



Wire Services Upgrade Information

Timeline of Events

- **Wednesday May 15th – Complete/submit all wire transfers in Online Banking by 4:00pm ET to ensure wire is processed on the Bank's current Online Banking platform.**
- Thursday, May 16th (after 6:00 pm) & Friday, May 17th – Wire Services via Online Banking will be unavailable. **All wires needed during this time must be conducted by contacting 1st State Bank in person, by phone, or email.**
- Monday, May 20th - Wire service will resume on the upgraded Online Banking platform.

Wire – First Time Login

- Upon logging into the new Online Banking for the first time, your Cash Management service(s) will be available under the Overview section. From there click on Wire Transfers.
- The Wire Transfer page will load and display scheduled Wire Transfers (next 7 days) and Wire History (24 months). The next 7 days of scheduled wire transfers will build from May 20th.

Important Details:

- Future dated wires beyond Thursday, May 16th will not process.
- While existing templates will be available on the upgraded Online Banking platform, we recommend retaining a copy of all template information before May 15th.
- No change will be made to our current wire cutoff times.
 - 3:00 pm ET for international wires
 - 4:00 pm ET for domestic wires
- If you have any questions regarding templates or other wire items, please contact the Wire Desk at Wire-Desk@1stState.Bank

Instructional videos will be posted after May 20th on the Bank's website, under the Bank Upgrade tab, to assist you with the upgraded Wire Services system.

Scan the QR code below with your smartphone camera to access all essential information related to our core system upgrade:



www.1stState.Bank/Upgrade

