Small-Business Timeline

Please use this timeline to help ensure a smooth internet banking transition before, during, and after Nov. 14, when your accounts will be transferred to our new Business Online Banking system. If you have any questions, please call the Customer Contact Center at 800.SUN.9066 or email **ContactUs@sunnb.com**. If you have Cash Management Services, please call **866.786.5990**.

Nov. 2 – 11: Preview Period

During the "preview period," the Primary Company Administrator will be able to log in to the new system to verify and edit user profiles, set up templates and alerts, and customize their dashboards. Once the Primary Admin has verified and entitled individual users, they may also have access during the preview period to customize their dashboards, set up alerts, and familiarize themselves with the new system. Note: Account balances and transactions will not be available during the preview period.

- Use the information provided in the email sent on Nov. 2, 2016, to access the system during the preview period. To access, go to **sunnationalbank.ebanking-services.com** and sign in.
- Out-of-Band Authentication will be required to access the system.
- Refer to the checklist provided on this site for important tasks necessary to complete during the preview period.
- **Maintenance Freeze:** Beginning on Oct. 19, 2016, you will be unable to add accounts and services to your current Business Online Banking profile. In addition, any changes you initiate on the current system for users, templates, or recipients, and all scheduled transfers will **NOT** transfer to the new system. Please make those changes in the new system during the preview period, so they will be ready at go live.

Nov. 8 – 14: Sunset of Current System

- **Nov. 8, 2016 (5:00pm):** This is the last day to change or initiate any new Bill Pay functions. All scheduled and recurring payments will be processed normally as long as initiated by Nov. 8. Bill Pay and Bill Pay History will be temporarily unavailable to view from Nov. 9 – 13. You can begin scheduling new bill payment in the new Business Online Banking Nov. 14. Previous Bill Pay History will become available on the new system on Nov. 17. If you need assistance with Bill Pay, please call the Customer Contact Center at 800.SUN.9066.
- **Nov. 11, 2016 (11:59pm):** The current business online banking system will go into view-only mode during conversion weekend. Export all data into Quickbooks™.
- **Nov. 11, 2016:** In observance of the federal holiday Veterans Day, Sun National Bank locations will be closed.
- **Nov. 14, 2016 (8:30am):** The current Business Online Banking system will be disabled. You will be redirected to the new Business Online Banking system. For account information, please call our Customer Contact Center at 800.SUN.9066, visit any of our branches, or email ContactUs@sunnb.com.

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Nov. 14 (8:30am): New System is Live

NEW Business Online Banking will be available on our website (**sunnationalbank.com**). As you do today, log in to the new system using your credentials through the Login buttons on the Sun National Bank home page.

- Account Balances and Transaction History will display. We expect 90 days of history to be available immediately at go live.
- eStatements are accessible (if enrolled).
- Establish Quickbooks™ account access (if needed).

GO LIVE DATE IS NOV. 14

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