

Your Online Banking Checklist Guide

To help you prepare for your Online Banking conversion to Capital Bank, we've created a checklist to guide you through the process. We encourage you to explore the guides available under the "User Guides" section on the Integration Resource pages that can be found at westtownbank.com/capital-bank.

Contact Information and User Access

- Verify that your **contact information is accurate and up to date** in your Online Banking system to avoid missing any important communications.
- Your current **Online Banking User ID** will remain the same. Please make sure to **write it down and store it in a secure location**, as you will need it to access the new Online Banking system. For your security and to protect your account, we are unable to provide User IDs to anyone.
- Confirm that **user access is properly set up** for all services and payments your company requires (if applicable).

Wire, ACH and Bill Pay (If Applicable)

- **Review your Wire and ACH templates** to ensure they are accurate and current
- Download and **save your Wire and ACH templates** as a .csv file, and store them securely on your computer for easy access during the conversion to Capital Bank's Online Banking system.
- Most bill payees will convert automatically; however, in the rare instance that they do not, **record details of your recurring and non-recurring payees to ensure continuity**.

Statements and Transactions

- **Download copies of your current and past transactions** to keep on file. This is important in case these records are no longer available online after the transition.



After the conversion, you will no longer have access to previous account statements and check images.

We strongly recommend downloading and saving these documents before February 21st at 12pm ET/11am CT.

Taking these steps now will help ensure a seamless experience as we transition to Capital Bank's Online Banking system. Again, for additional resources, please view the guides available under the "Guide" section on both the Personal and Business Integration Resource pages at westtownbank.com/capital-bank.

Still need assistance?

Contact our Connect Team

☎ Call: 833-901-0058 (M-F from 8:30am – 5:00pm EST)
(M-F from 7:30am – 4:00pm CT)

✉ Connect@capitalbankmd.com