



Your banking experience should be smooth, secure and the same on all your devices. That's why on March 29, 2022, Endeavor Bank will automatically upgrade your account to a new Digital Banking experience.

It's a seamless enhancement across platforms. So, no matter where you are or what device you want to use, you can view balances, manage transactions, transfer funds, make payments, deposit checks, get alerts, and ask for help when you need assistance.

And it's all in one convenient place. Whether you're on your laptop, smartphone or tablet, you can stay connected to your account.

**Here's what you need to know before our Digital Banking upgrade:**

- Digital Banking System downtime will occur beginning at **6:00pm PST on Monday March 28, 2022, until 6:00am PST on Tuesday March 29, 2022**. Access to Digital Banking will be **unavailable** during this time frame.
- Your username and password for online and mobile banking will **stay the same**. You'll need to log in with this information before you can use features like Touch ID or Face ID. If you don't remember your login credentials, give us a call.
- **Business/Cash Management Users** will get to experience the new look and feel for account and transaction activity while still being able to access the existing Cash Management module to transact your Cash Management services. (i.e., ACH and Wire Origination, Positive Pay, etc.)
- **Business Mobile Deposits** will now be available to use under the new mobile app beginning **March 29, 2022**, once you have logged in. You will no longer need two apps for depositing and mobile banking.
- When your upgrade is ready to go on **March 29, 2022**, our Endeavor Bank app will automatically ask you to **download the new version**.
- If you use bill pay, your existing bill payments and payees will automatically copy to the new system.
- You will see **180 days** of transaction history when you **first sign-in on March 29, 2022**. Upon your **second successful log in**, a rolling **365 days** of activity will be available to view and search transaction history.
- Recurring Transfers **to** checking, savings, and loan accounts that you have currently set up **will carry over** to the new experience. Any future dated and/or recurring transfers **from a loan** (loan advances) **will not** convert over and will need to be set up again.
- **Alerts – Consumer alerts** for balance and transaction activity **will not** migrate over and will need to be re-established on or after **March 29, 2022**. **Business Cash Management alerts** will remain in place and can be managed by each Cash Management user.
- **Intuit-Quicken/QuickBooks** – QBO and QFX export types will be available, and the Intuit aggregation services will be updated to point to the new Digital Banking experience and Express Connect will continue to work as expected.
- **Other Third-Party aggregator services** utilized (i.e., Acorns, Mint, Xero) will more than likely disconnect during the upgrade and should be easily resolved and updated by re-establishing the connection on or after March 29, 2022.

Questions? Email [DigitalBanking@bankendeavor.com](mailto:DigitalBanking@bankendeavor.com) or call us at 619-329-6565



## Compatibility Requirements

### iOS

Our mobile applications will not support iOS versions 13.0 and under.

### Android

Our mobile applications will not support Android versions 6.0 and under.



### Microsoft Internet Explorer

If you are currently using Internet Explorer, we recommend you switch to the new Microsoft Edge or another supported browser. If you are using the legacy Microsoft Edge browser (any version of Edge less than 70), we recommend upgrading to the newer version or switching to another supported browser.



### Microsoft Edge

Microsoft Edge will be supported at the latest version only. The Digital Banking Platform may deny access to older Microsoft Edge versions 60 days after a new version is released. The legacy version of Microsoft Edge now has an [official end-of-life date from Microsoft](#).



### Google Chrome

Chrome should automatically update and major updates are released approximately every 12 weeks. If Chrome is two versions older than the current stable channel version, the Digital Banking Platform may deny it access.



### Apple Safari

Each year Apple typically makes upgrades to Safari during the fall. Approximately 60 days after a new version is released, the Digital Banking Platform may deny older versions access. However, this change requires that the new Safari version is available on both MacOS and iOS devices.



### Mozilla Firefox

Firefox should automatically update. If Firefox is two versions older than the current stable channel version, the Digital Banking Platform may deny it access.