

Dear Online Bill Pay User

Your online Bill Pay is getting a major update April 26th, 2021.

The upgrade effects your online bill pay through Internet banking (premiercommunity.com) and your Premier Community Bank Mobile Bill Pay app (orange icon).

Starting Monday, April 26th your Mobile Banking app (green icon) will allow you to handle all of your mobile banking (remote deposit, transfers and balance inquiries), including bill payments, from one app.

Plus, the upgrade makes your online bill pay at premiercommunity.com even simpler with new features and faster payments.

IMPORTANT ITEMS TO KNOW:



Your payees, bank account(s) and scheduled payments (including recurring payment models) will be converted as part of the process. **You will NOT need to re-enter any information.**

You no longer need the **Mobile Bill Pay (Orange App) for your smartphone**

All payment scheduling will be with a “deliver by” date. You will no longer need to select a “send on” date.

Payments are withdrawn from your account on the deliver by date or when the check clears your account instead of the prepayment the old system required.

Your Bill pay history will NOT be converted.

Person-to-Person payments will NOT be converted

On or before April 22, 2021

To ensure timely delivery of bills during the upgrade, all payments between April 22nd and April 26th should be scheduled as noted below.



Any changes that need to be made to bill pay, including downloading existing bill payment transaction history, should be completed by 1:59 pm on April 22nd.

If you need to schedule a payment after bill pay access is removed, you will need to pay your bill by using other means (e.g. paying directly via the biller’s website) until bill pay access is restored on April 26th.

On the Day of Thursday, April 22, 2021



Bill Pay service will be unavailable starting 2:00pm April 22nd through 11:00am April 26th. You will not be able to access any bill pay functionality during this time including scheduling new payments.

Access to the Mobile Bill Pay app (orange icon) will also be removed at this time. You can remove the orange app from your device(s).

From Thursday, April 22nd – Monday, April 26, 2021



Bill payments scheduled with a payment date through April 22nd will be processed and paid by our current bill pay processor. Bill payments scheduled with a payment date of April 23rd and later will be paid by our new bill pay processor.

As part of the upgrade, the following bill pay information will be transferred to our new bill pay processor:

- Consumer information
- Active bank accounts
- Active payees
- Future-dated payments
- Recurring payment models

Monday April 26, 2021



Bill Pay is now available inside of Mobile Banking App (green icon).

Our new Online Bill Pay System will be available to access by 11am.

While many of your payees and recurring payments should transfer automatically, we recommend the following:

- **VERIFY** that your payee information is correct, including name, address and account number.
- **VERIFY** that bill payments are being funded by the correct account if you have multiple checking accounts.
- **RE-ENTER** your person-to-person payments that did not convert.

Helpful new features include:

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| <ul style="list-style-type: none">• Payments Scheduled By “Deliver Date”• Enhanced Bill Pay Experience• Access Bill Pay from mobility app (green) | <ul style="list-style-type: none">• Set Reminders• Faster Rush Payment Options |
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If you have any questions, please contact Customer Care at: 1-833-BANK PCB