Personal Online & Mobile Banking Alerts

Regarding Trusteer Rapport

Effective January 01, 2019, we are no longer offering new downloads of Trusteer Rapport. We will not maintain or provide updates or new versions of the software and will not be able to provide support to customers who continue to use it. We encourage you to consider using other malware detection products that may offer a solution appropriate to your needs and/or the needs of your organization.

Personal Online Banking Updates

First Bank will be adding new capabilities to our Personal Online Banking. The following enhancements will be available:

• Loan Reporting: On the Account information page for loan accounts, when the user sorts the account's transaction history by date, the Balance column presents the running balance for the account. When users sort account information by description or amount, the Balance column remains visible, but will not contain balance information. For scheduled loan payments, or older transaction information that is retrieved, the Loan Report will not contain balance information. For these transactions, the Balance column will be blank.

• Previous Year-to-Date Interest Paid: On the Account information page, users can now view the interest paid for the previous calendar year in the interest section of the page.

• Print Transfer Confirmations: Users can now print a confirmation page when transferring funds between accounts; making a loan payment; updating existing transfer schedules; or deleting transfers by selecting the printer icon.

We apologize for any inconvenience this may cause you.

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Personal Mobile Banking Enhancements

First Bank will be updating our Personal Mobile Banking Application with Accounts Page Enhancements, Live Updates and Face ID for Apple iPhone X. Details of these new features are described below:

Accounts Page Enhancements

Accounts Page Enhancements is a new feature that allows a user with more than one account to customize the order in which their accounts appear. This can be accomplished by either tapping the Sort icon, or, if available by tapping Show all my accounts and then tapping Edit. Using your finger tap the account and slide the account to the desired location. After the accounts have been reordered, tap Done in order to save the changes.

Live Updates

Live Updates is a new push notification feature available to users of smartphone applications. These alerts will keep users updated on changes to their mobile banking application, including functional improvements and planned maintenance downtime. The following is an example of the verbiage:

Off-Cycle Maintenance Alert: Your mobile banking application may be unavailable outside of normal maintenance hours on April 29 from 4 a.m. to 6 a.m. EST (1a.m. to 3 a. m. PST). Normal maintenance periods are planned for the second and third Sunday of each month.

The presentation of Live Update push notifications might vary depending on the device's operating system version and user settings. For example, if the device is locked when a notification arrives, the notification generally remains visible on the lock screen until the user unlocks the device. If the device is already unlocked, the notification may briefly appear as a banner at the top of the screen before disappearing.

Live Updates is an opt-in feature, meaning each user must explicitly turn on the alerts. Once turned on, the user continues to receive alerts until they turn off push notifications.

Upon signing in to the smartphone application the first time after we have activated Live Updates the application presents the user with 'What's New: Introducing Live Updates screen'. This screen explains what Live Updates are and provides the 'Turn on Live Updates' link, which users can tap; go directly to the 'Alerts' setup screen in the 'More' menu; and turn on Live Updates.

Face ID for Apple iPhone X

For Apple devices, the messaging and prompts have been updated to reflect Face ID. Users with an Apple iPhone X can choose to turn on Face ID for the application through an iOS pop-up or the device Control Center. When activated, users can use a face scan in place of a fingerprint to access the application. If the user turns off Face ID for the application through an iOS pop-up or the device Control Center, biometric login capabilities will not be available. Users can turn on Face ID for the application at any time through the device Control Center.

First Bank of Highland Park