

Dear Valued Customer,

We're excited to introduce our new Online Banking system, launching on Monday, February 24, 2025. This email includes your temporary password, first-time login instructions and other information needed to ensure a smooth transition.

Username (User ID):

[REDACTED]

Temporary Password:

[REDACTED]

FIRST-TIME LOGIN INSTRUCTIONS

1. Visit [Capital Bank Personal Online Banking](#) and log in directly.
OR
2. Go to [Capitalbankmd.com](#), click "Login" on the right side of the screen, and select "Personal Online Login" from the drop-down menu.
3. Enter your existing West Town Bank User ID.
4. Use the temporary password as instructed above.
5. If you currently use a static password, 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

MOBILE BANKING USERS

If you use Mobile Banking, please complete the First Time-Login Instructions above via a desktop browser before attempting to login with the mobile banking app. Once your password is updated, you can log in to the new mobile banking app.

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

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

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

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