AllegianceBank®

Business eBanking Update FAQs

Why is Business eBanking changing? We are making enhancements to improve your overall experience and provide you with simple, easy access to digital business banking tools to help manage your finances and run your business more efficiently. The upgrade brings you a new responsive design, streamlined menus and improved navigation.

Will my login credentials and/or account information change? Your account information remains entirely the same. In addition, your login credentials (Company ID, User ID and Password) will remain the same.

How does the system upgrade impact current users with information panels? The upgrade provides you with improved navigation, streamlined menus and centralized workspace. Accounts are now displayed and grouped by account type, such as Checking, Savings and Loans, and appear in the Accounts Summary section as shown below.

Is there a limited number of accounts that can be displayed on the Welcome page at one time? The Welcome page displays up to ten (10) accounts at one time, however you can simply select the “Show More” link to view additional accounts, if applicable. Accounts are now displayed and grouped by account type, such as Checking, Savings and Loans, and appear in the Accounts Summary section.

Will my current Favorites remain the same after the system upgrade? Yes, all of your saved favorites will remain the same and will now be accessed by selecting the star icon on the menu bar circled below.

Will I have to recreate my email and text alerts? No, the alerts you have today will remain the same.

Will I still have access to my transaction history? Yes, you will continue to be able to access up to 18 months of transaction history.

Will I still have access to my existing ACH and Wire templates? Yes, your existing ACH and Wire templates are now conveniently located in the Money Movement menu.

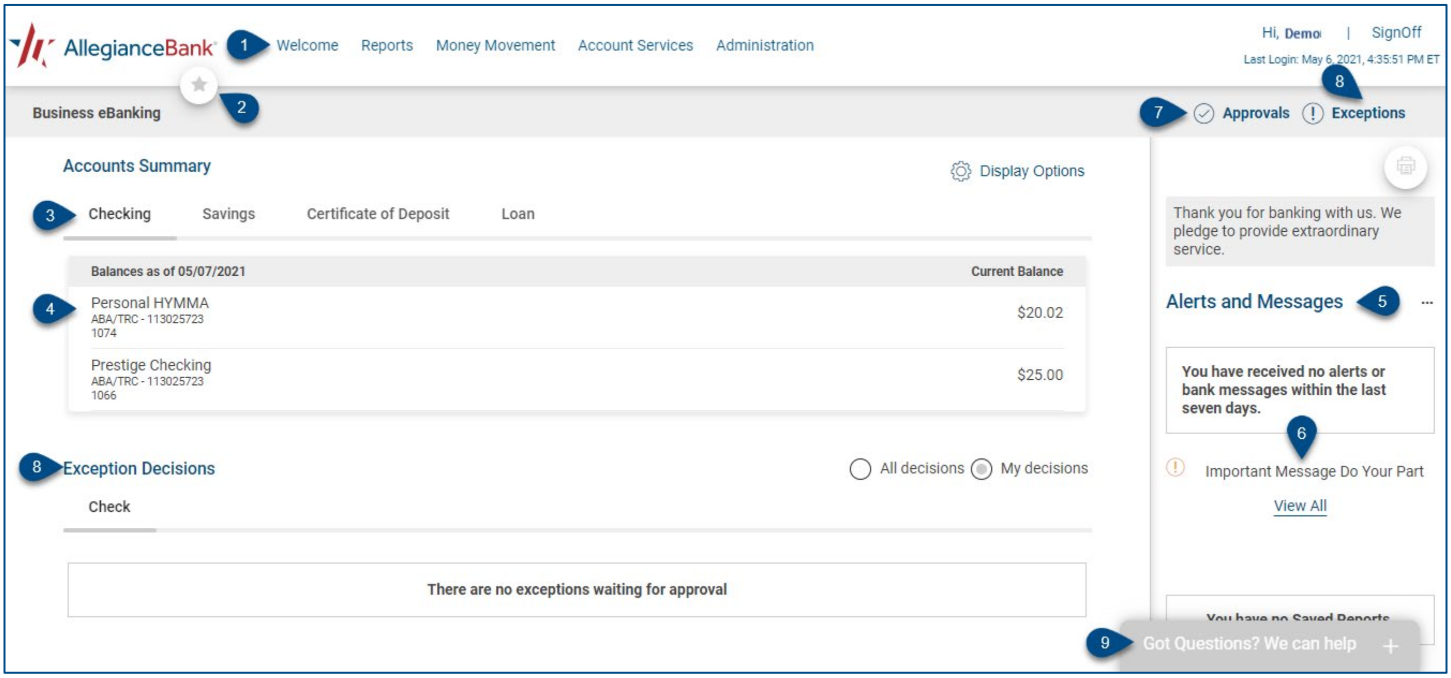
Will I still have access to search for previously completed ACH and Wire transactions? Yes, your completed ACH and Wire transactions will remain available for you to search and will not be impacted.

Will I have to recreate my scheduled or recurring transactions (ACH, Wire and Internal Transfers)? No, your scheduled and recurring transactions will not be impacted.

Please contact an Allegiance Banker to find out more by calling 281.894.3200

Member FDIC

New Online Banking Welcome Page Sample



The following numbers correspond with the image of the updated screen listed above:

1. The content pane will navigate you to the different features and services within Business eBanking.
2. The star icon allows you to access links to your favorite pages.
3. Accounts are now displayed and grouped by account type, such as Checking, Savings and Loans, and appear in the Account Summary section.
4. The Account Summary section replaces the Important Account Balances panel. You can now see account balances for the first 10 accounts and click the Show More link to view remaining accounts. This eliminates the seven-account restriction in the previous panel view.
5. Alerts and bank mail.
6. Bulletin messages from Allegiance Bank will be listed here. Click the View All link to go to the Received Mail and Alerts page.
7. The Approvals link is always displayed and replaces the previous Approval panels. Users can view all pending approvals and next scheduled requests from one screen.
8. The Exceptions link replaces the Positive Pay Exception panel and allows users to view and act on ACH and/or check Positive Pay exceptions awaiting decision or approval. Exceptions are also displayed in a section on the Welcome page.
9. Got Questions? Use “How Do I” to search, access frequently asked questions, send a secure message through Business eBanking, or call 281.894.3200 for assistance.