



WELCOME TO

# Bank of Marin

Your Business Online & Mobile Banking  
Access Quick Reference Guide

As of 7AM PT Monday, April 23, 2018

**LOGIN WEBSITE**

[bankofmarin.com](http://bankofmarin.com)

**COMPANY ID**

For security reasons, you will receive your Company ID (currently your Company Reference ID) in a DocuSign email on Monday, April 9, 2018

**USER ID**

The User ID will remain unchanged for all users

**PASSWORD**

The Temporary Password for all users is BeB1 plus the first four characters of the User ID

## ONLINE AND MOBILE BANKING

On Monday, April 23, 2018, your Bank of Napa Online and Mobile Banking access will be converted to the Bank of Marin system. With this new system, you'll have access to enhanced security and additional functionality for an improved online and mobile banking experience.

### FEATURED ENHANCEMENTS

- Tiered Permission Hierarchy
  - Administrator has full control of sub-users
- Add/edit/delete sub-users
  - Reset passwords
  - Assign services and limits
- Discounted Online Wire Initiation
  - Domestic Wires - \$15/wire
  - International Wires - \$25/wire
- Same Day ACH
  - Monthly Fee or Emergency One-Time Fee
- e-Statements for Loans & Analysis Accounts
  - Admin users must re-enroll in e-Statements in Business Online Banking
  - Up to 24 months of history may be available
- Enhanced Positive Pay – In addition to Check Positive Pay, we also offer:
  - ACH Positive Pay
  - Payee Positive Pay
  - Reverse Positive Pay
- Technical Support
  - Monday – Friday, 5AM – 5PM PT, 800-593-4345
  - Monday – Friday, 9AM – 6PM PT, 415-884-3021

### IMPORTANT INFORMATION

- Scheduled, one-time Bill Payments initiated through online banking will continue to be paid for one year from April 20, 2018. After April 20, 2019, new scheduled one-time Bill Payments will need to be created.
- Scheduled, recurring Bill Payments initiated through online banking will continue to be paid for two years from April 20, 2018. After April 20, 2020, new scheduled recurring Bill Payments will need to be created.
- ACH, Bill Payments, Scheduled Transfers and Wire Transfers initiated through online banking and scheduled on or before Friday, April 20, 2018 WILL be paid.
- ACH, Scheduled Transfers and Wire Transfers initiated through Bank of Napa Online Banking and scheduled after Friday, April, 20, 2018 WILL NOT be paid. After you log in to the new Bank of Marin Business Online Banking system for the first time on Monday, April 23, 2018, you will need to recreate these scheduled transactions.
- Once logged in to Business Online Banking, you can download the Bank of Marin Business Mobile App from the Apple App Store and the Google Play Store.
- All ACH & Wire Templates will be converted to your new Bank of Marin Business Online Banking profile.
- Admin users should take advantage of the Preview Period (Monday, April 9, 2018 – Friday, April 20, 2018) to verify the following:
  - User setup and entitlements
  - ACH & Wire Templates
- You will be able to view online banking transactions posted to your account from the beginning of your previous statement until present.

# ONLINE AND MOBILE BANKING

## IMPORTANT INFORMATION CONTINUED

- Depending on the payee, Bill Payments will either be sent electronically or by a check drawn on your Bank of Marin account.
  - For an electronic payment, your Bank of Marin account will be debited the same day the payment is sent; payee should receive funds within 2 business days.
  - For a check payment, your Bank of Marin account will be debited when the check is presented for payment; payee should receive check within 4 business days.
- As of Monday, April 23, 2018, Remote Deposit Capture (currently Desktop Banking) will be accessed as a single sign-on via Business Online Banking.
- Positive Pay cutoff time is 12PM PT, Monday through Friday
- Online Wire cutoff time is 1:30PM PT, Monday through Friday.
- Mobile Deposit cutoff time is 3PM PT, Monday through Friday.
- ACH cutoff time is 4PM PT, Monday through Friday.
- Remote Deposit Capture (RDC) cutoff time is 6PM PT, Monday through Friday.

## IMPORTANT DATES

### MONDAY, APRIL 9, 2018

You will receive your new Company ID via DocuSign email from Margo Garnier. If you would like to retain more than the prior month's worth of transactions, please download your transaction history from Bank of Napa Online Banking before Friday, April 20, 2018.

### MONDAY, APRIL 9, 2018 THROUGH FRIDAY, APRIL 20, 2018

**Online Banking Preview Period:** You can tour Bank of Marin's Business Online Banking portal, set permissions and review Wire and ACH Templates. Note: Balances and transactions WILL NOT be available to view during this period.

### MONDAY, APRIL 16, 2018

As of 5AM PT, Bank of Napa Bill Payment will no longer be available.

### FRIDAY, APRIL 20, 2018

As of 4PM PT, you will no longer have access to Bank of Napa Online Banking.

### MONDAY, APRIL 23, 2018

Your Bank of Napa Online Banking access will be converted to the Bank of Marin system.

At 7AM PT, you can go to [www.bankofmarin.com](http://www.bankofmarin.com) and log in to Bank of Marin Online Banking by clicking the orange log-in button on the upper right corner of the home page. **Information regarding your new User ID and Password can be found on the cover page of this packet.** You will receive your new Company ID on Monday, April 9, 2018 via DocuSign email from Margo Garnier.

- When signing in to Bank of Marin Business Online Banking for the first time, you will be prompted to change your password.
- Your mobile phone number MUST be current to log in to Bank of Marin Online and Mobile Banking.

You will need to re-enroll your accounts for Deposit Account e-Statements. You can also enroll in Loan Account e-Statements and Deposit and Loan Account e-Notices at the same time.

All of your Online and Mobile Banking services will be available. You will be able to see your balances and transact business using all of the online services.

## IMPORTANT NOTE

There will be no Online Banking services available from 4PM PT on Friday, April 20, 2018 until 7AM PT on Monday, April 23, 2018.

### FOR QUESTIONS REGARDING:

Business Online Banking, call our Business Services Support Team at 415-884-3021  
Business Cash Management Products, call our Cash Management Team at 415-472-8163