



NEW First eBanc Online Banking Upgrade

Dear Valued Customer,

We are excited to announce the upcoming upgrade to our **NEW First eBanc** platform! This transition will bring enhanced features, which you can view now on our web site, and a smoother experience for all users. To help you prepare, here is an overview of what to expect during the upgrade process.

June 2nd, 2026 (Tuesday)

- **8:00 AM:** First ePay & Zelle will be unavailable. Access to First ePay & Zelle will be removed from the current First eBanc. Users will not be able to set up or make changes to payments. Scheduled payments will still be processed.
- **After 4:45 PM:** First eBanc will enter “inquiry only” mode and some online features will not be available, such as Transfers, First ePay, Zelle, MyCards and Mobile Deposit.
- **During the Evening:** The **First eAlerts** account notification upgrade begins. During this time, there will be a brief period of alert inactivity, and **PUSH notifications** will not be available nor will they be converted. Current SMS, Email and Inbox notifications will continue to work. (See the First eAlerts demo on the bank’s Resource Center to view setting up your **PUSH notifications** in the **NEW First eBanc**).

June 3rd, 2026 (Wednesday)

- **Internal Testing:** First Community Bank and Trust will be fully testing the **NEW First eBanc** throughout the day to ensure a seamless experience. **NOTE:** The old versions of **First eBanc online** and **First eBanc mobile** will be available for inquiry purposes only. Transfers, First ePay, Zelle, MyCards and Mobile Deposit will still be unavailable.

June 4th, 2026 (Thursday)

- **9:00 AM:** The bank’s First eBanc online banking buttons located at **www.firstcibt.bank** will be updated to access the **NEW First eBanc**.
- The **NEW First eBanc** mobile app will be available for download in the Apple App Store and Google Play Store. If you tap the old **First eBanc** mobile app on your phone, you will see a message that will advise you to download the **NEW First eBanc** mobile app.

What you can expect the first time you log into the NEW First eBanc:

- You will need to **accept a new Electronic Banking Terms & Conditions** upon logging in to either the mobile or online platforms. You will only need to do this once.
- **First eAlert users** will need to **accept new Terms & Conditions**, and previous **PUSH alerts** will no longer be active. Text and email alerts will continue to function as before. New users registering for **First eAlerts** will be automatically enrolled in select account and security alerts via text message.
- **First eStatement users** will need to **accept new Terms & Conditions** when accessing First eStatements.
- **First ePay users** will notice a new, improved bill pay interface designed for easier use and enhanced features.

A preview of NEW First eBanc is available now! To preview **NEW First eBanc** for both mobile and online, visit our website at www.firstcbt.bank and access the **Resource Center**. There you'll find demos for **NEW First eBanc** mobile and **NEW First eBanc** online.

We are excited about the benefits this transition will bring and appreciate your understanding and cooperation during this process. If you have any questions or need assistance, please don't hesitate to reach out to us at (708) 946-2246 in Beecher and (708) 258-0530 in Peotone.

Thank you for being a valued customer.