to announce we will be upgrading our internet banking platform on **March 22, 2021**. As we prepare for these upcoming improvements, we would like to take this opportunity to provide you with important information regarding our upgraded system, so please read this notice carefully.

Important Dates for your online access:

- **FRIDAY PRIOR TO LIVE:** Bill Payment services will be unavailable starting 7:00am DST. Payments scheduled prior to this date will process as normal.
- **WEEKEND PRIOR TO LIVE:** Internet banking access will be available in **“Inquiry Only”** mode starting at 7:00 pm DST on FRIDAY PRIOR TO LIVE. Please plan accordingly and conduct all internet banking transactions prior to these dates.
- **LIVE DATE:** Upgraded system goes live at approximately 10:00am DST Time on **Monday March 22, 2021**.

Instructions for Signing on to the Upgraded Online Banking Platform:

1. **Log on to our website at “bankoforrick.com”.**
Select the “Online Banking” Radio button to sign on to the system
2. **Your existing User ID will be converted to the upgraded system however your will need to use all lowercase letters.**
Click and enter your User ID then click “Submit”.
3. **Your password will NOT be converted to the upgraded system.**
Your new password will be: Last 4 numbers of your Social Security Number
You will be asked to change your password before you gain access and maybe required to reset your security questions.

Account history, auto transfers and current Bill Pay information will be carried over into the upgraded system.

IMPORTANT: If you have not signed into Internet Banking during the last 12 months and you are a Bill Pay user, you must re-enroll into Bill Pay to keep your reoccurring payments active.

Added Features:

- Download our Retail Banking App for banking on the go. Available for Apple and Android.
- Forgot your Password: Having trouble logging in? Reset your own password with the “Forgot your password” feature.
- E-Statements: Access e-statements quicker and easier!

If you have any questions about our upcoming improvements, please feel free to contact us directly at 816-770-3311.

We are pleased to be able to bring you this updated on-line banking product. This is part of our ongoing efforts to provide our customers with the latest and most update banking products available. Please understand that there will be a short interruption in service as we make the conversion to the new system.

We appreciate your past business and look forward to serving you in the future.