

Dear Valued Customer,

We're excited to introduce our new Online Banking system, launching on Monday, February 24, 2025. To ensure a smooth transition, please review the important login instructions below.

This email includes:

- Your temporary password and Username (User ID)
- First-time login instructions
- Soft token activation steps
- Mobile Banking setup guidance

TEMPORARY PASSWORD AND USER ID

Temporary Password:

User ID:

FIRST-TIME LOGIN INSTRUCTIONS

1. Visit [Capital Bank Business Online Banking](#) and log in directly.
OR
2. Go to [Capitalbankmd.com](#), click "Login" on the right side of the screen, and select "Business Online Login" from the drop-down menu.
3. Enter your existing West Town Bank User ID.
4. Use the temporary password provided above.
5. You will be prompted to create and confirm a new password that meets the following requirements:
 - 9 to 17 characters
 - At least one number, one uppercase letter, one lowercase letter, and one special character
6. Once logged in, you will be prompted to activate your soft token (if applicable).

SOFT TOKEN ACTIVATION (if applicable)

To complete your soft token setup, follow these steps:

1. Download the **DIGIPASS Business Banking** app from your smartphone's app store. We recommend doing this before logging into Online Banking.
2. Follow the step-by-step instructions in the **Soft Token Guide for Token Users**, available on the [Integration Resource Page](#). You can find this guide in the **Business Page** under the **Online Banking User Guide** section. To ensure a smooth digital soft token activation, please avoid switching from the DIGIPASS app or turning off your screen until you see the "Token Activated" message.
3. If you need assistance, contact us at **833-901-0058** or email connect@capitalbankmd.com.

MOBILE BANKING USERS

If you use **Mobile Banking**, please complete the above First Time-Login Instructions via a desktop browser and Soft Token Activation steps **before** attempting to login with the mobile banking app. Once your password and digital soft token are activated, you can log in to the **new mobile banking app**.

To download the Capital Bank Business Mobile app please visit the appropriate app store using the links below:

Via App Store: [Capital Bank Mobile Business](#)

Via Google Play Store: [Capital Bank Mobile Business](#)

ADDITIONAL RESOURCES

For detailed guidance, please review our [Online Banking Guide](#) or visit the [Integration Resource Page](#).

NEED HELP

If you have any questions, please contact us at 833-901-0058 or email connect@capitalbankmd.com.

If you received this email in error, please let us know by calling 833-901-0058 or emailing connect@capitalbankmd.com.

We appreciate your cooperation and look forward to serving you on our new Online Banking platform.

Sincerely,

The Capital Bank Team