



The Bank
of Tampa

813.872.1200 | thebankoftampa.com

DIGITAL BANKING
COMMERCIAL GO-LIVE BOOKLET



The Bank
of Tampa

THE BANK OF TAMPA'S NEW DIGITAL EXPERIENCE

The Bank of Tampa is proud to soon provide you with a new digital banking experience, when you log on Monday, February 10, 2025, to our Commercial Online Banking and Mobile Banking platforms. Please refer to this go-live booklet prior to our launch while you're getting accustomed to the new system, as it contains important dates, action items, helpful navigation tips, and more.

We have been working behind the scenes to ensure your digital experience matches the in-person banking experience you've come to know and appreciate from The Bank of Tampa!

We invite you to do more with digital, so you can do more with your banking – *anytime and anywhere!*

IMPORTANT GO-LIVE DATES

STARTING TODAY

Ensure all online banking users in your office update their cell phone numbers and email addresses by contacting your Relationship Manager, visiting one of our banking offices, or contacting our Client Solutions Center at (813) 872-1200.

FEBRUARY 7, 2025, 4 P.M. – FEBRUARY 10, 2025

Money Movement Cutoff – Access to one-time transfers, edits to existing transfers, or other functions including stop payments, mobile deposits, debit card management, etc. will be unavailable during this time.

FEBRUARY 7, 2025, 2 P.M. – FEBRUARY 10, 2025, 9 A.M.

Online and Mobile Banking – Both platforms will be unavailable during this time. We strongly encourage clients to complete all essential banking activities by **Thursday, February 6, at 5 p.m.**, due to the early 2 p.m. cutoff the following day.

FEBRUARY 7, 2025, 12 P.M. – FEBRUARY 10, 2025, 9 A.M.

Mobile Deposits – You will not be able to process mobile deposits during this time.

ON OR BEFORE FEBRUARY 7, 2025

QuickBooks/Quicken – Complete your first action as outlined in the QuickBooks/Quicken conversion guide. Visit the Client Digital Resource page to view guide.

FEBRUARY 10, 2025, 9 A.M.

New Online and Mobile Banking is Live – The Bank of Tampa's new Online Banking is live, and the new mobile app is now available for download in the Apple and Google Play Store; search "Bank of Tampa: Mobile Banking." Once your download is complete, do not forget to delete your old Bank of Tampa app from your phone.



Please note all dates are subject to change. For the most up-to-date information, visit our Client Digital Resource page at www.thebankoftampa.com/digital or scan the adjacent QR code.

DAILY CUTOFF TIMES

Please note, daily cutoff times for the following services have improved:

12:00 P.M.

ACH & Check Positive Pay

5:00 P.M.

Online Wires & ACH

IMPORTANT ACTIONS TO TAKE ON OR AFTER FEBRUARY 10, 2025



QuickBooks – Starting February 10, 2025, to avoid disruption, you will need to take action and configure your QuickBooks to the new digital banking platform.



Setup Alerts – If you currently utilize Balance, Transaction, or Security Alerts, these established settings/preferences will NOT convert to the new online and mobile platform and will need to be established upon initial Login.



Bill Pay – If you are enrolled in Bill Pay, all previously established payees and scheduled one-time or recurring bill payments will be converted to the new online and mobile platform. Upon initial login, we recommend accessing Bill Pay and reviewing any scheduled payments, ensuring they were appropriately converted.



Transfers – All previously scheduled, future-dated or recurring transfers will be converted to the new online and mobile platform. Upon initial login, we recommend accessing Transfers/Money Movement, located in the Online Activity Center, to ensure internal and external transfers were converted correctly.



WHAT'S NEW



User Experience – User-friendly, modern design.



Zelle® for Business – Effortlessly send and receive payments with the newly added Zelle® for Business Service.



User Management and Reporting Tools – Assign online user access, limits and controls with our robust self-administration option and review your account activity and trends with our reporting tools.



QuickBooks – Easily connect your commercial accounts with QuickBooks for a more efficient way to manage your company's finances.



Single Sign-on – Now easily access Bill Pay, Check Reorders, MyCardStatement, and Zelle® for Business with a single sign-on.



GETTING STARTED:

MOBILE BANKING

Effective 9 a.m. on February 10, our new Mobile Banking app will be available for download via the Apple app store and Google Play store.

