



WELCOME TO

# Bank of Marin

Your Personal Online & Mobile Banking  
Access Quick Reference Guide

As of 7AM PT Monday, April 23, 2018

**LOGIN WEBSITE**

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

**USER ID**

Your User ID remains unchanged

**PASSWORD**

Your Temporary Password is the last 6 digits of  
your Social Security number.

Member  
**FDIC**



## 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

- No Fee Mobile Banking
  - Transfers
  - Bill Payment including Payee Management
- Higher Mobile Deposit Limits
  - \$25,000/Transaction
  - \$50,000/Rolling 5-Day
- e-Statements, Alerts, Tax Forms & Notices
  - Up to 24 months of history may be available
- No Fee, Person-to-Person Functionality (Bank of Napa's POP Money)
  - Contacts will not transfer to Bank of Marin's People Pay
- Technical Support
  - 24/7: 888-722-1299
  - Monday through Friday, 9AM – 6PM PT: 415-884-4590

### 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.
- Bill Payments and Scheduled Transfers initiated through Bank of Napa Online Banking and scheduled on or before Friday, April 20, 2018 WILL be paid.
- Scheduled 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 Personal Online Banking system for the first time on Monday, April 23, 2018, you will need to recreate these scheduled transactions.
- Once logged in to Personal Online Banking, you can download the Bank of Marin Personal Mobile App from the Apple App Store and the Google Play Store.
- You will be able to view online banking transactions posted to your account from the beginning of your previous statement until present.
- 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.
- Mobile Deposit cutoff time is 3PM PT, Monday through Friday.

# ONLINE AND MOBILE BANKING

## IMPORTANT DATES

### FRIDAY, APRIL 13, 2018

As of 5AM PT, Bank of Napa Online Banking self-enrollment, e-Statement enrollment and mobile banking enrollment will no longer be available.

### 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, your Bank of Napa Online Banking access will be View Only.

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 Monday, May 14, 2018.

### MONDAY, APRIL 23, 2018

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

After 7AM PT, go to **www.bankofmarin.com** and log in to Bank of Marin Online Banking by clicking the orange log-in button located 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.**

- Your mobile phone number MUST be current to log in to Bank of Marin Online and Mobile Banking.
- You may be asked to authenticate your device by receiving a code via a phone call or text.
- When signing in to Bank of Marin Personal Online Banking for the first time, you will be prompted to change your password.
- You may change your password to your previous Bank of Napa password because Bank of Marin's requirements are the same.

You will need to re-enroll your accounts for Deposit Account e-Statements. You can also enroll in Loan Account e-Statements, e-Tax Forms 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.

### MONDAY, MAY 14, 2018

Your Bank of Napa Online and Mobile Banking access will be discontinued and will no longer be available.

## 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:

Please call our Branch Services Support Team at 415-884-4590