

Your Bangor Online Transition Guide

**Inspired by you.
Designed for what's next.**



Bangor
Savings Bank

You matter more.®

Member FDIC

IN THIS GUIDE:

Welcome to Your *NEW* Bangor Online Experience3

What to Expect.....4

How to Prepare5

How to Get Started in the *NEW* Bangor Online8

Bangor Online Banking Resource Center 11



For additional information, visit:
bangor.com/bangoronline

Welcome to Your New Bangor Online Experience



On **Monday, September 14, 2026**, we're upgrading Bangor Online to bring you a more modern and intuitive digital banking experience. This enhancement will offer improved functionality, security, and ease of use.

Streamlined, intuitive navigation

Quickly access key accounts, insights, and actions whether online or in the mobile app.

A modernized experience

Manage your finances, while preserving access to the tools and functionality you rely on.

New and enhanced tools

Access to broader money movement and payment capabilities, enhanced security and fraud protection, and advanced chat and messaging features.

What to Expect

Our goal is to make this transition as seamless as possible. Below outlines what's happening and when so you know exactly what to expect as we transition to the *NEW* Bangor Online.

Today	• Ensure you know your current Bangor Online Username. You will need it for the first-time log in to the <i>NEW</i> Bangor Online. • Ensure you know the last 4 digits of your Social Security Number (SSN) or your Taxpayer Identification Number (TIN). You will need it for the first-time log in to the <i>NEW</i> Bangor Online. • Make sure your contact information is correct as we will use this information to send important updates
Friday, September 4, 2026	• Beginning at 8am EST, access to BillPay will become unavailable. NOTE: Payments scheduled for delivery by September 11 will be processed as planned. Payments scheduled for delivery after September 11 will be transitioned to the <i>NEW</i> Bangor Online, with the exception of eBills.
Thursday, September 10, 2026	• The transition to the <i>NEW</i> Bangor Online begins • Any system updates (<i>user changes, scheduled transfers, etc</i>) made after 6pm EST will not transition • Please complete recommended key action items as outlined on page 6–7 of this guide
Friday–Sunday, September 11–13, 2026	• Upgrade weekend • Beginning at 3pm EST on September 11, access to the current Bangor Online and mobile app will become unavailable and will remain unavailable • Based on your mobile device uninstall or remove the current Bangor mobile app from your device
Monday, September 14, 2026 Beginning at 8am EST	• The <i>NEW</i> Bangor Online is available • Log in and begin using the <i>NEW</i> Bangor Online • Download the new Bangor Savings Bank mobile app • Confirm your accounts and information has transitioned correctly • Complete the post log in action items on page 9–10 of this guide



How to Prepare

WHAT WILL AND WILL NOT TRANSITION

While many of your existing online banking features and settings will carry over, a few items will not, and will need to be reestablished on **Monday, September 14, 2026.**

What Will Transition

- Accounts and core user access
- Bill Payment — Payees, Scheduled Payments, BillPay History (*6 months*)
- eStatement enrollment
- Historical eStatements
- Tax documents from the last 3 years
- Mobile Deposit enrollment
- Future Dated, Scheduled / Recurring Internal Transfers with scheduled frequencies of weekly, bi-weekly, twice a month and monthly
- External Transfers — Accounts associated with External Transfers

What Will NOT Transition

- Alerts and Notifications
- Subusers / Shared Access with Others
- Bill Payment — eBill Enrollment, eBill Auto Payments
- Future Dated, Scheduled / Recurring Internal Transfers with scheduled frequencies of once every 3 months, once every 6 months and annual
- External Transfers — Future Dated, Scheduled / Recurring External Transfers
- Card Controls & Alerts — Enrollment and Preferences
- Mobile Deposit History
- Intuit Product Connections
- Budgeting and Money Management Tools
- Connections to third-party apps and services

KEY ACTION ITEMS

To help ensure a smooth transition to the *NEW* Bangor Online, please complete the following **prior to September 10th**.

Username	• Ensure you know your current Bangor Online Username as it will be needed for your first log in to the <i>NEW</i> Bangor Online
Contact Information	• Need to make updates? From the main menu within Bangor Online, navigate to the 'Connect with Us' tab to complete the Update Contact Info form, if needed.
BillPay	• Review current and hidden 'Payees' and delete the 'Payees' that are no longer needed • Make note of eBills that will no longer arrive. You will need to make alternate arrangements for payment. • Save 'Payee' information for confirmation that it transitions correctly
Alerts & Notifications	• Review and document any Alerts and Notifications you wish to reestablish in the <i>NEW</i> Bangor Online as your current Alerts and Notifications will not transition
Card Controls & Alerts	• Review Card Management functions (<i>Controls & Alerts, Travel Plans, etc.</i>) and note which ones you will want to create in the <i>NEW</i> Bangor Online
Documents & Statements	• 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

