



BUSINESS ONLINE BANKING AND BILL PAY KEY DATES AND INFORMATION

We are upgrading your Digital Banking experience to provide a safer, more secure solution that incorporates the latest technology. Your new Online Banking service will be available beginning at **9am PST on Monday, April 25, 2022**. To follow is a guide to help you access the new system.

IMPORTANT DATES

- **Friday, April 1, 2022, at 5pm PST**
Any changes made within Online Banking after this time will not be converted to the new system. Please make note of your changes for use post system conversion.
- **Thursday, April 21, 2022, at 3pm PST**
Deadline for Bill Pay transactions using your current Online Banking system.
- **Friday, April 22, 2022, at 3pm PST**
Your current Online Banking and Mobile Banking services will become unavailable.
- **Monday, April 25, 2022, at 9am PST**
Your new Online Banking services will become available and accessible through Bank of Southern California's [website](#).

ACCESSING YOUR NEW BUSINESS ONLINE BANKING SYSTEM

STEP ONE:

- Log into the new Business Online Banking system, by visiting banksocal.com. In the upper right-hand corner, select **Client Login**, and then select **Bank SoCal Business Online Banking**.
- Important to note, the use of "favorites" or "bookmarks" within your browser may direct you to our old Online Banking site which will no longer be available.

STEP TWO:

- The new Online Banking system will require a Company ID, User ID, and password. The Company ID is a 7-digit system-generated number that will be used each time you login. The Company ID will be provided to the company administrator via email the week of April 11, 2022.
- You will continue to use your existing Online Banking ID (which will be referred to as "User ID" in the new Online Banking system).
 - Please note, if your existing User ID has spaces or special characters, please remove them from your new User ID. If your existing User ID is your email address, please remove the domain name (e.g., BBanker@banksocal.com would be bbanker).
- Your current password will not be converted to the new Online Banking system. Your temporary password at initial login will be Bsc1 + the first 4 characters of your new User ID (ALL CAPS).
 - For example: User ID: bbanker | Temporary Password: Bsc1BBAN

STEP THREE:

- After your initial login, you will be prompted to change your password. The new password requirements are below.
 - Must be at least 8 characters in length but no more than 12
 - Must include at least one uppercase letter, one lowercase letter, and a number
 - Cannot include a character that repeats more than three times
 - Cannot be the same as the associated user ID

GENERAL INFORMATION

ADVANCED LOGIN AUTHENTICATION

- We will continue to offer increased security for your online transactions with our new Online Banking system. At first login, and any additional logins from an unrecognized device or IP address, the system will prompt you to request an authentication code that will be sent to a phone number on record or via SMS text.
- Please note, for enhanced security, email delivery of the security code will no longer be an option.

ACCOUNT NICKNAMES

- Account nicknames in Online Banking will convert. We recommend that you verify the account nicknames on the new Online Banking system **after April 25**.

ACCOUNT TRANSFERS

- Internal account transfers will be available in the new system. This includes any recurring templates. We encourage you to save/print a copy of your existing transfers **before Friday, April 22**, and to confirm the established transfers after April 25.
- External transfers allow you to transfer money between your Bank of Southern California accounts and accounts you own at other financial institutions. Existing external transfers will not convert. We recommend that you save/print a copy of your existing external transfers **before Friday, April 22**.
- To setup a new external transfer template on the new Online Banking system, please call us at 844.BNK.SOCAL.

TRANSACTION HISTORY AND ESTATEMENTS

- After April 22, we will provide downloadable transactional history from January 1, 2021. Please note that the process to load the transaction history may take a few days.
- If you require immediate access to your history, or if you need transactional history prior to January 1, 2021, please download the transactional data prior to Friday, April 22.

ESTATEMENTS

- All clients who would like to continue with eStatements will need to re-enroll following conversion.
- Please note, historical eStatements will not be available in the new Online Banking system. Please download your statements **prior to Friday, April 22**.

QUICKEN AND QUICKBOOKS DOWNLOAD

- Download QuickBooks and Quicken transactions before **Friday, April 22 at 3pm**.
- After April 22, you will need to reconnect Quicken/QuickBooks. Instructions for reconnecting your QuickBooks or Quicken can be found on our website at banksocal.com/bank-of-santa-clarita.

USER ENTITLEMENTS

- Administrators will be granted full access to the accounts in the new Online Banking system.
- Secondary users will not have any user-entitlements after April 22. Administrators will need to verify, approve, and further define and assign roles to users **after April 22**.

BILL PAYMENT

BILL PAY

- Bill Payment will be unavailable during the conversion period, **beginning Thursday, April 21 at 3pm, until Monday, April 25 at 9am**.
- We recommend that you do not schedule any payments to be processed Friday, April 22, through Monday, April 25. Payments scheduled for processing Thursday, April 21, will process as usual, but any payments scheduled for Friday, April 22, through Monday, April 25, will not process until Monday, April 25.

EBILLS

- eBills will automatically be cancelled on Thursday, April 21 and will not convert to the new Online Banking system. You will need to re-enroll your eBills in the new Online Banking system after Monday, April 25.
- We recommend that you print/save a copy of your eBills before March 3.

BILL PAYMENT HISTORY

- Bill Payment history will not convert. If you would like your payment history saved, we recommend that you save/print the bill payment history before Thursday, April 21.

BILL PAY VIA ACH

- Bill Pay via ACH will no longer be available in the new Online Banking system.
- Bill Pay items will need to be re-input into the Bill Pay system using the check payment option.
- If you would like an alternative solution for processing payments via ACH, please contact your Relationship Manager or [local branch](#) to learn more about ACH Origination. You can also reach us at 844.BNK.SOCAL.

