

CUSTOMER CHECKLIST | Online Banking | Mobile Banking | Debit Cards

Online Banking To-Dos:

Eagle Community Bank online banking will no longer be available starting at 4:00 PM on April 30th. Your Eagle Community Bank online banking account history will not be retained.

Print online banking history to retain for your records by 4:00 PM on April 30th.

- Enroll in Falcon National Bank Online Banking** beginning May 3rd.
- Customers must have a current phone number and email address on file to register for Falcon National Bank Online Banking.
 - Contact Eagle Community Bank at 763.494.9800 to verify the phone number and email address on file prior to April 30th.
 - Visit <https://falconbank.onlinebank.com/SignIn.aspx> to enroll or follow the link on the FalconNational.com home page.



Online Banking Enrollment Instructions for Consumers

Step #1: Visit <https://falconbank.onlinebank.com/SignIn.aspx> or access the link on the FalconNational.com home page.

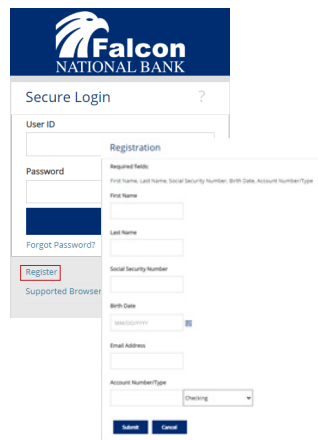
Step #2: Choose Register.

Step #3: Enter the required information on the screen.

IMPORTANT:

- Personal information (see screenshot) entered must match exactly what is on file at the bank (i.e. Tom/Thomas).
- You must have a current phone number and email address on file to register for Falcon National Bank. If you are unsure, contact 763.494.9800.
- Account number is your current Eagle Community Bank account number and type of account (i.e. checking, savings).

Step #4: You must pass the security challenge presented.



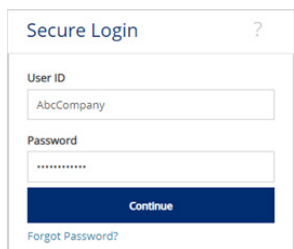
Online Banking Enrollment Instructions for Businesses

Step #1: Visit <https://falconbank.onlinebank.com/SignIn.aspx> or access the link on the FalconNational.com home page.

Step #2: Enter your User ID - Your business name as it is on file at Eagle Community Bank with no spaces.
Example: ABCCompany.

Step #3: Enter your password - "Fnb" followed by your EIN.
Example: Fnb557890098.

Step #4: Upon login, there will be security challenges which will require you to have a current phone number on record. A security code will be sent via text message, your number on file must allow text messaging (i.e. no extensions).



Mobile Banking To-Dos:

- Download** the Falcon National Bank mobile app from the Apple Store or Google Play.
- If you haven't already registered for online banking, you will need to complete the registration.

Delete the Eagle Community Bank mobile app.

NOTE: Mobile deposits with Eagle Community Bank will no longer be available starting at 8:00 AM on April 29th. Mobile deposits will be available on the Falcon National Bank app starting May 3rd. Standard limit is \$2,500 per day.



Debit Card To-Dos:

- Activate** your Falcon National Bank debit card at any time by calling the number listed on the label affixed to the front of the card.
- You choose your 4-digit PIN during the activation process.
 - Although the card can be activated, it will not be usable until May 3rd.



Consumer Debit Card

- Update any recurring automatic payments pulling from your debit card, effective May 3rd.** Although checking and savings account numbers will remain the same, debit card numbers will change.

- Begin using your Falcon National Bank debit card on May 3rd.** Your Eagle Community Bank card will automatically be closed at midnight on May 2nd.



Business Debit Card

- Understand the Falcon National Bank card limit details.** See the Regulation E disclosure. This was mailed the week of March 15th. You can also find this information at www.FalconNational.com/privacy-policy (Business/Consumer Account Disclosures).

Visit the Resource Center website for more information on:

- Falcon National Bank products
- Frequently asked questions
- Important dates
- Timelines
- And more

FalconNational.com/Welcome-ECB

WE ARE HERE TO HELP!

If you have questions or need assistance, please call our Customer Service team at 866.439.4363.