

Important Action Steps

for your Treasury Management Account

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



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.
- ✓ Reestablish your login challenge questions. Upon your next login, you will be prompted to answer these challenge questions for verification and security purposes.

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

- ✓ **Reconnect to Quicken, Quickbooks, and Mint.com** Users must disconnect from your current Digital Banking connection and reconnect to the new Tompkins Community Bank – TM heading. Make note of your last download in order to avoid receiving duplicate transactions. User guides will be provided on our website and through your Treasury Management dashboard.
- ✓ **Update your records with our new bank routing number** Effective May 9, our routing number is changing to 021302648. Please ensure you update to the new ACH payment routing number and adjust the bank name to Tompkins Community Bank. ACH filters from receiving banks could block or reject the payment if this information is not updated. To ensure continued service, originators need to inform their payees of the change. Please also update the routing number in any saved ACH templates.
- ✓ **Update your Bookmarks** To access Tompkins Digital Banking for Business from a desktop computer, please visit www.TompkinsBank.com and update your bookmarks accordingly.

Things to know:

- Treasury Management will be unavailable from 6:00 pm Friday, May 6 until 8:00 am on Monday, May 9. Please plan accordingly.
- Account masking will change from the current format of XXXX1234 to 11XXXX1234.