

Important Online Banking / Mobile Banking Update

On Tuesday, 9/22 Dean Bank's Online Banking provider will be performing an update. The update will begin at approximately 6am and will take about 1 hour to complete. Service may be temporarily unavailable during that time. Once complete, the bank wants customers to be aware of a change. Upon your first login to online banking *after* this update, users will be presented with a "Contact Validation" page (screenshot below).

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...It's my bank.

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In order to ensure that our records are up to date, we will periodically request the confirmation of your contact information. Our records will be updated accordingly once this form is submitted.

Please confirm your current contact information. If your contact information has changed or you can add additional contact information, please enter it. Click Continue to submit your contact information.

Please enter your email addresses:

Home Email Address:

Confirm Home Email:

Work Email Address:

Confirm Work Email:

Please enter up to 4 phone numbers below. Indicate whether each phone number can receive text messages:

Phone Type	Country Code	Area Code	Phone Number	Extension	Can receive text messages
Home	<input checked="" type="radio"/> U.S. <input type="radio"/> International	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Work	<input checked="" type="radio"/> U.S. <input type="radio"/> International	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Work	<input checked="" type="radio"/> U.S. <input type="radio"/> International	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Work	<input checked="" type="radio"/> U.S. <input type="radio"/> International	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

You will be asked to confirm existing email addresses and phone numbers that the bank has on file. Customers will have the option to change or add additional emails or phone numbers as well as delete existing ones that are inaccurate or obsolete. This is a requirement of the technology as all users must now include at least one valid email address and one valid phone number in their online banking profile. Customers will only be presented with this screen once after the update and if the email addresses and phone numbers on file are accurate and confirmed you will not see this message again upon further logins.

Mobile banking users will have the ability to perform this validation from your mobile device as well. A screenshot of what the mobile Contact Validation page looks like is also included.

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Verify your contact information

Please enter your email addresses:

Home Email Address:

Confirm Home Email:

Work Email Address:

Confirm Work Email:

Please enter your Phone Numbers:

Phone Type: **Home** ▼

Phone Number (Area Code, Phone #, Extension):

Phone Type: **Work** ▼

Phone Number (Area Code, Phone #, Extension):

Phone Type: **Work** ▼

Phone Number (Area Code, Phone #, Extension):

Dean Bank thanks our Online Banking customers for their assistance during this process, we apologize for any inconvenience this make create and hope you continue to be satisfied with the most modern, convenient and effective electronic services Dean Bank strives to deliver its customers daily.