

### Why am I receiving this email?

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

## Upgraded Digital Banking Platform Coming Fall 2023

At Encore Bank, we want you to bank the way you want to bank! Whether it's in our offices, on the phone, or online — we are committed to providing you with unprecedented levels of service. That's why we are upgrading our digital banking platform this fall. The upgraded platform is designed to make your banking experience faster, simpler, and more secure and convenient than ever before!

### What to Expect During Conversion

To ensure our clients have the support they need during this transition, we are going to onboard clients in two separate groups. This means we will have two digital banking platforms on our website for a period of time so that the first wave of clients can access the new platform while the other remaining clients can access the legacy platform until their accounts are transferred. You will receive more information from us by email that will provide more details about this transition, when you can expect to gain access and how to get started! You can also check our website, [BankEncore.com](https://www.BankEncore.com), for updates on the conversion or contact your banker for details.

### 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 so that you are ready to jump right into an easier, more intuitive digital banking experience when we go LIVE!



**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. This is especially important if you are using Face ID to access your mobile app.



**Take note of alerts.** You will need to re-enroll in alerts in the new system. Take note of your alerts and notifications, such as low balance alerts, so you will be prepared to re-enroll.



**Be on the lookout for emails from Encore Bank.** We will send you more details about this exciting new upgrade as we get closer to going LIVE. We understand that sometimes our emails get blocked by Spam filters, so we will also post updates on our website, [BankEncore.com](https://www.BankEncore.com).

**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.

We are excited to bring you our new and improved digital banking experience! We understand that technology conversions can be challenging, but rest assured that we are taking every precaution to minimize any inconvenience you may face during this transition. Should you have any questions or concerns, please do not hesitate to contact your banker or our Client Support Team at **1-844-394-2265**.

Thank you for being a valued member of the Encore Bank family.

More details about new features and how to prepare will be coming soon!

Encore Bank | [Website](#)  
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