

Why am I receiving this email?

We sent you this email because you are a client of Encore Bank.

Get Ready for Your Digital Banking Upgrade!

Beginning Sept. 19!

[Learn More](#)



Your Upgrade is Almost Here!

On September 19, we will begin converting clients to our exciting new online banking system. We know you are going to love it! We've recently sent you emails about your new Digital Banking experience and want to remind you of important information to help make sure you are prepared. Should you have any questions or concerns about upgrading to our new digital banking platform, please do not hesitate to contact our Client Support Team at [1-844-394-2265](tel:1-844-394-2265), Option 1.

Two Waves for Conversion:

To ensure our clients have the support they need during this transition, we are rolling out our new upgrade in two waves.

- **First Wave: September 19, 2023 at 8 a.m. CT**

Business clients who are currently using Bill Pay and all personal banking clients will be moved to the new platform.

- **Second Wave: October 3, 2023 at 8 a.m. CT**

All remaining business clients who are not currently using Bill Pay will be moved to the new platform.

[Learn More](#)

Getting Started

Here's how you get started in the new Digital Banking.

- **Know which day you will be converted to the new system** . We will roll out the conversion in two waves, either September 19 or October 3rd. See above information about the conversion waves for details.
- **Go to our website, and visit our [Digital Banking Upgrade webpage](#)**. Scroll down to find "Getting Started in 3 Easy Steps." There you will find links to log into our new system. You will log in using your current username and password. Note: the links to the new system will not be live until 8 a.m. CT on September 19.
- **Download the new mobile app**. Links to the mobile app on the App Store and Google Play will be provided on our website on September 19. When it's time for your upgrade, you will need to uninstall the old mobile app (the one with a white icon) and download the new version (identified by its blue icon).

What You Can Do to Prepare:

- **Make sure your contact information is up to date**. Log into your account and make sure your contact information is accurate to help ensure a smooth transition.
- **Take note of your username and password**. You will use your current username and password to log into the new platform for the first time.
- **Take note of alerts**. You will need to re-enroll in alerts in the new system.
- **Do you use Quicken/QuickBooks?** Be prepared to reconnect these services. There may be a lag of up to five days for Quicken/QuickBooks to re-establish their link to our new system. For details, check out our FAQs on the [Digital Banking Upgrade](#) webpage.

**Personal Online
Banking FAQs**

**Business Online
Banking FAQs**



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