

Q - When is the new First Bank website going to be live?

A - Tuesday, September 15

Q - After First Bank's new website is launched, what is the new web address?

A - We will go from www.firstbanks.com to www.first.bank.

Q - After September 15th, what happens if I go to www.firstbanks.com?

A - For a limited time period, you will automatically be redirected to www.first.bank. However, this is only temporary.

Q - Why are we switching to a .BANK domain?

A - .BANK domains are created and managed by banking and security experts. This ensures a more trusted and secure online banking experience. Only verified members of the banking industry can register a .BANK domain. By utilizing a .BANK domain, we are helping to prevent fake bank websites and making phishing and spoofing emails more difficult for criminals to pull off.

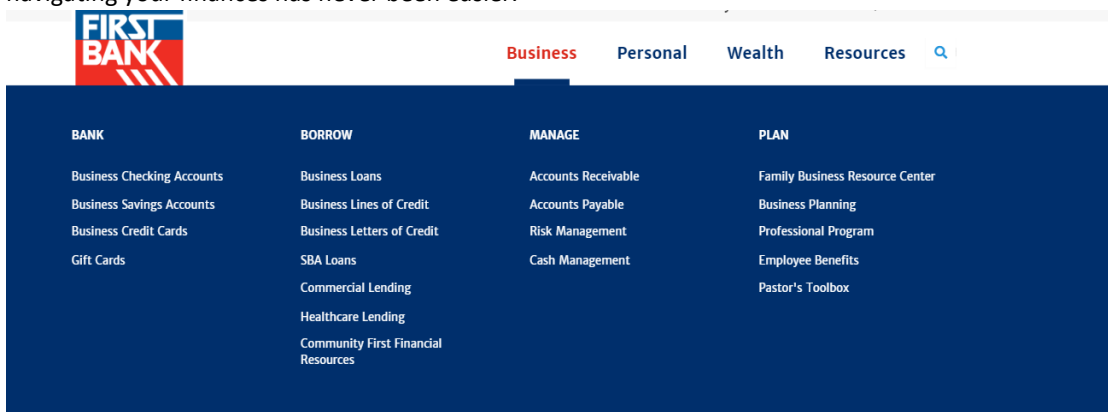
Q - What happens to my bookmarked links like to my eBanking login, retirement services, or mortgage online?

A - You will need to initially login through www.first.bank and then bookmark your links again.



Q – What changes are being made to enhance navigating the site?

A- Whether a business or personal banking customer, our new user-friendly menu makes it easier to find your way around. Organized in categories of Business, Personal, Wealth, and Resources, and sub-categories like Bank, Borrow, Manage, and Plan, navigating your finances has never been easier.



Q – How does the Solutions Finder tool work?

A – The Solutions Finder assists you with making financial decisions. Relevant products, services, and resources are presented to you through a series of screens based on your needs. Depending on in what stage of your financial lifecycle you are, the right product or information is presented. From “Growing Your Business” to “Buying a Home” and “Saving for Retirement,” the Solutions Finder can be a resource throughout your financial journey. The tool can be found at the top of the home page as well as at the bottom of the navigation bar.

