



BrentwoodBank

Transition Guide

Time-sensitive information about important systems upgrades and new online and mobile banking services beginning May 14, 2021.



INTRODUCTION

Always with YOU in Mind

Giving our customers what they need to manage their finances conveniently and efficiently is always top of mind. Our new Online and Mobile Banking services—and enhanced security features—were developed to continually bring you a better banking experience. Upgrading our banking system is about giving you the tools you want for easier, more secure banking—whether using your computer or mobile device.

When the transition is complete, Brentwood Bank customers will enjoy:

- A more customer-friendly Home screen, requiring less clicking and searching.
- Paying bills efficiently, with scheduling and payment tracking capabilities.
- Securely transferring money between Brentwood Bank accounts—from anywhere within seconds.
- Safely transferring money to other Brentwood Bank account holders, just as quickly.
- Mobile Wallet for making in-store payments with a mobile device.
- Tracking spending and managing money from wherever is convenient.
- Making deposits from a mobile device and reducing trips to the bank.
- Eliminating passwords and PINs with next-level security, using fingerprint ID or facial recognition to log in with 2-factor authentications.



Here to Make the Transition Easier

We are working hard to make sure the transition to our upgraded banking system is easy and seamless for you. We put together this *Transition Guide* to keep you informed every step of the way. Inside, you will find important information and key dates, including what you can expect before, during, and after the transition period to our new, upgraded banking system.

Use this *Transition Guide* to be aware of the changes about to occur, and what you need to do for a smooth transition. Or, find out more at BrentwoodBank.com/BankWithEase.

Please note: If you have not logged in to Online or Mobile Banking since December 1, 2019, you will need to set up new online and mobile banking access after May 17, 2021. Simply visit BrentwoodBank.com and select *Online Banking*; then click on *Register*. Follow the prompts for quick, easy access.

Have Questions? Call Customer Service at 412-409-2265, M-F, 7:30 a.m.–7 p.m.; visit BrentwoodBank.com/BankWithEase; or speak with a branch representative.

PERSONAL BANKING

Important Information You Need to Know about Your Personal Banking Services



What to Know & What Actions are Required

PRIOR TO TRANSITION: TODAY THROUGH MAY 13, 2021

- **Check your account balances.** You will be able to check your account balances through May 13 at 11:59 p.m. This information will not be available from May 14 until May 17 at 12 Noon. Mobile deposits, eStatements, and Telephone and SMS Banking will be disabled as of May 13, 2021 at 11:59 p.m. until Monday, May 17 at 12 Noon.
- If you use **Bill Pay**, you must adjust your automatic payments and one-time payments to process on or before May 13 or on or after May 18. Adjustments must be made in Bill Pay by May 6. On May 7, Bill Pay will be disabled, and you will not be able to initiate any new payments or make any adjustments until May 18. Please take a few minutes to plan for payments that will be due during this time.

Your current Bill Pay payee information will automatically transfer to our new banking system, and payments scheduled to process on May 18, 2021 and beyond will resume automatically.

- **Loan payments** scheduled for automatic payment from a Brentwood Bank account between May 14–May 16 will be processed on May 17. Automatic payments scheduled to withdraw from an external account between May 15–May 18 will be processed on May 19.

If you currently use Brentwood Bank Online and Mobile Banking

Go to BrentwoodBank.com/BankWithEase before May 13, 2021 to preregister for the new banking system. Log in using your existing login ID; Use the last 4 digits of your SSN, or Taxpayer ID, plus your 5-digit Zip Code as your password. You will be asked to create a new password. Save this information in a secure place, so you can log in with ease after the transition.

Statements

You will receive a printed statement with all deposit account activity that occurs up to May 14. You may receive a second statement in May, depending on your statement cycle.

Loan statements that typically generate between May 15–May 16 will generate on Monday, May 17.

There will be a period where eStatements dated mid-February through May 14 will not be available through Online Banking. You may want to save or print your March and April statements in case you need them during this period.

PERSONAL BANKING



What to Know & What Actions are Required

DURING THE TRANSITION: MAY 14 - MAY 16, 2021

While we work quickly and diligently to upgrade our banking systems, you will experience an interruption in banking services from May 14 through May 16. During this time, you will NOT have access to Telephone, SMS, Online and Mobile Banking.

Also, all Brentwood Bank branches will be closed Saturday, May 15.

You can use your Debit Card to withdraw cash and make purchases; however, balances will not be updated, and you will be unable to make balance inquiries or money transfers at ATM terminals throughout the transition period. We recommend that you have alternative payment methods available during this weekend.

