

DIGITAL BANKING UPDATE

FOR CHAMPLIN CUSTOMERS



GRANITE BANK

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:

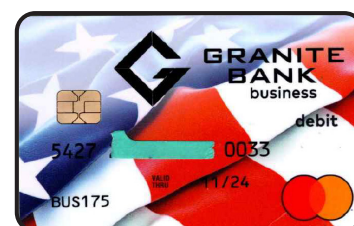
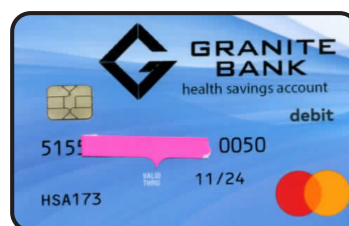
THREE IMPORTANT THINGS TO KNOW:

1. DEBIT CARDS - Use your new MasterCard Debit card only - the old one will not work.
2. New Granite Bank Mobile App only - Delete old Maple Bank App and install new Granite Bank Mobile App.
3. New 1st time login procedure, read below for more information.

Welcome to your new Granite Bank Digital Banking system! 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

OVERVIEW OF YOUR NEW SERVICES

DEBIT CARDS: 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 as of January 29, 2023.**



ONLINE BANKING: The online banking portal through www.Maple-Bank.com is no longer active. Please access online banking through www.granitebank.com, 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 have been transferred to the new online banking system.

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: Please download the Granite Bank Mobile App from your phone's App store.

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. Download your new GB Mobile App using your new credentials you established setting up your ONLINE BANKING portal.



BILL PAY: Your past Bill Pay history, payees, etc., information did not transfer to the new GB Bill Pay system. You will need to re-enter your reoccurring payees going forward in the new Bill Pay system.

ACCOUNT NAMES WILL BE CHANGING We have automatically shifted 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 have not changed, 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. 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: A complete transfer of your past E-Statements was not possible. A limited amount of account history and or e-statements have been transferred to the new online banking system.

INTUIT AGGREGATION: (Quicken and/or QuickBooks) services may have been interrupted.

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: There may have been a short period of time that the new MasterCard Debit Cards and the MoneyPass network are not recognized within the MoneyPass network resulting in ATM transaction fees being charged to your account. We will make every effort to identify and credit your account for the accidental transaction fees, 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.