



Get Ready to Be Upgraded to MOREBANKING

January 16, 2023

Dear Valued Customer,

Get ready to take your banking experience to the next level.

We are happy to let you know that we will be migrating your online/mobile banking account to our MOREBanking platform from January 23, 2023.

What Should You Expect During the Migration Period

On January 20, 2023, your current platform and login credentials will be deactivated and your online/mobile account transferred to our MOREBanking online/mobile banking application. During the migration period of January 20, 2023 to January 23, 2023, you will have no access to your online/mobile account. Access to the full suite of MOREBanking features and services will be **available by January 23, 2023**.

How Do You Access MOREBanking

You can collect your MOREBanking login credentials at the following branches. Please **bring your valid government-issued ID for verification**.

| Last Name | Location |
|-----------|-----------------------------|
| A to E | Woods (former BNS location) |
| F to Z | High Street |

If you do not receive your credentials or if you have trouble logging in, please contact us at 480-6187 or info@ecabank.com for assistance.

We invite you to download the **“ECAB Mobile”** App from Google Play or the Apple Store. You may also access the online/mobile banking platform via your web browser by visiting our website www.ecabank.com and selecting “Online Banking Login”.

How to Login

1. Enter your User ID
2. Enter your temporary password
3. Follow prompts to change the temporary password
4. Create your unique password based on the specifications indicated
5. Set up your security questions

MOREBanking Features

MOREBanking allows you to monitor your accounts; access account statements; transfer between accounts; pay bills, pay approved merchants and other ECAB customers; send money locally, regionally, and internationally; schedule one time or reoccurring payments, place cash, cheque book and draft orders, as well as make other requests. Your time is important to us so we are pleased to give you the opportunity and convenience of “Banking in Your Time” with MOREBanking.

Accessing Historical Statements

Kindly note that following the migration, historical statements will not be available until March 31, 2023. We sincerely apologize for this inconvenience. We recommend that you download all available statements via your current online application prior to January 20, 2023. You may also request statements via the “Secure Message” feature of your MOREBanking account **from January 23, 2023**.

Saved Templates

If you have saved templates within the current online banking application, we encourage you to save this information on or before January 20, 2023 as you will need to create new templates in the MOREBanking application, as they will not automatically migrate.

Maximize Your MOREBanking Experience

MOREBanking gives you the convenience and flexibility you want and deserve. As you prepare for the migration, we invite you to take some time to visit our website and review the MOREBanking “Help” videos and User Guide found in the Integration Hub and EZ Banking sections. The videos and guide were designed with easy-to-follow step-by-step instructions to ensure you understand and enjoy all the features and benefits MOREBanking has to offer.

For more information on our products and services, you may visit our website at www.ecabank.com or contact our Customer Support & Digital Banking Department at (268) 480-6187 or info@ecabank.com.

Thank you for making ECAB your **Bank of Choice** and **Financial Partner for Life**.

Sincerely,

MANAGEMENT