Should you need assistance while we move to our upgraded systems, you can call Brentwood Bank Customer Service at 412-409-2265 on Saturday, May 15, between 9 a.m. and 1 p.m., and Sunday, May 16, between 9 a.m. and 1 p.m.



What to Know & What Actions are Required

AFTER THE TRANSITION: MAY 17 AND BEYOND

Our new, enhanced banking services will be available on Monday, May 17, 2021 at 12 Noon, including Online, Mobile, Telephone and SMS Banking. Branches will reopen with normal hours of operation.

- **If you did not preregister for the new online banking services**, go to BrentwoodBank.com and select *Online Banking*; then, click on *Register*. Log in using your existing login ID; Use the last 4 digits of your SSN plus 5-digit Zip Code as your password. You will be asked to set up security questions and create a new password.
- **If you already registered prior to the transition period**, simply log in and enjoy all the great new features and services. Forget your new password? Simply click on *Reset My Password*.
- **Current Mobile Banking users** should uninstall the old Brentwood Bank app and download the new Brentwood Bank app from the Apple Store or Google Play to their mobile device. Once you have downloaded the new app, you can also set up facial recognition or fingerprint ID if your mobile device has the capability.
- **Delete any Brentwood Bank online banking bookmarks** from your web browser.

- For the best online banking experience, use one of the two most recent versions of the following browsers:

Windows:

- Firefox
- Google Chrome (Chrome)
- Microsoft Internet Explorer (IE)
- Safari

Macintosh:

- Firefox
- Safari



Telephone and SMS Banking

Telephone Banking will resume at 412-308-2265 on Monday, May 17 at 12 Noon. Please listen carefully as the menu options will have changed.

Please note: The first time you use Telephone Banking after the transition, your Personal Identification Number, or PIN, will be reset to the last four digits of your SSN or Tax Identification Number. For businesses, the PIN is the last 5 digits of the signer's Tax Identification Number. You will need to designate a new PIN when accessing the upgraded banking system for the first time beginning May 17.

Bill Pay

Your payee information will automatically transfer to the new banking system. Payments scheduled on or after May 18, 2021 will process as scheduled.

Statements

Please note that deposit and loan statements received after May 14 will look different.

eStatements

When accessing for the first time—on or after May 17—eStatement customers will be prompted to accept Brentwood Bank's updated disclosure statement. eStatements for March, April, and through May 14 will not be available immediately. If you require a copy of one of these statements, please call Customer Service at 412-409-2265.

Have Questions? Call Customer Service at 412-409-2265, M-F, 7:30 a.m.–7 p.m.; visit [BrentwoodBank.com/BankWithEase](https://www.brentwoodbank.com/BankWithEase); or speak with a branch representative.

PERSONAL BANKING

WHAT TO EXPECT & WHEN

Here's a quick summary of what to expect and when. For your convenience, Brentwood Bank Customer Service will be available Monday-Friday, 7:30 a.m. to 7:00 p.m. to support you after the transition process.

May 6, 2021	Bill Pay will be disabled through Online and Mobile Banking. This is the last day to adjust automatic and one-time payments until May 18. Please adjust recurring and one-time payment due dates to process on or before May 13 or on May 18 and beyond.
Today - May 13, 2021	Visit BrentwoodBank.com/BankWithEase to preregister for quick, easy access to Brentwood Bank's upgraded Online Banking service.
May 13, 2021 at 11:59 p.m.	This is the last day you will be able to check any balances and access Online, Mobile, Telephone and SMS Banking until Monday, May 17 at 12 Noon.
May 13, 2021	This is the last day to deposit checks via the mobile app until Monday, May 17.
Beginning May 14 - Ending May 17, 2021 at 12 Noon	We will be upgrading Brentwood Bank banking systems. Services will be interrupted during this period.
May 15, 2021	Branches will be closed for system upgrades.
May 15 and May 16, 2021	Customer Service will be available to assist with emergencies at 412-409-2265 on Saturday, May 15, between 9 a.m. and 1 p.m., and Sunday, May 16, between 9 a.m. and 1 p.m.
May 17, 2021 at 12 Noon	Online, Mobile, Telephone and SMS Banking services will resume at 12 Noon. Branches will reopen with normal business hours.
May 17, 2021 and Beyond	<ul style="list-style-type: none"> • Banking Services resume with upgrades and new features. • If you did preregister, log in to Online Banking at BrentwoodBank.com using your existing login ID and the password you created during preregistration. If you forgot your password, simply click on <i>Reset My Password</i>. • If you did NOT preregister, go to BrentwoodBank.com, select <i>Online Banking</i>, click on <i>Register</i> and follow the prompts. • Delete old Brentwood Bank mobile app and download new version. • Delete bookmarks for Brentwood Bank's previous online banking services.

