

**During the weekend of March 11 - 14**, Altabank™ will be migrating its core processing systems, including Online Banking (NetTeller) and Treasury and Payment Services (“TPS”), to the Glacier Bank platform. A previous Notice of Change (“NOC”) document was sent to all primary account holders regarding this system conversion. Please refer to the [NOC document](#) as it contains details not covered in this memo. The following information will provide you with additional details regarding Online Banking and Treasury Management. Please read through it carefully and feel free to call us at **1-866-475-0015** or email at [tps@altabank.com](mailto:tps@altabank.com).

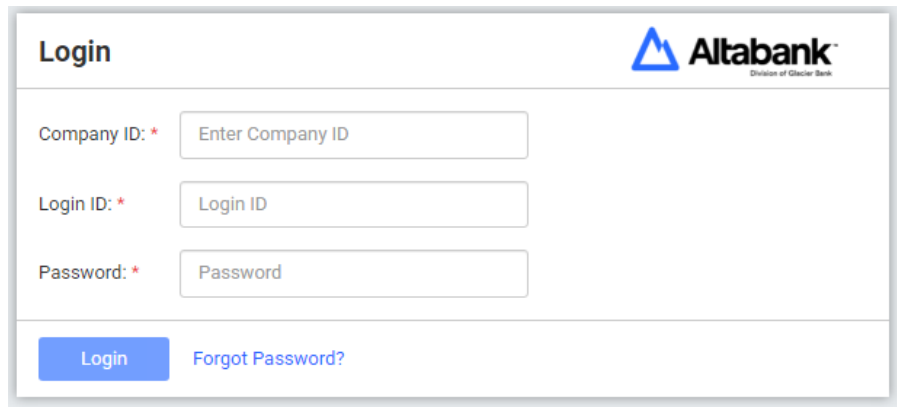
### **Online Business Banking and Treasury Management Access**


Online business banking and commercial online treasury (TPS) services will be offline temporarily starting Friday, March 11<sup>th</sup> at 6 p.m. (MST), and will be restored on Monday, March 14, 2022. Users will continue to use the same websites to access both platform sites, and login credentials will not change.

\*\*\* You will continue to login just as you do today \*\*\*

#### **Treasury Platform (TPS)**

To log into the TPS platform go to <https://tps.altabank.com/altabank/login>



**Login**  **Altabank**  
Division of Glacier Bank

Company ID: \*

Login ID: \*

Password: \*

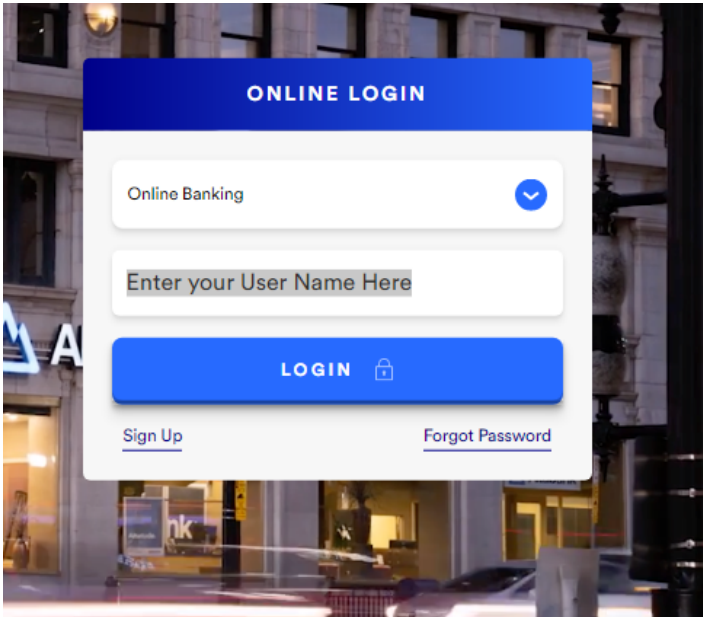
[Login](#) [Forgot Password?](#)

Enter your company ID, login ID and password. You may have to accept the terms and conditions again and reestablish security questions, but otherwise your experience will be the same as today. If you have forgotten your password, click on the Forgot Password button. In the Forgot Password dialog box enter the company ID, your login ID and your email associated with the account. An email will be sent to your email on file with further instructions.