ACH ORIGATION

ACH ORIGATION

- ACH Origination will continue to be offered in the new Online Banking system.
- Clients can continue to submit ACH transactions on the existing Online Banking system **until 1pm on Friday, April 22**.
- We recommend that you do not process ACH transactions with an effective date after April 22 on the existing Online Banking system. These transactions should be submitted on the new system after April 25.
- Please note, any ACH files you submit with an effective date after April 22 on the existing Online Banking system will post to the receiving bank and beneficiary on the designated date, however your account's offset will be posted on April 22 regardless of the effective date.

ACH CUTOFF TIMES

The Bank's ACH Cutoff Times will remain the same. Please see below for the cutoff times.

- Same Day ACH: 12pm PST
- Next Day ACH: 4pm PST

ACH TEMPLATES AND PARTICIPANT INFORMATION

- **ACH Templates and Batches**
 - ACH Templates and Batches that you have previously used will convert. However, we recommend that you save/print a copy of your templates before Friday, April 22.
- **ACH Participant**
- The ACH Participant feature will not be available in the new Online Banking system and therefore will not be converted. If you currently use the Participant information in a template, the information will be converted within the template.
- You may create a new template that contains all your Participants. You must take this action **prior to Friday, April 1.**

ACH CUTOFF TIMES

- The ACH Upload feature will continue to be offered through the new Online Banking system.
- **IMPORTANT:** Changes will need to be made to the Immediate Destination ID and Immediate Origin ID in your ACH file after Monday, April 22 to ensure it is processed successfully.
 - The **Immediate Destination ID** must be updated to 122243402.
 - The corresponding bank name will be **BANK SOCAL.**
 - The **Immediate Origin ID** must be updated to **222222223.**
 - The corresponding name will be **FIS BEB.**
 - 101 **122243402****222222223**1611091702A094101**BANK SOCAL** **FIS BEB**

If you have any questions, please contact the Treasury Services Department at 844.BNK.SOCAL. You may also need to consult with your ACH software provider to make these changes.

WIRE SERVICES

WIRES

- Clients can continue to submit online wire transfer requests on the existing Online Banking system until 2pm on Friday, April 22. Please do not submit any wires with an effective date after April 22 on the existing Online Banking system.
- You will need to submit wires with an effective date of April 25 or after, into the new Online Banking system.
- The new Online Banking System will continue to allow domestic and international USD Wires.
- Beginning April 25, the system will also allow the processing of foreign international wires. If you are interested in this service, please contact your Relationship Manager, or call us at 844.BNK.SOCAL.

WIRE CUTOFF TIMES

The Bank's Wire Cutoff Times have been extended. Please see below for the new cutoff times.

- Domestic USD Wire Transfers: 2:30pm PST
- International USD Wire Transfers: 2:30pm PST
- Foreign Currency Wire Transfers: 1pm PST

WIRE TEMPLATES

- Wire Templates that you have previously used will not convert.
- Please be sure to save/print a copy of your templates **before Friday, April 22.**

POSITIVE PAY

POSITIVE PAY

- Positive Pay Service will be offered as part of the new Online Banking system.
- **IMPORTANT:** For security purposes, we have updated our Bank's Positive Pay default settings. Any exception items that do not have a decision made by the cutoff time will be returned.

POSITIVE PAY (CHECK AND ACH) CUTOFF TIMES

- The Bank has consolidated our Positive Pay (Check and ACH) Cutoff Times. The new cutoff time for both Check and ACH Positive Pay is 12pm PST (Next Business Day).
- All exception items (check and ACH) need to be reviewed prior to the cutoff time.

CHECK POSITIVE PAY

- The last day to upload Check Positive Pay files in the existing Online Banking system will be **Friday, April 22 at 3pm**. Positive Pay files can be uploaded into the new online Banking system on Monday, April 25 after 9am PST.
- Positive Pay items, both issued and paid, will not convert. However, the Bank will export a list of the outstanding items from the current system and import them into the new system for you during conversion weekend. Please verify this information and correct or report any errors when the system becomes available on Monday, April 25. As such, we recommend you print a Paid/Issued Report prior to the system becoming unavailable, Friday, April 22.
- You will also need to re-establish your import format setup on the new Online Banking system on Monday, April 25.

MOBILE BANKING SERVICES

MOBILE BANKING

- The Bank will continue to offer Mobile Banking services in the new Online Banking system. The current Mobile Business app will not be available after Friday, April 22 after 3pm.
- After you enroll in the new Online Banking system, you can also enjoy on-the-go access to your accounts with our Mobile Banking service. You can perform virtually all the tasks available with Online Banking using your mobile device.
- To access the new Mobile Banking system after Monday, April 25, download the BSC Mobile Business app on your mobile device.
 - iPhone users: Search **Bank SoCal- Business** in your App Store
 - Android users: Search **Bank SoCal- Business** in your Google Play store

MOBILE DEPOSIT

- The Bank will continue to offer Mobile Deposit services in the new Mobile Banking app. The cutoff time for Mobile Deposits is 5pm PST.

ADDITIONAL TREASURY SERVICES

REMOTE DEPOSIT CAPTURE

- Remote Deposit Capture will not be affected with the conversion. Please continue to access your RDC through your existing website or application link.

ONLINE BANKING ASSISTANCE



If you experience any issues or need assistance with your Online Banking services, please contact Bank of Southern California's Treasury Services Department at 844.BNK.SOCAL or treasuryteam@banksocal.com.

We are available Monday through Friday (excluding weekends and holidays) from 8:30am to 5pm PST.

For all other banking inquiries, please contact your [local branch](#) or Relationship Manager.