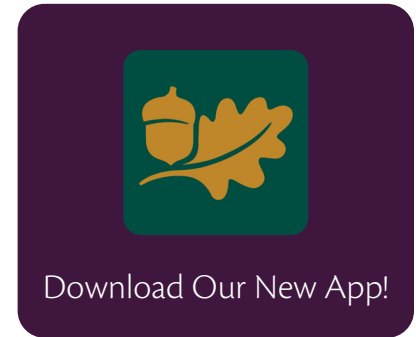# Important Action Steps
for your Digital Banking Account

On Monday, May 9, download the Tompkins Community Bank mobile app from the Apple App Store or Google Play.

Download Our New App!

The app operates on the same system with the same functionality you use today, but for your security, you will need to reestablish some settings and preferences. Upon logging in for the first time, you'll be prompted to:

- ✓ Accept the terms and conditions.
- ✓ Reset your two-factor authentication.

On Monday, May 9, you will also be able to:

- ✓ **Reestablish your preferences** Your dashboard configuration, account organization, alerts, hidden accounts,* profile picture, and preferred name will need to be reestablished.

- ✓ **Reconnect to Quicken, Quickbooks, and Mint.com** Users must disconnect from their current connection and reconnect to the new Tompkins Community Bank heading. Make note of your last download in order to avoid receiving duplicate transactions. User guides will be provided on www.TompkinsBank.com.

- ✓ **Update your Bookmarks** To access Tompkins Digital Banking from a desktop computer, please visit www.TompkinsBank.com and update your bookmarks accordingly.

Important Dates:

- • Monday, May 2 – Sunday, May 8:

    - • New external transfers or transfer accounts may not be added. Previously scheduled transfers will process.

    - • New user and new account registration for mobile deposit will be unavailable.

- • Tompkins Digital Banking will be in offline mode starting at 6:00 pm on Friday, May 6, meaning new transactions will not be visible until Monday, May 9. Some features and functionality will not be available during this time.

Things to know:

- • In-app message history, transaction tags, notes, and images will not transfer.

- • Account history prior to January 2021 will no longer be accessible, but you will still have access to your eStatements.

To hide any of your accounts, click on the account you wish to suppress, select Settings, and toggle off the button next to "Show in App" (Mobile) or "Display in Online and Mobile Banking" (Online).