



IMPORTANT INFORMATION!

NEW InBusiness Online Banking

On Monday, October 21, 2019, you will have access to the new InBusiness Online Banking system. As we move closer to go-live, there are some key events, dates, details and action items we'd like to inform you about.

Please review the table below, which will help prepare you for go-live on October 21. For your convenience, the Resource Center is available at citywidebanks.com/resource-center to learn more.

All times are listed in Mountain Time.			
KEY EVENT	DATE	DETAILS	CLIENT ACTION
Scheduled system down time including online banking and bill payment	Friday, October 18, 2019	The system will be unavailable beginning at 5:00 p.m. on Friday, October 18, and will become available at 7:00 p.m. in inquiry only mode.	Schedule all payments prior to this date to ensure all bills are paid through Friday, October 18, 2019.
Inquiry Mode: ability to view legacy online banking post-transition	Friday, October 18, 2019	The system will be available in inquiry/view only mode beginning at 7:00 p.m. on Friday, October 18. The legacy system can be viewed until November 1, 2019.	None
Go-Live on New System	Monday, October 21, 2019	Online banking and bill payment systems become available after the open of business (8:00 a.m.). We recommend logging into your online banking account to verify user and account access.	Log in and begin using InBusiness Online Banking. Prior to originating payments, review your online banking ACH batches, wire templates, Bill Pay payments and payees. We recommend you update your InBusiness Online Banking bookmark in your Favorites tab by using this link: CLICK HERE
Download the mobile app	Monday, October 21, 2019	The Citywide Banks Mobile App is available via the iOS and Android app stores.	Download app and log in for use.
Schedule any email or text alerts	Monday, October 21, 2019	Configure your notification preferences to receive via email or SMS.	Schedule email and text alerts.

If you have questions or need additional information, please contact Treasury Management Support at TMSupport@citywidebanks.com* or 303.460.4735 (local) or 877.812.1564 (toll-free). Hours are 7:00 a.m. - 6:00 p.m.

Thank you for your continued business. We look forward to better serving you!

Citywide Banks
Treasury Management Team

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