Have Questions? Call Customer Service at 412-409-2265, M-F, 7:30 a.m.–7 p.m.; visit BrentwoodBank.com/BankWithEase; or speak with a branch representative.

Important Information about Your Business Banking Services



What to Know & What Actions are Required

PRIOR TO TRANSITION: TODAY THROUGH MAY 13, 2021

- **Check your account balances.** You will be able to check your account balances through May 13 at 11:59 p.m. This information will not be available from Midnight on May 13 until May 17 at 12 Noon. Mobile deposits, eStatements, Telephone and SMS Banking will be disabled as of May 13, 2021 at 11:59 p.m. until Monday, May 17 at 12 Noon.
- If you use Bill Pay, you must adjust your automatic payments and one-time payments to process on or before May 13 or on or after May 18. Adjustments must be made in Bill Pay by May 6. On May 7, Bill Pay will be disabled, and you will not be able to initiate any new payments or make any adjustments until May 18. Please take a few minutes to plan for payments that will be due during this time.

Your current Bill Pay payee information will automatically transfer to our new banking system, and payments scheduled to process on May 18, 2021 and beyond will resume automatically.

- If your business conducts **ACH or wire transactions** through Online Banking, please adjust payment due dates to process no later than May 13 or after May 17.
- **Loan payments** scheduled for automatic payment from a Brentwood Bank account between May 14-May 16 will be processed on Monday, May 17. Automatic payments scheduled to withdraw from an external account between May 15 - May 18 will be processed on May 19.

If you currently use Online and Mobile Banking

- Preregister your primary account holder at BrentwoodBank.com/BankWithEase until May 13, 2021. Log in using your existing login ID; Use the last 4 digits of your Taxpayer ID plus the 5-digit Zip Code of your business mailing address as your password. You will be asked to create a new password that will be used the first time you log in after May 17.
- The last day to process checks through your **remote deposit scanner** is May 13 until after May 17. You will keep your current equipment; however, you will need to update the software on Monday, May 17. Details for activating your remote deposit scanner on May 17 will be provided prior to transition weekend. Look out for more information in the near future.

Please note: If you have not logged in to Online or Mobile Banking since December 1, 2019, you will need to set up new online and mobile banking access after May 17, 2021. Please contact Customer Service at 412-409-2265, or talk with your branch manager to learn more about the benefits of Online Banking services.

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What to Know & What Actions are Required **PRIOR TO TRANSITION: TODAY THROUGH MAY 13, 2021**

Statements

You will receive a printed statement with all deposit account activity that occurs up to May 14. You may receive a second statement in May, depending on your statement cycle.

Loan statements that typically generate between May 15-May 16 will generate on Monday, May 17.

There will be a period where eStatements dated mid-February through May 14 will not be available through Online Banking. You may want to save or print your March and April statements in case you need them during this period.



What to Know & What Actions are Required **DURING THE TRANSITION: MAY 14 - MAY 16, 2021**

While we work quickly and diligently to upgrade our banking systems, you will experience an interruption in banking services from Friday, May 14 through Sunday, May 16. During this time, ACH payments and wire transfers will not be processed and you will NOT have access to Telephone, SMS, Online and Mobile Banking to check balances or make deposits.

Also, all Brentwood Bank branches will be closed Saturday, May 15.

You can use your Business Debit Card to withdraw cash and make purchases; however, balances will not be updated, and you will be unable to make balance inquiries or money transfers at ATM terminals throughout the transition period. We recommend that you have alternative payment methods available during this weekend.

Should you need assistance during the transition period, you can call Brentwood Bank Customer Service at 412-409-2265 on Saturday, May 15, between 9 a.m. and 1 p.m., and Sunday, May 16, between 9 a.m. and 1 p.m.



What to Know & What Actions are Required **AFTER THE TRANSITION: MAY 17 AND BEYOND**

Our upgraded banking services will be available on Monday, May 17, 2021 at 12 Noon, including Online, Mobile, Telephone and SMS Banking. Branches will reopen with normal business hours.

