

IMPORTANT!



GRANITE
BANK

CHAMPLIN CUSTOMERS: CHANGES COMING JANUARY 27-30

Completing the conversion to the Granite Bank core system.

QUICK LINKS:

- DEBIT CARD UPDATE
- ONLINE BANKING UPDATE
- BILL PAY UPDATE
- MOBILE BANKING UPDATE
- ACCOUNT NAME UPDATE
- ACCOUNT NUMBER UPDATE
- E-STATEMENT UPDATE
- INTUIT AGGREGATION UPDATE
- MONEYPASS UPDATE

CHAMPLIN BRANCH ONLY!

Three Important Things to know:

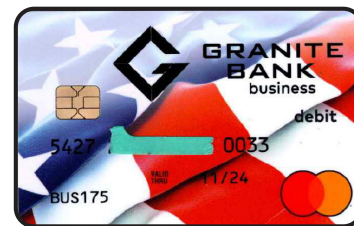
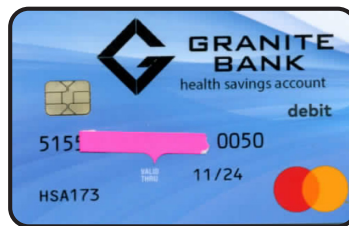
1. **DEBIT CARDS** - New MasterCard Debit card use only.
2. Please use Granite Bank's routing number 091904827 when setting up all auto payments and ACHs.
3. Money Pass is now operational!!.

We are excited to announce that we will be upgrading our banking technology while completing the conversion to the Granite Bank core system! These changes will take place January 27-30.

If you have any questions, please feel free to contact us or check out our website for the latest conversion details. **We will be happy to help!** (763)-427-4705 or (320)-685-8611, customerservice@granitebank.com

IMPORTANT DATES/OVERVIEW OF NEW PRODUCTS

DEBIT CARDS: You will be receiving a new debit card with the Master Card logo in the mail mid-to-late January with detailed instructions for activating and setting up your PIN. Pictured below are images of the new debit cards, consumer debit cards will be gray, health savings accounts will be blue, and business checking will have the American flag as the design. **Your existing Maple Bank debit card will no longer work after January 29, 2023.**



ONLINE BANKING: After January 27, 2023, the online banking portal through www.Maple-Bank.com will no longer be active. Access to online banking through www.granitebank.com will be available **starting January 30, 2023**. **On your first login**, your **username** will remain the same, but you will have to update your password. **On your first login you will use a temporary password which will be a combination of your current user ID followed by the last four digits of your social security number.** You will then be guided through the process to set up a new password. A limited amount of account history and or e-statements will be transferred to the new online banking system. We suggest that you begin to download your e-statement and account history to satisfy your individual needs.

PERSONAL ONLINE BANKING

On your first login, your username will remain the same, but you will have to update your password. **On your first login you will use a temporary password which will be a combination of your current user ID followed by the last four digits of your social security number.** You will then be guided through the process to set up a new password.

BUSINESS ONLINE BANKING

On your first login, your username will remain the same, but you will have to update your password. **On your first login you will use a temporary password which will be a combination of your current user ID followed by the last four digits of your EIN number**, for companies and sub users. You will then be guided through the process to set up a new password.



MOBILE BANKING: After January 27, 2023, your current mobile app will no longer be active.

Please download the new Granite Bank app which will be available starting January 30, 2023. We strongly suggest deleting the old Granite Bank app from your phone or pad before downloading the new Granite Bank App. **PLEASE SET UP YOUR ONLINE BANKING ACCOUNT FIRST** at www.granitebank.com. On January 30, 2023, download your new GB Mobile App using your new credentials you established setting up your ONLINE BANKING portal.

BILL PAY: Bill Pay will be unavailable during the upgrade period. Any payments scheduled on or before January 27, 2023 will occur as scheduled. If you need any payments scheduled between January 27-30, please be sure to schedule these payments prior to January 27. **Your current Bill Pay information will not transfer to the new GB Bill Pay system, we advise you to print or make a copy of all your current payees, e-bill transfers, and any reoccurring payment accounts.**

ACCOUNT NAMES WILL BE CHANGING We will automatically be shifting your account into a similar Granite Bank account with a new name. Current consumer account names are Lifestyle Basic or Plus, Granite Club, as some examples. Business accounts will have account names, Granite Business Checking, Granite Business Savings, Granite Business Analyzed, as some examples.

ACCOUNT NUMBERS AND CHECKS For most customers, your current account numbers will not change, and current check blanks will work going forward until you exhaust your supply. If your account number(s) have been affected by this conversion, you will receive a letter in the mail identifying which account, and what steps you need to take before January 27, 2023. We are making every attempt to call each account holder who has been affected by an account number change. We will be happy to discuss this further with any affected account holder, please call (763)-427-4705 or (320)-685-8611, customerservice@granitebank.com

E-STATEMENTS: E-Statements that are currently available on your online banking account will not be available after 12:00 noon on January 27th. A limited amount of account history and or e-statements will be transferred to the new online banking system. We suggest that you begin to download your e-statement and account history to satisfy your individual needs.

INTUIT AGGREGATION: (Quicken and/or QuickBooks) services will be interrupted for 3-10 business days. The following services will not work during the outage:

- Quicken Win/Mac Express Web Connect
- QuickBooks Online (QBO)

Customers who have had previous connectivity with Intuit for downloading banking transactions will need to re-establish these links through the new GB Digital Banking Platform. Intuit offers conversion guides to provide an easy transition for Intuit product users. These instructions are written in a general way to cover as many conversion scenarios as possible.

Current Connectivity Supported	Future Connectivity Supported	Quicken (Windows)	QuickBooks (Windows)
Web Connect	Web Connect	INTUIT HELP LINK (click)	EWC-DOWNLOAD
Direct Connect	Direct Connect	DC-QUICKEN DOWNLOAD	DC-DOWNLOAD
Express Web Connect	Express Web Connect	INTUIT HELP LINK (click)	INTUIT HELP LINK (click)

Additionally, you may find documents for new Quicken and/or QuickBooks users at the following Getting Started Guides page: <https://fi.intuit.com/support/gsg/>

MONEYPASS:

The MoneyPass Network is now operational, but if you notice a transaction fee that has not been reversed/credited, please notify us at (763)-427-4705 or (320)-685-8611, customerservice@granitebank.com, to rectify any charge from a MoneyPass network ATM.