



**B E N C H M A R K  
B A N K**

## **Online Banking Conversion Important Information – Please Read**

*In order to better serve you, Benchmark Bank is launching a new online banking platform with enhanced features on Wednesday, June 19<sup>th</sup>. Please be aware of the following limitations that will occur during this conversion.*

### **All Online Banking Customers**

#### **Tuesday, June 11**

-ALL BILL PAY ACCESS WILL BE DISABLED ON JUNE 12 - any bills that need to be paid from June 12 - June 18 must be scheduled by this date! Bills can be scheduled to be sent during the transition dates but the feature will be disabled in Online Banking beginning June 12.

#### **Friday, June 14 - Evening**

-The current online banking platform will cease to be operational – you will only have the availability to view your accounts. ***Transfers, Wires and Mobile Deposit will not function.***

#### **Wednesday, June 19<sup>th</sup> - Morning**

-The new platform will be live, and all functionality will be restored. Your initial log in to the new platform will require that a ***Secure Access Code*** be sent to you via phone, email or text. We must have your most recent contact information in our system in order for this to be operational.

### **Quicken and QuickBooks Users**

#### **June 14, 2019**

As of Friday, June 14<sup>th</sup> at 4pm CST, you will no longer be able to connect to your accounts or download transactions into Quicken or QuickBooks from Benchmark Bank. Quicken/QuickBooks services will resume on Wednesday, June 19<sup>th</sup>, when the new platform is live. Please ***back up your files*** within Quicken/QuickBooks and complete a final download on or before **6/14/2019 4pm CST.**

For more details or complete instructions please contact your Business Banker.

***As always, please contact us with any questions – 972.673.4000***



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