

PERSONAL ONLINE BANKING UPGRADE

IMPORTANT INFORMATION FOR ONLINE AND MOBILE BANKING CUSTOMERS

Our Online Banking upgrade goes live **Monday, November 17th at 9:00 a.m.**
Please review this information before logging in for the first time.

ATTENTION MOBILE BANKING USERS:

- Mobile Banking will be **unavailable from Friday, November 14th at 5:30 p.m. until Monday, November 17th at 9:00 a.m.**
- The mobile app **does not accept temporary passwords.** You will need to **log in to Personal Online Banking first** at pathfinderbank.com. After you've successfully logged in and created your new password, you can use those updated credentials in the existing mobile app.
- There will be a background **update to the mobile app**. If your phone does not allow automatic updates, please **uninstall and reinstall the app** to access the newest version.

LOGGING IN AFTER THE UPGRADE: (ONLINE BANKING)

1. Go to pathfinderbank.com and select **Online Banking > Personal**.
2. Enter your **existing Username** (it remains the same and is no longer case-sensitive).
3. Enter your **temporary password** which is the **last six digits of your Social Security number**.
4. Follow the on-screen prompts to **verify your identity** and **create a new password**.
5. Your new credentials will work for both **Online** and **Mobile Banking**.

BUSINESS ONLINE BANKING:

Business Online Banking is **not impacted** by this upgrade.
You may continue to log in as usual.

NEED HELP?

Visit pathfinderbank.com/online-banking-upgrade for step-by-step login guides and FAQs.
Or contact us at **315-343-0057** during regular business hours.

