



Personal Digital Banking Reference Guide

IMPORTANT DATES & ACTIONS ITEMS

FROM 4 PM PT FRIDAY, MARCH 18, 2022 UNTIL 7 AM PT MONDAY, MARCH 21, 2022
THERE WILL BE NO DIGITAL BANKING SERVICE AVAILABLE

ACTION REQUIRED PRIOR TO MARCH 18

UPDATE CONTACT INFORMATION

Confirm that your mobile phone number and email address are current in your American River Bank Online Banking profile. This **MUST** be current to log in to Bank of Marin Digital Banking because you will be asked to authenticate your device by using a code sent to your phone, text or email.

DOWNLOAD TRANSACTION HISTORY

If you download transactions to a third party software (Mint, Quicken, QuickBooks, etc.), you must export transaction history **prior to 4 PM on Friday, March 18.**

THURSDAY, MARCH 17 - 10 PM PT

American River Bank Bill Pay will no longer be available. All bill payments will be processed as previously scheduled.

FRIDAY, MARCH 18 - 4 PM PT

Your current American River Bank Online Banking access will be deactivated. This includes online/web, voice, mobile and text banking.

MONDAY, MARCH 21 - AFTER 7 AM PT

Your American River Bank Online Banking has been converted to Bank of Marin Digital Banking.

See below for detailed login instructions.

INITIAL DIGITAL BANKING LOGIN INSTRUCTIONS

GETTING STARTED WITH DIGITAL BANKING

- When signing in to Digital Banking for the first time, you will be prompted to set a new password. (You may re-use your American River bank password if it meets the criteria for Bank of Marin's system. The password criteria is displayed on-screen for reference.)
- You will be asked to authenticate your device by using a code sent to your phone, text or email.
- The Bank of Marin Mobile App is available via Apple App Store or Google Play Store.

AFTER 7 AM PT ON MONDAY, MARCH 21

TO LOGIN

Go to bankofmarin.com, click on the orange login button in the upper right corner of the home page.

USER ID

Your User ID remains unchanged.

PASSWORD

Please use your current password.

You will be prompted to set a new password and accept the Digital Banking Agreement as part of the initial login process.

KEY HIGHLIGHTS

- All Bill Payments and transfers initiated through Digital Banking will be processed as previously scheduled.
- Like the American River Bank Bill Pay, Bank of Marin Bill Pay debits your account the same day your electronic payment is made and check payments will be debited when the check is presented for payment.

PERSONAL DIGITAL BANKING REFERENCE GUIDE

IMPORTANT INFORMATION

- As of 5 AM PT on March 11, American River Bank Digital Banking self-enrollment will not be available.
- The voice banking system is changing. After March 21, you can access Touchtone Banking at 866-626-6004, option 4. The first time you call, you will be prompted to confirm your identity by answering a few security questions **and** select a PIN.

DIGITAL BANKING FEATURES

- No Fee Digital Banking
 - Transfers
 - Bill Pay
- Higher Mobile Deposit Limits
 - Mobile Deposit cutoff time is 4 PM PT, Monday through Friday
- e-Statements, Tax Forms & Notices
 - Up to 24 months of e-Statements may be available
- No Fee, Person-to-Person Payment Functionality with Zelle®
- Technical Support
 - Monday - Thursday, 9 AM - 5 PM PT, Friday, 9 AM – 6 PM PT: 866-626-6004, Option 2

FOR QUESTIONS:

Please call our Customer Support Team at 866-626-6004, option 2.