

Your Bangor Online for Business Transition Guide



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Welcome to Your New Online Banking Experience



To bring you a better, more intuitive digital experience, we're upgrading your online banking, guided by your feedback and built to support your business today and into the future.

This guide walks you through new online and mobile banking features, how to prepare, and how to get started on Bangor Online for Business. We encourage you to visit the online resource center for important videos and tutorials to help you get started.



FOR ADDITIONAL INFORMATION, VISIT:
bangor.com/onlinebusiness



What's New

Bangor Online for Business has been designed to bring a more modernized experience for managing your business finances, while preserving access to the tools and functionality you rely on.

Improved tools for your business needs

Mobile banking, broader money movement capabilities, Intuit integration, enhanced security and fraud protection, and advanced chat and messaging features.

Greater visibility and control

Manage users, permissions, and account access with greater precision, giving you clearer visibility and control where it matters most.

A more flexible platform built for growth

Simplified, intuitive workflows make it easier to manage payments, reporting, and daily activity, so you can manage your business with confidence.



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bangor.com/onlinebusiness

Online Banking Transition Timeline

Please carefully review the following key dates as we transition your online banking experience to Bangor Online for Business.

Prior to Friday, August 7, 2026	• Review and complete all action items outlined on page 7 of this guide • Take note of your current Treasury Online User ID. You will need it for the first-time login to Bangor Online for Business. • Ensure you know the last 4 digits of the business's Tax ID Number (TIN). You will need it for the first-time log in to Bangor Online for Business. • Confirm your contact information is correct as we will use this information to send important updates
Thursday, August 6, 2026	• Transition to Bangor Online for Business begins • Any system updates (<i>user changes, scheduled transfers, etc.</i>) made after 6pm EST will not transition
Friday–Sunday, August 7–9, 2026	• Upgrade weekend • Beginning at 4pm EST on August 7, access to Treasury Online will be unavailable, and remain unavailable
Monday, August 10, 2026 (Beginning at 8am EST)	• Begin using Bangor Online for Business • Complete the action items outlined on page 10
Monday, September 14, 2026	• Download the new Bangor Savings Bank mobile banking app



How to Prepare

WHAT WILL AND WILL NOT TRANSITION

We're working to make your transition to Bangor Online for Business as seamless as possible. While many of your existing features and settings will carry over, a few items will not, and will need to be reestablished on **Monday, August 10, 2026**.

What Will Transition

The following items will transition from Treasury Online to Bangor Online for Business:

- Your Company information including your Users, User Permissions, Contact Information and Account Nicknames
- Online services*: ACH Origination, ACH Positive Pay
- eStatement enrollment**
- Historical eStatements
- Tax documents from the last 3 years
- Future Dated, Scheduled/ Recurring Internal Transfers
- Access to view and manage your accounts
- ACH Origination Batch History
- Account transaction history from the last 90 days

* Available based on your current online banking agreement with Bangor Savings Bank. Wire Origination is anticipated late Fall 2026.

** While eStatement enrollment will transition, it may be up to 60 days before you can access them. During this interim period, statements may be generated and mailed via USPS.

What will NOT Transition

The following items will not transition to Bangor Online for Business and, if applicable, will need to be reestablished on August 10, 2026.

Please carefully review the related action items below.

- ACH Templates and Recipients List***
- Your password will not transition
- Recurring ACH payments
- Wire Origination Services—COMING SOON, late Fall 2026!

KEY ACTION ITEMS

To help ensure a smooth transition to Bangor Online for Business, please complete the following by **August 7th**:

- ☐ **Email Address:** Review and confirm your email address is correct as this is where we will send your first time login link
- ☐ **Contact Information:** Review and confirm your information is correct
- ☐ **User ID:** Document your **Treasury Online User ID**. You will need it to log in to Bangor Online for Business for the first time.
- ☐ **Business TIN:** Ensure you know the **last 4 digits of the business Tax ID Number (TIN)**. You will need it for the first-time login to Bangor Online for Business. At which point, you will be prompted to create a new password.
- ☐ **Recurring ACH Payments*:** Take note of your scheduled, recurring ACH transactions to re-initiate within Bangor Online for Business
- ☐ **Wire Origination:** Take note of all wire origination information. Wire origination within Bangor Online for Business is targeted for late Fall 2026. During this transition period, all wires must be originated by visiting a branch or using the call-in wire service per your agreement.
- ☐ **Historical eStatements:** While historical eStatements will transition, we recommend downloading them as it may be up to 60 days before you can access them
- ☐ **Historical Tax Documents:** While the last 3 years of tax documents will transition, we recommend downloading them as it may be up to 60 days before you can access them
- ☐ **Future Dated, Scheduled/Recurring Internal Transfers:** While these will transition, we recommend saving your existing transfers to confirm they transition correctly

*** While templates and recipient lists will not transfer, you will have access to your ACH batch history, making it easy to recreate templates using prior transactions.