External Transfers	• Review external accounts (<i>My Other Accounts</i>) and delete any accounts that are no longer needed • Document any scheduled or recurring external transfers that will need to be reestablished
Internal Transfers	• Future Dated, Scheduled/Recurring Internal Transfers: While transfers with frequencies of weekly, bi-weekly, twice a month and monthly will transition, we recommend saving your existing transfers to confirm they transition correctly • Take note of transfers with scheduled frequencies of once every 3 months, once every 6 months and annual. These will not transition as they are not available transfer frequencies in the <i>NEW Bangor Online</i>. • Reschedule any internal transfers currently scheduled between September 12 and 13 to take place on either September 11 or 14. No internal transfers will take place between September 12 and 13.
Mobile Deposit	• Review and save any mobile deposit history as it will not transition and will be unavailable after September 11
Quicken, QuickBooks, Mint Users	• Complete a data file backup and final transaction download. Doing so will help ensure access to transaction history after the conversion.
Subusers / Shared Access with Others	• Inform subusers they will lose access as of 3pm EST on September 11, 2026 • Need to know who has access? From the main menu within Bangor Online, navigate to the 'Additional Services' tab and select 'Share Access with Others.'



How to Get Started in the *NEW* Bangor Online

HOW TO LOG IN ON SEPTEMBER 14

The upgrade to the *NEW* Bangor Online will be complete on **Monday, September 14, 2026**. Please follow the below steps to log in for the first time.

1. Visit **bangor.com** and select 'Log In' from the top right corner **or** download the new Bangor Savings Bank mobile app (see next page) to get started!
2. Enter your current Bangor Online **Username**
3. Enter the **last four digits of your Social Security Number (SSN)** or your **Taxpayer Identification Number (TIN)** as your temporary password
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 terms and conditions



DOWNLOADING THE NEW MOBILE BANKING APP

To begin using the new mobile app, please follow the steps below:

1. Download the **Bangor Savings Bank** mobile app from App Store® or Google Play
2. Open the app and log in:
 - If this is your first time, follow the same prompts noted on the prior page to complete your initial login
 - If you have already completed your first login, simply enter the Username and Password that you previously established

POST LOG IN ACTION ITEMS

Once you have successfully logged into the *NEW* Bangor Online Banking, 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 personal information (Name, Address, Contact Info) under your profile to ensure everything is accurate
- **Confirm Your Accounts:** Review your accounts and account information to ensure everything transitioned correctly
- **Confirm Your Bill Payment:** Review your Billers, Scheduled Payments and History to ensure everything has transitioned correctly

Reminder: Auto payments attached to eBills did not transfer and alternate arrangements for payment should be made such as setting them up as a Biller

NOTE: Some Billers may have converted without an address and need to be verified before a payment will be sent

- **Review Your Scheduled Bill Payments:** Scheduled Bill Payments that are sent electronically will be debited from your payment account after **5pm EST the day before your scheduled delivery date**. Review your scheduled payments and make adjustments to accommodate this change if necessary.
- **Confirm Internal Transfers:** Review your Future Dated, Scheduled/ Recurring Internal Transfers to ensure everything transitioned correctly. **Reminder**, transfers with frequencies of once every 3 months, once every 6 months and annual are not available in the *NEW* Bangor Online.

- **Review External Transfers:** Reestablish transfer instructions for Scheduled/Recurring Transfers
- **Set Up Your Alerts and Notifications:** Alerts and notification settings will not transfer. Be sure to reestablish them to continue receiving updates.
- **Manage Cards:** Connect to Card Controls & Alerts to be able to manage your Bangor Savings Bank Mastercard Debit Card(s) and everblue® Credit Card(s)
- **Reconnect Third-Party Apps:** If you use apps or services that connect to your Bangor Online accounts, reestablish those connections to continue sharing account information and receiving updates
- **Make Your Dashboard Work for You:** Personalize your 'My Dashboard' to quickly access what matters most. Visit the Resource Center for a step-by-step guide to tailor your dashboard.
- **Connect Your Banking to Intuit:** Sync your accounts with Intuit products. Visit the Resource Center for step-by-step guides to get started.



Bangor Online Banking 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 encourage you to visit **bangor.com/bangoronline** for important videos and tutorials to help you get started.

NOW AVAILABLE AT THE ONLINE RESOURCE CENTER



**Important Dates
& What to Expect**



**Answers to Frequently
Asked Questions**



**Tutorials &
How to Guide**

- Settings & Alerts
- Dashboard
- First-Time Login
- Account Recovery
- Remote Deposit
- Mobile Overview
- Quicken / Quickbooks / Mint
- Bill Pay
- Conversations
- Transfers



For additional information, visit:
bangor.com/bangoronline

Inspired by You

Designed for
what's next.



We encourage you to visit the online resource center for important videos and tutorials to help you get started with the *NEW* Bangor Online.



Call
Visit

1.877.226.4671
bangor.com/bangoronline

Bangor
Savings Bank

You matter more.®

Member FDIC