

Laona State Bank

(715) 674-2911 5308 Beech St. P.O. Box 128 Laona, WI 54541

Dear Internet Banking Customer:

We are writing to share some exciting news with you! On October 15th, 2018 Laona State Bank rolled out an updated Online Banking system. We have redesigned our Online Banking from the ground up and updated several services such as Bill Payment and eStatements along with adding Mobile Banking soon! As an existing Internet Banking user, you will be one of the first to experience our new Internet Banking Services.

Throughout this letter, we will provide you with information to successfully log in to our new online banking which went live on October 15th, 2018. Once you see our new Internet Banking website, please follow these instructions to get logged in:

- 1) ****IMPORTANT**** Your existing User ID will be converted to the new system but will be converted in all lower case. Click on User ID and enter your existing User ID in all lower case.
- 2) ****IMPORTANT**** Your password WILL NOT be converted to the new system. Please use the last four digits of your social security number as your password. You will be asked to change it before you gain access. Once you've entered the last four digits of your social security number as your password, click "Log In."
- 3) Re-Enter the last four digits of your Social Security number as your Current Password and then enter a new password. Your password must be at least (8) characters and must contain at least (6) letters, (1) number, and (1) special character. Once complete click "Continue."
- 4) You will be prompted to enter Challenge Questions and Answers. Please enter this information and then click "Continue."
- 5) You will now see an eStatement Enrollment option (if currently enrolled, you will not need to enroll again). eStatements allow you to receive an email notice when your account statement is ready. Log in to Internet Banking to view, save or print your statement. When you select this option you no longer have to worry about getting paper statements in the mail, ensuring only you see your account information. To enroll in eStatements, select the accounts you wish to receive eStatements on. You will then click on the Electronic Statement Terms and Conditions. Once you have read the terms and conditions, you will find a confirmation code at the bottom. Enter the code in the Confirmation Code space provided, click the box agreeing to the Electronic Statement Terms and Conditions and click "Accept."

You are now enrolled in our new Internet Banking service, and you have enrolled in eStatements. Check out our new website at www.LaonaStateBank.com for information on

our other new services such as Bill Payment and Mobile Banking. If you have any problems or questions, please contact our Bookkeeping Department at (715) 674-2911 or toll free at 877-909-2911. Please keep in mind that you may have to clear your "Cookies" and "history." It is also recommended that you don't preserve your "Favorites" website data.

Sincerely,

Laona State Bank