Search "Bank of Tampa: Mobile Banking." Once your download is complete, do not forget to delete your old Bank of Tampa app from your mobile device.



ONLINE BANKING

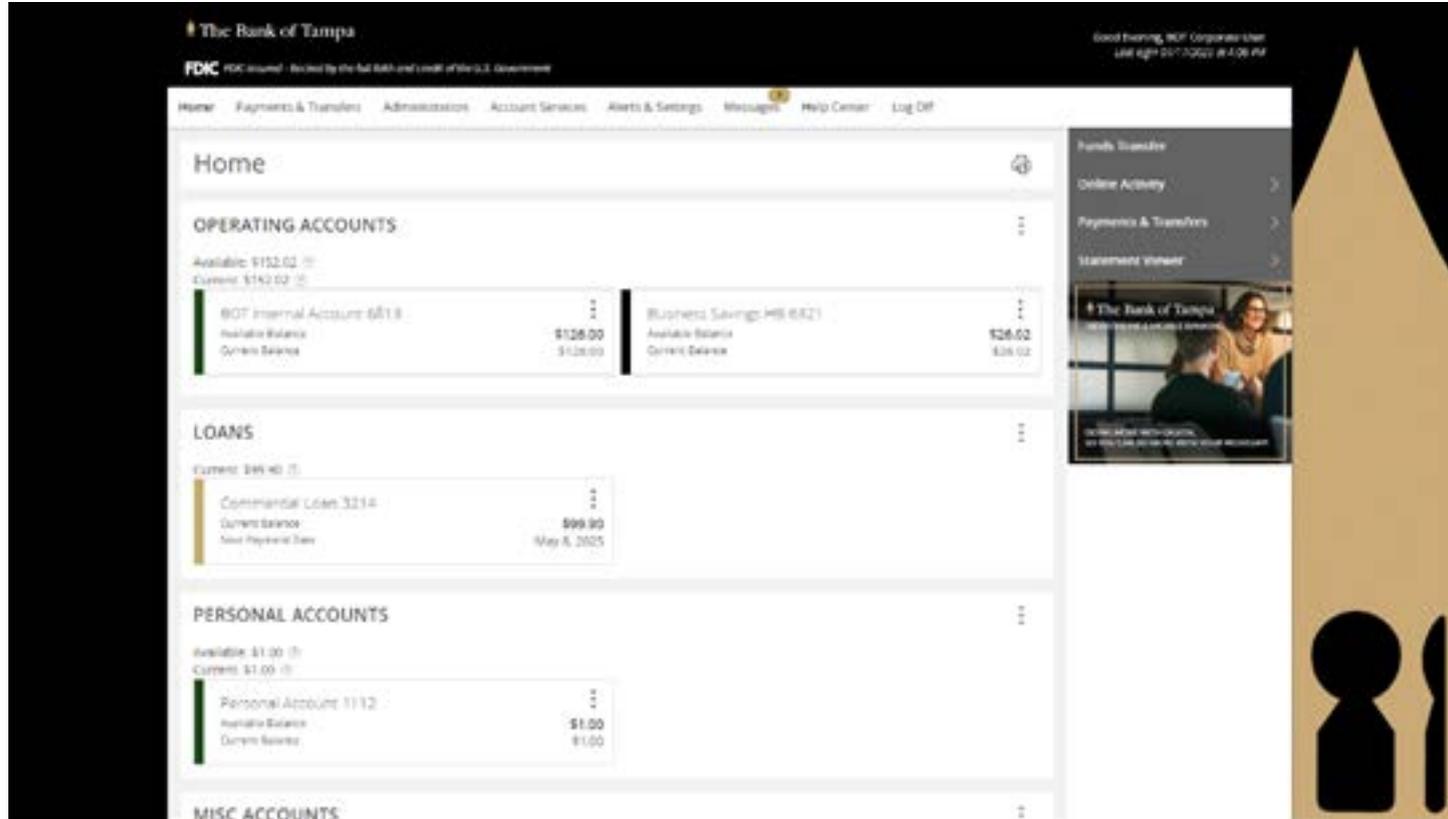


Our new Online Banking login is now conveniently located on the home page of our website. After entering your credentials, you will be prompted to complete the multi-factor authentication process for security purposes. This involves selecting a "target" (the cell phone number or email address we have on file for your account). A secure access code will be sent to your selected target. Once received, enter the code on the login screen and, if desired, register your device.