- If your business conducts **ACH or wire transfers**, you will require a new **RSA token** to initiate all ACH and wire transactions. Additional details will be provided prior to transition weekend. Look for more information in the near future.
- **If you did not preregister for the new online banking services**, go to BrentwoodBank.com, select *Online Banking*, and click on *Register*. Log in using your existing login ID; Use the last 4 digits of your Taxpayer ID plus 5-digit Zip Code as your password. You will be asked to create a new password.
- **If you already registered prior to the transition**, simply log in and enjoy all the great new features and services. Forget your new password? Simply click on *Reset My Password*.
- On Monday, May 17, you must update the Device Control drivers on your desktop before you can use your **remote deposit scanner** to process checks. Details for activating your remote deposit scanner on May 17 will be provided prior to transition weekend. Look out for more information in the near future.
- **Current Mobile Banking users** should uninstall the old Brentwood Bank app and download the new Brentwood Bank app from the Apple Store or Google Play to their mobile device. Once you download the new app, you can also set up facial recognition or fingerprint ID if your mobile device has the capability.
- **Delete any Brentwood Bank Online Banking bookmarks** from your web browser.
- For the best online banking experience, use one of the two most recent versions of the following browsers:

Windows:

- Firefox
- Google Chrome (Chrome)
- Microsoft Internet Explorer (IE)
- Safari

Macintosh:

- Firefox
- Safari



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BUSINESS BANKING SERVICES

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What to Know & What Actions are Required **AFTER THE TRANSITION: MAY 17 AND BEYOND**

Telephone and SMS Banking

Telephone Banking will resume at 412-308-2265 on Monday May 17, at 12 Noon. Please listen carefully as the menu options will have changed.

Please note: For businesses, your Personal Identification Number, or PIN, will be reset to the last 5 digits of the signer's Tax Identification Number. You will need to enter your account number and designate a new PIN when accessing the upgraded banking systems for the first time beginning May 17.

eStatements

When accessing for the first time—on or after May 17—eStatement customers will be prompted to accept Brentwood Bank's new disclosure statement.

There will be a period where eStatements dated from mid-February through May 14 will not be available through Online Banking. You may want to save or print your March and April statements in case you need them during this period. If you require a copy of one of these statements, please call Customer Service at 412-409-2265.

Deposit and Loan Account Statements

Please note that Deposit and Loan Statements received after May 14 will look different.

Bill Pay

Your current payee information will automatically transfer to the upgraded banking system. Payments scheduled on or after May 18, 2021 will process as scheduled.

Have Questions? Call Customer Service at 412-409-2265, M-F, 7:30 a.m.—7 p.m.; visit [BrentwoodBank.com/BankWithEase](https://www.brentwoodbank.com/BankWithEase); or speak with a branch representative.

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May 13, 2021	This is the last day to process ACH and wire transfers until Monday, May 17.
May 13, 2021	This is the last day to deposit checks via the mobile app and remote deposit scanner until Monday, May 17.
Beginning May 14 - Ending May 17, 2021 at 12 Noon	We will be upgrading Brentwood Bank banking systems. Services will be interrupted during this period.
May 15, 2021	Branches will be closed for system upgrades.
May 15 and May 16, 2021	Customer Service will be available to assist with emergencies at 412-409-2265 on Saturday, May 15, between 9 a.m. and 1 p.m., and Sunday, May 16, between 9 a.m. and 1 p.m.
May 17, 2021 at 12 Noon	<ul style="list-style-type: none"> • Online, Mobile, Telephone and SMS Banking services will resume at 12 Noon. Branches will reopen with normal business hours. • Download new remote deposit scanner drivers. Details will be provided prior to transition weekend. • Branches will reopen with normal business hours.
May 17, 2021 and Beyond	<ul style="list-style-type: none"> • Banking Services resume with upgrades and new features. • If you did NOT preregister, go to BrentwoodBank.com, select <i>Online Banking</i>, click on <i>Register</i>, and follow the prompts. • Delete old Brentwood Bank mobile app and download new version. • Delete bookmarks for Brentwood Bank's previous online banking services.



BrentwoodBank

Beaver

Union Building & Loan
303 Leopard Lane
Bridgewater, PA
15009

Bethel Park

401 McMurray Road
Bethel Park, PA 15102

Brentwood

3635 Brownsville Road
Pittsburgh, PA 15227

South Fayette

3039 Washington Pike
Bridgeville, PA 15017

South Park

5259 Library Road
Bethel Park, PA 15102



Equal Housing Lender

