

# Operating System Upgrades

COMING SOON

Important  
information  
you need  
to know.



**HURON  
COMMUNITY  
BANK**

New banking operating  
system launches on  
**Friday, May 5th, 2023**

## Important Information and Updates

We are excited to share that our banking systems are being enhanced to provide you with the best service and experience!

The following **IMPORTANT** information is highlighted to include critical dates and times services will be temporarily impacted. Also, **TAKE ACTION** information is highlighted to help you prepare for the transition.

**We are here to help!** If you have any questions or need assistance, please call your local branch or **(989) 362-6700** and one of our knowledgeable team members will gladly assist you.

*Thank you, in advance, for your patience as we begin the transition May 4th, 2023 at 3:00 p.m.*

## ACCOUNT NUMBERS

### Will my account number(s) change?

**NO!** All account numbers will remain the same.

You may continue using your checks and debit card.  
Loan numbers will also stay the same.

## STATEMENTS

### Are Business and Consumer Accounts statements affected?

**YES!**

**IMPORTANT:** Effective May 5th, 2023, all statement dates will change to the end of the month.

A final statement will be sent from the bank's current operating system which will be a short statement.

The first statement from the new operating system will be sent after the end of the month.

## DEBIT CARDS

### Will my debit card be affected?

**NO!** Debit Cards will not be affected. You may continue to use your current activated debit card.

**IMPORTANT:** Huron Community Bank ATM's may be temporarily out of service the week of May 8th while updates are being made.

## TELEPHONE BANKING

### Will Telephone Banking be affected?

**YES!**

**TAKE ACTION:** As of May 5th you will be required to setup a new PIN when calling Telephone Banking at **800-872-2817**

# Online and Mobile Banking Users

## New & Improved Look!



Download  
**NEW** Mobile  
Banking App  
as of May 8th

### Will my Username and Password be affected?

**YES!**

**Username:** If you are already enrolled in online banking, you will use your existing Username. If you are not enrolled in online banking, you may enroll by visiting [www.bankhcb.com](http://www.bankhcb.com)

**Password:** You will be required to create a new password. The first step will require you to enter the last four digits of your SSN (*social security number or EIN for businesses*)

### Will Bill Pay be affected?

**NO!** Great news - your Bill Pay will automatically transition to our new online banking system!

**TAKE ACTION:** We encourage you to write down the details of your bill payments for verification purposes. For example: date, company name, address, account number.

**IMPORTANT:** Beginning **Monday, May 8th**, when a Bill Payment is initiated to be sent via check, your account will be electronically debited at the time of initiation as opposed to the day the check is processed by the receiver.

### Will External Transfers be affected?

**YES!** External Transfers will not automatically move to our new online banking system.

**TAKE ACTION:** We encourage you to write down the details of your external transfers. For example: date, company name, address, account number. You will need to setup your external transfers in the new online banking system after you login.

**IMPORTANT:** Online Banking & Mobile Banking will be unavailable starting on **Thursday, May 4th at 3:00 p.m. until Monday, May 8th at 9:00 a.m.** As a result, Bill Pay and External Transfers will not be available during that time. You may call any branch location for information on your accounts during regular business hours.

# BUSINESS Treasury Management Users



**IMPORTANT:** Online Banking & Mobile Banking will be unavailable starting on **Thursday, May 4th at 3:00 p.m. until Monday, May 8th at 9:00 a.m.** You may call any branch location for information on your accounts during regular business hours.

## REMOTE DEPOSIT CAPTURE, ACH & POSITIVE PAY

If you use these services, a Treasury Management Specialist will contact you prior to the transition to schedule training and answer questions.

**Jennifer Daley**  
**(989) 362-1706**  
daleyj@bankhcb.com

**Brittany Robert**  
**(989) 362-1751**  
robertb@bankhcb.com

### Will Remote Deposit Capture be affected?

**YES!**

**TAKE ACTION:** All deposits are required to be completed by 3:00 p.m. on May 4th. Remote Deposit Capture will not be available from May 4th at 3:00 p.m. until May 8th at 9:00 a.m.

### Will ACH be affected?

**YES!** However, your ACH templates will automatically transition to our new online banking system!

**TAKE ACTION:** ACH files will not process on Friday, May 5th. If you need to process an ACH file, use the following schedule:

Submit file **Wednesday, May 3rd**  
by **3:00 p.m.** for processing on  
**Thursday, May 4th**



Submit file **Thursday, May 4th**  
by **3:00 p.m.** for processing on  
**Monday, May 8th**

We encourage you to write down the detailed information in your ACH templates for verification purposes.

### Will Positive Pay be affected?

**YES!**

**TAKE ACTION:** Have all checks entered into Positive Pay by 3:00 p.m. on May 4th. It is recommended that no checks are issued from May 5th-7th. Positive Pay will be available to enter new items beginning May 8th at 9:00 a.m. We encourage you to have a record of all outstanding checks in Positive Pay for verification purposes on May 8th.



**East Tawas**

301 Newman St.  
(989) 362-6700

**Mortgage Center**

323 Newman St.  
(888) 226-5422

**Tawas City**

410 West Lake St.  
(989) 362-8671

**Oscoda**

5077 North US-23  
(989) 739-9125

**Lincoln**

327 Traverse Bay Rd.  
(989) 736-6727

**Au Gres**

3150 East Huron Rd.  
(989) 876-8068

**Harrisville**

423 East Main St.  
(989) 724-6719

**West Branch**

2210 South M76  
(989) 343-1050



1-888-BANK-HCB • [bankHCB.com](http://bankHCB.com)