Next, you will be prompted to create a new password, which will serve as your on going password unless changed. Once these steps are complete, you will gain access to the new platform.

Additionally, the initial login page now offers the ability to unlock your account, reset your password, or retrieve a forgotten login.



NAVIGATING THE HOME PAGE

The following pages will outline the features and services found on various pages throughout the site and will be listed from left to right.

Accounts Header – Click the three-dot ellipsis closest to the right of the Accounts header to organize your account grouping. This function allows you to create a new group, edit group name and collapse a group.

Accounts List – A list of Accounts within your relationship will appear in this section. Each account listed is randomly assigned a color (green, gold, gray or black), for readability purposes. Each account will display the Available Balance (amount you can access and use) and Current Balance (total amount of money in your account). Click each tile to reveal account details like recent transactions and account settings. Click the three-dot ellipsis on each account tile to easily perform the following functions:

- **View Activity** – View account activity
- **Quick Transfer** – This function takes you to the transfer screen to quickly move funds between your Bank of Tampa accounts
- **Nickname Account** – Nickname an account to a name of your preference, (i.e., Payroll)
- **Move to** – Allows you to move accounts between groups you've created
- **Settings** – Takes you to the Details & Settings page of selected account (includes full account number, routing number and other details)

Asset Summary – View a quick snapshot of your relationship balance summary. Scroll through your accounts in this section by clicking the (<) Previous and (>) Next functions. Hover over the pie chart to discover the percentage each account contributes to your overall relationship balance. Click the up or down (V) caret to expand or condense the view.

Right Panel – Easily access the Funds Transfer function to transfer funds between accounts, Online Activity Center to view single and recurring transactions, as well as deposited checks, and a Statement Viewer to retrieve your account history statements and other documents (not pictured).

PAYMENT & TRANSFERS

Payments

- **Payments Hub (Treasury Clients only)** – Send and collect ACH, wires, and other one-time or recurring payments
- **Recipients (Treasury Clients only)** – Create and manage your company's payment recipients
- **ACH File Upload (Treasury Clients only)** – Upload a NACHA formatted ACH file
- **Pay Loans** – Make, schedule, and manage your loan or line of credit payments
- **Pay Bills** – Make, schedule, and your company's bill payments
- **Zelle®** – Quickly send and receive money using a mobile number or email
- **Pay Taxes** – Pay your company's federal and state taxes from our online or mobile platform – **Coming Soon!**

Transfers

- **Funds Transfer** – Transfer money between your accounts

Account Management and Activity

- **Online Activity Center** – View and manage transactions created online

ADMINISTRATION (TREASURY SERVICES CLIENTS ONLY)

Business Management

- **Users** – Manage transactions, features and account permissions for your users
- **Policies** – Manage your company's permissions for transactions, features and icons
- **Subsidiaries** – Manage business subsidiaries used for commercial payments

Reporting

- **Reports** – Access PDF, CSV, and BAI on online banking activity

ACCOUNT SERVICES

E-Statement

- **Statement Viewer** – View and download statements for your accounts
- **Statement Delivery Preferences** – Review and update statement delivery preferences

Check Services

- **Stop Payment** – Place a stop payment request on a check

- **Check reorder** – Reorder paper checks for your checking accounts
- **Remote Deposit Capture (RDC)/Lockbox Services** – Manage your Remote Deposit Capture and Lockbox Services

Card Management

- **Credit Card Management** – View and manage balances and statements with MyCardStatement

ALERTS & SETTINGS

Alert Management

- **Alerts** – Manage security, account balance, and transaction alerts

Security Settings

- **Updated Password** – Update your online banking password
- **Update Login ID** – Update your online banking Login ID
- **2-Factor Authentication** – Update your delivery options for 2-factor login authentication

Preferences

- **Manage Accounts** – Manage and set favorites for your internal and external accounts
- **Accessibility** – Enable high-contrast mode for more accessible reading

MESSAGES

Receive messages from The Bank of Tampa. If the message is urgent, please call us at 813.872.1200.

