



Exciting Updates Coming to our Online Banking & Mobile App

On January 26th, TrailWest Bank will be upgrading our online banking and mobile app to provide you with a more user-friendly way to access your accounts 24/7. We are excited about this upgrade and the improvements it will offer our valued customers!

We understand how important it is to you to be able to access your finances when and where you want to and are committed to making this upgrade as smooth as possible. To help you prepare, we have detailed some of the most significant changes below.

****Please note that online banking will be UNAVAILABLE from about 5 am MST until 10 pm MST on January 26th while the upgrade process is taking place.**

****Business Customers:** *If you use our Online/Mobile Banking for ACH origination, we encourage you to set up a meeting with one of our ACH Processors **PRIOR to January 26th**, so we can give you a sneak peek into the changes of your ACH templates. Please email ACHGroup@trailwest.bank to set up a meeting today!*

What's NEW?

Simplified funds transfer process! Transferring money between accounts is the most frequently used transaction in online and mobile banking. You will now be able to edit single and recurring transfers with greater ease.

***Please Note:* Transfer will still present a restricted calendar that prevents you from selecting a date which is not available for processing such as weekends and Federal Holidays.

Updated Business Banking ACH functionality. The process for creating and editing templates has been streamlined and new features have been added. A few of the highlights are:

- Enhanced template filters
- Separated pay/collect workflows
- Search and bulk select or add recipients to transactions
- Sub-total on same page as template is created
- Ability to upload formatted files from the new payment menu
- Ability to view/edit full recipient detail in an expandable component, rather than having to leave workflow
- Recipients add and edit consolidated to a single screen
- And more!

Please email our ACH processors at ACHGroup@trailwest.bank to set up an appointment to get a sneak peek **BEFORE January 26th**.

Important Dates and Available Services:

Tuesday, January 26th

- Online and mobile banking will go **OFFLINE** for approximately **FOUR hours, starting at 5 am MST**. During that time, you will be unable to access your account through online banking or the mobile app.
- We will have extra Digital Branch Operators available to provide your account information or perform telephone transfers at (406) 523-5419.
- TrailWest Bank ATM's are available as usual for balance inquiries and withdrawals.
- TrailWest Bank LIVE! ITM Tellers will be available to perform transfers, deposits, withdrawals, check cashing, and more. To learn more about LIVE! and see our locations, click [here](#).

- All TrailWest Bank Locations that offer Drive-Thru services are available for transfers, deposits, withdrawals, check cashing, and more during our regular business hours, click [here](#) to search our Locations & Hours.

WE ARE HERE TO HELP YOU:

CALL OUR DIGITAL BRANCH AT (406) 543-5419
MONDAY-FRIDAY 7AM-9PM | SATURDAY 9AM-5PM

PHONE BANKING	VIDEO CONFERENCING	DRIVE-THRU	LIVE! BANKING
			

First Time Login and Registering Device

The first time you log in to our updated online banking or mobile app, you may be required to go through the on-time registration process. When logging in, use your current online banking User ID and password. If prompted, select a delivery target for a *secure access code*. This is a onetime code used to identify you for security purposes.

What Do I Need to Do?

Before January 26th, we recommend you go into your online banking or mobile banking app and make sure your phone number and email address are up to date. This will ensure that you can receive your secure access code if prompted. You can update your personal information from the **Settings** Menu under **Profile**.

No other action is needed! All of your current online banking information, including ACH templates for Business Banking users, will be automatically rolled over into the new online/mobile banking platform.