



## Online Banking FAQ

### Attention former The Bank of Venice Customers

#### When will TIB Bank be taking over the Online Banking System?

On the evening of Friday, September 25<sup>th</sup>, TIB Bank will begin the process of converting all accounts to our systems. This will include Online Banking, Cash Management, and Bill Payment systems.

#### Will Online Banking users experience any system interruptions?

Unfortunately, yes. While the conversion is in process the Online Banking System will not be available. The system will be brought down on Friday, September 25<sup>th</sup> at 5:45 PM and we anticipate that the system will be available again on Monday, September 28<sup>th</sup>. We will be posting messages on our website to alert you of any changes and when the system will be accessible.

#### What are TIBLINK and TIBLINK Plus?

TIBLINK is TIB Bank's brand name for our Online Banking system. TIBLINK Plus is the brand name for our Cash Management system.

#### Will my Online Banking ID be changing?

If you have already established a personal User ID (Alias) you can continue to use it even after September 28<sup>th</sup>.

But if you have not established a personal User ID (Alias), effective **September 28, 2009**, you will need to use a new Online Banking ID. The first five digits of your new ID will change to **92353**; the remaining 7 digits of your current ID will remain the same. Example, if your User ID was 998900000001; your new ID with TIB Bank will be 923530000001 (example only).

### **Will my PIN be changing?**

Yes, your initial or temporary Online Banking PIN will be the **last 4 digits of your Social Security Number or Taxpayer Identification Number**. You will be immediately prompted to change this temporary PIN. Your new PIN will need to be between 6 and 8 characters in length and must include letters and numbers. The first character must be a letter. Note: PINs will be case sensitive.

*Joint Accounts-* The PIN will be last four digits of the primary account holder's social security number.

*Business Accounts-* The PIN will be last four digits of the company Taxpayer ID number.

### **Where will I need to go to access the Online Banking system?**

Effective September 28<sup>th</sup>, you will be able to access the Online Banking system at [www.tibbank.com](http://www.tibbank.com). Enter your new User ID and PIN in the box in the upper left-hand corner where you see TIBLINK Login.

### **If I use Direct Connect or Web Connect for either Quicken or QuickBooks, what should I do?**

We encourage all users to download all their history prior to the conversion.

### **What will happen to the Payees that I have setup on Bill Payment?**

Nothing will happen, they will be converted and you will have access to them.

### **Who can I call for help with problems accessing the system with my new Online Banking ID?**

Call our helpdesk staff at 866-613-4028 (toll free). The helpdesk staff is available Monday through Friday 7:30 AM to 5:00 PM (EST).

### **Who can I call for help with problems with printing, browser, cache, etc?**

Call our Technical Support staff at 800-308-5863 (toll free). The Technical Support staff is available Monday through Friday 6:00 AM to 12:00 AM (EST).

### **How can I contact the Helpdesk after banking hours?**

You can email the helpdesk anytime at [eservice@tibbank.com](mailto:eservice@tibbank.com)