HELP CENTER

Connect with Us

- **Banking Office Locator** – Find a banking office near you
- **Digital Banking Feedback** – Provide feedback to the Digital Banking team about your experience

ATM Locations

- **Allpoint ATM Locator** – Find an Allpoint ATM near you
- **Presto! at Publix ATM Locator** – Find a Presto! at Publix ATM near you

Resources

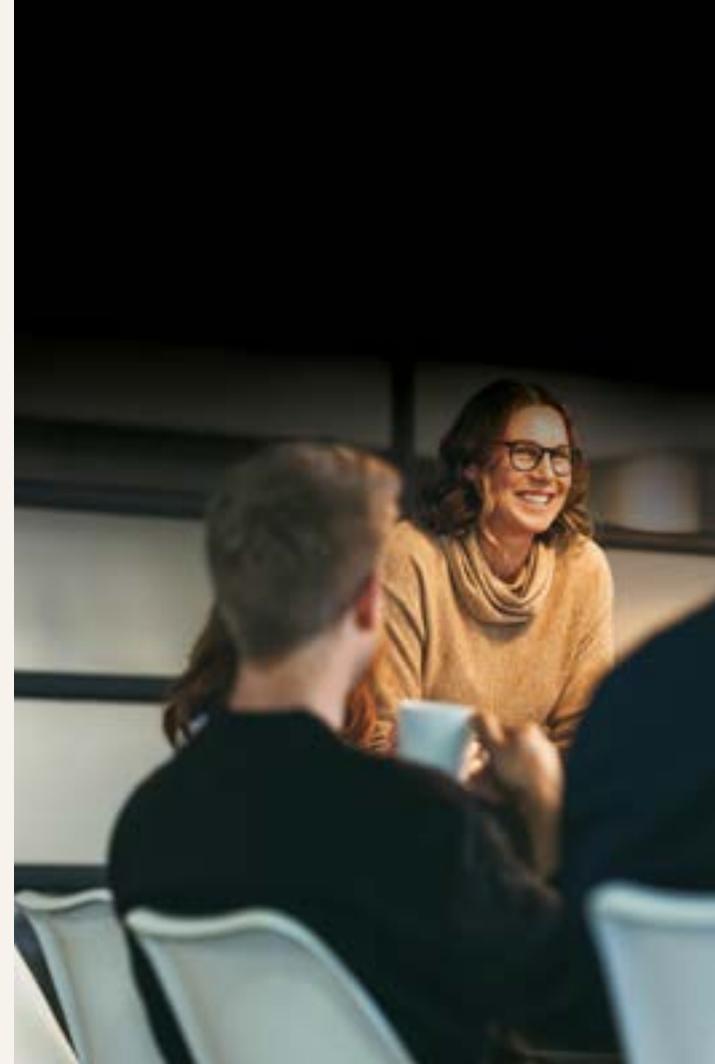
- **Video Help Guides** – Watch tutorials related to features and functions within online banking
- **Written Help Guides** – View step-by-step guides of features and functions within online banking

LOG OFF

Log off | **Log into site**

ACTION ICONS

-  **Tool Tips (Systemwide)** – Provides activity specific helpful hints
-  **Ellipsis icon** – Enables additional actions for an account on the Home Screen
-  **Double Ellipses** – Use to reorder items on the Accounts Page and Home Screen
-  **Calendar Icon on Online Activity Center and other screens** – Select dates to search or transact
-  **Magnifying Glass on Online Activity Center** – Enables search function in the Online Activity Center and at the Transaction History/Account Details page
-  **Filter** – Filter via the Online Activity Center under Payments and Transfers - Filter transactions based on specific criteria you select such as transaction type, status, date, amount, etc.
-  **Favorite** – Favorite via the Online Activity Center under Payments and Transfers - Favorite an established filter for future use
-  **Export** – Export via the Online Activity Center under Payments and Transfers - Export transactions to an Excel file
-  **Print** – Print via the Online Activity Center under Payments and Transfers – Send transactions to your printer



WE'RE HERE TO ASSIST

Contact Us

Should you have questions that are not answered in this booklet or require additional assistance, please contact your relationship manager or our Client Solutions Center at 813.872.1200.

To assist you during this digital transition, our Client Solutions Center has been upgraded with new technology and more support staff to assist in supporting you.

Resources

The following additional resources will assist with our new Commercial Online and Mobile Banking:

- **Go Live Booklet (digital version)** – www.bankoftampa.com/digital
- **Video Guide/Tutorials** – www.bankoftampa.com/educationcenter
- **Written User Guide** – www.bankoftampa.com/educationcenter

Contact Us with Feedback Related to our New Digital Experience

Digital Banking Team: DigitalBanking@bankoftampa.com