#### **Online Business banking (Net Teller)**

To login to the online business banking platform, go to our website at <https://altabank.com/>.

Locate the online login box located on the right side of our website homepage. Enter your user name and click on the "Login" button.



Please enter your online banking password and click on the submit button. You may have to accept the terms and conditions again and reestablish security questions, but otherwise your experience will be very similar to today. If you have forgotten your password, click on the Forgot Password button. Please use the self-reset option at the login prompt or contact customer service at **1-800-815-2265**.

#### What will change?

Very little will change in the online services. Users on the Net Teller platform will notice slight differences to the platform, but it will function exactly as it does today. With few exceptions, all account access, transfers, and payments will be unaffected on the new platform.

TPS users will not see any changes to the existing platform. With few exceptions, account access, reports, transfers, ACH and wire payments, or other services will be unaffected by the migration.

Transaction History and Check Images

There will be 90-days of transaction history available for account access and transaction searches. Statements for each account will be available for 18-months. If you would like more than 90 days of transactions, you should plan to download your check images and account history for the desired period prior to March 11, 2022.

Account Dormancy/Deactivation

After the conversion to the new platform, Online Banking users who have not logged into their account (through the website or mobile app) for more than 180 days will have to have their accounts reactivated. Users who have not logged into their account for more than 550 days will have their account deleted and will have to re-enroll in Online Banking. This does not apply to users of the Treasury Platform (TPS).

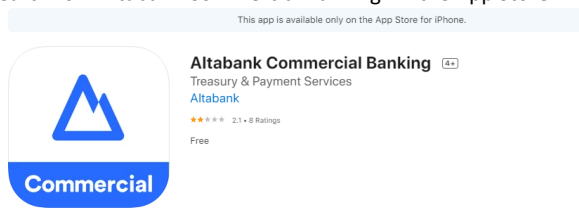
Mobile Banking

Users who are on the Net Teller platform and take advantage of our mobile banking will not experience any changes. Beginning on Monday, March 14<sup>th</sup> your mobile profile will continue to work.

Users that utilize our TPS platform will be required to download the mobile app again to gain access to use TPS mobile. It is recommended that you delete your existing TPS mobile app after March 11 before installing the new app. The new app will have all of the features and functionality you enjoy today. To download the new app please follow the directions below. Please note that you will use your current login credentials with the new app.

IOS / iPhone users:

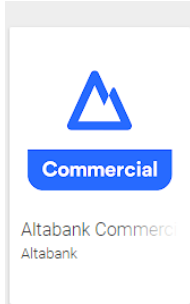
Search for “Altabank Commercial Banking” in the App Store.



Download the application, enter your credentials as before and you will be reconnected.

For Android users:

Search for “Altabank Commercial Banking” in the Google Play Store.



Download the application, enter your credentials as before and you will be reconnected.

### **Cut off time for payments**

Cut off times for payments and other services will remain the same as today. Please [see below](#) for the list of the cut off times.:

Domestic Wires	4:15 PM (MST), Monday – Friday
International Wires	1:15 PM (MST), Monday – Friday
ACH Origination	5:00 PM (MST), Monday – Friday
Positive Pay (decisions)	11:30 AM (MST), Monday – Friday
Remote Deposit Capture	6:00 PM (MST), Monday – Friday
Mobile Remote Deposits	6:00 PM (MST), Monday – Friday
Online Account Transfers	8:00 PM (MST), Monday – Friday

Please remember that we do not process payments on federal holidays.

### **Account Analysis**

With few exceptions, treasury management service fees will not change. The Notice of Change document highlighted some of the fee changes including a change in the foreign wire fee of \$50 (foreign wires in USD funds) and \$75 (foreign wires in foreign currency). Please be aware these fees only apply to foreign wires sent from a branch or using our secure message method. All foreign wires sent using our on-line platform will remain \$30 per wire.