Getting Started in Bangor Online for Business

HOW TO LOG IN ON AUGUST 10

The upgrade to Bangor Online for Business will be complete on **Monday, August 10, 2026**. Please follow the below steps to log in for the first time.

1. Visit **Bangor.com**. Navigate to the “**Log In**” menu and select **NEW Bangor Online for Business** under **Additional Logins**
2. Enter your current Treasury Online **User ID**
3. Enter the **last four digits of the business's Tax ID Number (TIN)**
4. Follow the prompts to establish a new password
5. Click **Get Started** to set-up your two-factor authentication (2FA) method
6. Select which 2FA method you would like to use (Passkey, phone/SMS, authenticator app, security key or Symantec VIP token) and then follow the prompts to setup and verify the method selected
7. Review and accept the *NEW* Bangor Online for Business terms and conditions



REMINDER

Prior to Friday, August 7, 2026, please take note of your **current Treasury Online User ID and last 4 digits of the business's TIN**, as you will use it to log in to Bangor Online for Business on Monday, August 10, 2026.



COMING SOON! BANGOR ONLINE FOR BUSINESS MOBILE BANKING

The Bangor Savings Bank mobile banking app will be available for download on **Monday, September 14, 2026**. To begin using the mobile banking app, please follow the steps below on or after September 14.

1. Download the Bangor Savings Bank mobile app from App Store® or Google Play
2. **Log in** using your **Username** and **Password** you established for online banking



Visit the Bangor Online for Business Resource Center to access first-time, step-by-step login videos and tutorials.

bangor.com/onlinebusiness

POST LOG IN ACTION ITEMS

Once you have successfully logged into Bangor Online for Business, please complete the following items, as applicable, to ensure your online banking services are reestablished correctly. If anything appears incorrect, contact our Bangor Support Team at **1.877.226.4671** for assistance.

- ☐ **Review Your Details:** Review your Company and User information to ensure everything is accurate
- ☐ **Confirm Your Accounts:** Review your accounts and account information to ensure everything transitioned correctly
- ☐ **Review Your Online Services (if applicable)*:** Review your online services, such as eStatements, ACH Origination, and ACH Positive Pay, to confirm all services you previously accessed through Treasury Online have transitioned successfully to Bangor Online for Business
- ☐ **Verify Scheduled Internal Transfers:** Review future dated, scheduled or recurring internal transfers to confirm they transitioned correctly. This ensures your funds move as expected following conversion.
- ☐ **ACH Positive Pay:** If enrolled in ACH Positive Pay, navigate to ACH Positive Pay and verify your connection
- ☐ **Recurring ACH Payments:** If you originate recurring ACH payments, set up your scheduled ACH origination transactions using your ACH batch history or create as new transactions. Visit the Resource Center for a step-by-step guide on how to generate ACH transactions.
- ☐ **Set Up Alerts:** Set up your alerts and notifications to stay informed about important account activity and help manage your finances with confidence
- ☐ **NEW! Bill Pay:** Enroll and set up Bill Pay to conveniently manage, schedule, and track your payments all in one place
- ☐ **Make Your Dashboard Work for You:** Personalize your 'Dashboard' to quickly access what matters most. Visit the Resource Center for a step-by-step guide to tailor your dashboard.
- ☐ **NEW! Connect Your Banking to Intuit—Fast, Secure, and Seamless:** Sync your business accounts with QuickBooks and other Intuit products. Visit the Resource Center for step-by-step guides to get started.

* Available based on your current online banking agreement with Bangor Savings Bank. Wire Origination is anticipated late Fall 2026.



Bangor Online for Business Resource Center

We know transitions like this come with questions. That's why we've built a dedicated online resource center to guide you every step of the way. We'll continue adding new content to help you get the most from your upgraded experience.

NOW AVAILABLE AT THE ONLINE RESOURCE CENTER



Important Dates & What to Expect



Answers to Frequently Asked Questions



Tutorials & How to Guides

- First-Time Login
- Administration
- Quicken / Quickbooks / Mint
- Dashboard
- Mobile Overview
- Conversations
- ACH
- Bill Pay
- Transfers
- Settings & Alerts



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