



# NEW BUSINESS ONLINE & MOBILE BANKING ACCESS QUICK REFERENCE GUIDE

EFFECTIVE AT 7AM ON MONDAY, JUNE 17, 2019, BANK OF MARIN WILL UPGRADE TO A NEW ONLINE & MOBILE BANKING SYSTEM.

*To access the new system, please read the following information closely.*



## TO LOG IN

Go to [bankofmarin.com](http://bankofmarin.com), click on the orange login button, and select Online Banking.

## USER ID

Your User ID will be a combination of your current Company ID and your current User ID (e.g. 123456Admin). A Company ID is no longer needed.

## PASSWORD

You will be prompted to setup a new password and to provide a Secure Access Code (sent to you via email, text or phone call). You may choose to use your existing password, provided it meets our password requirements. Please make sure your mobile phone number and email address are current.

For Mobile Banking, there will now be just one app for Business and Personal customers. On June 17, delete the previous Bank of Marin Mobile App from your mobile phone and download our new version via the App Store or Google Play Store by searching for "Bank of Marin."

**SEE REVERSE SIDE  
FOR IMPORTANT  
DATES, KEY  
INFORMATION  
AND FEATURED  
ENHANCEMENTS.**

# IMPORTANT DATES

## Friday, June 14, 2019

As of 5PM, your current Business Online and Mobile Banking access will be deactivated.

**No Online Banking or Mobile Banking services available from 5PM on Friday, June 14, 2019 until 7AM on Monday, June 17, 2019.**

## Monday, June 17, 2019

After 7AM, go to [www.bankofmarin.com](http://www.bankofmarin.com) to log in to the new Bank of Marin Online Banking by clicking the orange log-in button on the upper right corner of the home page, and select "Online Banking."

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



## KEY INFORMATION

- New customer support number: **1-866-626-6004, option 2, 2**
  - From June 17 through June 28, customer support will be available Monday – Friday, 7AM – 7PM and Saturday, June 22, 9AM – 3PM
  - On Monday, July 1, customer support will return to normal business hours: Monday – Friday, 9AM – 6PM
- Transaction history, eStatement preferences, bill pay history and payees, business limits, entitlements, ACH & wire templates, and Positive Pay (outstanding check issue file) will all be available on the new system
- **You will need to re-enroll in Mobile Deposit once you have logged in to the new system**
- Delete the previous Bank of Marin Mobile app from your phone and download the new version via the App Store or Google Play Store



## FEATURED ENHANCEMENTS

- Passwords will not expire
- "Forgot Password" functionality available on all devices
- Secure access codes delivered via email, text or phone call
- Originate Wires and ACH transactions from mobile devices
- eStatements available on all devices
- Fingerprint and facial authentication available for any eligible device
- People Pay now available for businesses with a valid Bank of Marin Visa® Debit Card
- One app for both personal and business customers



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Stay up-to-date on all things regarding our new system by visiting  
[bankofmarin.com/newonlinebanking](http://bankofmarin.com/newonlinebanking)