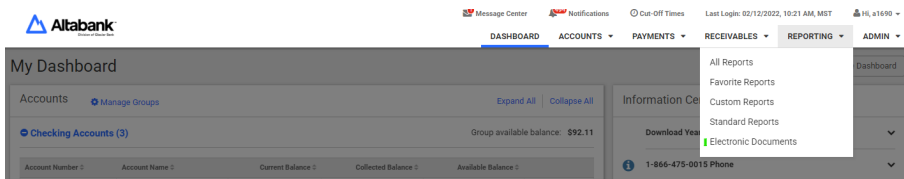
Beginning April 5 you will begin receiving a separate itemized account analysis statement for services used during the previous month. You will receive this statement on the 5<sup>th</sup> of each

**Commented [MB1]:** Do you have a good suggestion of what to remind clients that we do not process on Federal Holidays?

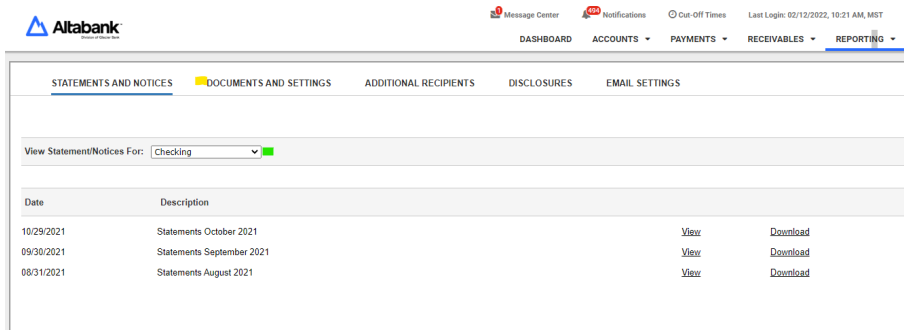
month. This replaces the current billing statement that shows service fees throughout the month. The individual fees will not change.

After March 31, account analysis statements will no longer be mailed. You can find these statements eStatement section of your reports in your TPS commercial online banking profile. You will have access to 18 months of the account analysis statements free of charge. If you need help enrolling for eStatements, please follow the instructions below:

- 1) Select Electronic Documents from the reporting menu



- 2) Select Account Analysis statement from the drop-down view on statements or notices menu



- 3) If you do not see the analysis statements, click on the Documents and Settings menu (yellow), then click on the analysis statements to add them to your list of reports (green).

### **Third Party Connections (Quickbooks)**

If your online banking accounts are connected to a third-party software product such as QuickBooks, the connection will need to be reestablished. In many cases, the reconnection process will simply require entering your login credentials for the third-party product on or after March 14<sup>th</sup>.

We have provided a number of resources to help you. Please visit our third party library of resources by [clicking here](#).

**For clients connected to a third-party product we recommend the following:**

**Before March 11<sup>th</sup>** – Backup your QuickBooks or other third party data files & complete a final transaction download.

**On or after March 14<sup>th</sup>** – Deactivate the old banking connection and reconnect. Please make sure you use the following connections when selecting the bank name in Quickbooks:

**If you use our TPS platform:**

Select “Glacier Family of Bank – TM”

Please note: Connections to most versions of Quickbooks are available for TPS clients. Connections for Quicken are only available to TPS who use QuickBooks with Web Connect. Other third party connections are limited for TPS clients.

**If your business uses the online banking platform (Net Teller):**

If you use any version of QuickBooks *except* Direct Connect select “Glacier Family of Banks”.

If you connect to Quickbooks using Direct Connect please select “Glacier Family of Banks – DC”.

Please note: Connections to most versions of Quickbooks and Quicken are available for our business banking clients. Connections for Quicken are not available for treasury management platform (TPS) clients.

\*\*\* Please visit our third-party library for assistance \*\*\*

**Business Credit and Debit Cards**

Your business credit cards will not be impacted during the March conversion process. We anticipate rolling out a credit card program upgrade in the third quarter of 2022. You will receive a separate communication as that time approaches.

Your current business debit card will be replaced by a new chip-enabled Visa® business debit card. You will receive new business debit cards by mail before March 14. It will be necessary to activate your new card on or after March 14<sup>th</sup>. Instructions will be provided with your card(s).

[Additional information can be found in the NOC.](#)