[NAME]
[ADDRESS]
[ADDRESS2]
[CITY, STATE ZIP]

IMPORTANT ONLINE BANKING ACCESS INFORMATION

Please Read and Retain for Your Records

Dear Valued Customer,

Welcome to Centennial Bank Online Banking. We appreciate your business and look forward to providing you with secure, convenient, and easy-to-use digital banking services.

As part of your transition to Centennial Bank's online banking platform, your online banking profile will be available beginning **Monday, November 9, 2026.**

> **Important:** Your previous online banking password will not be transferred to Centennial Bank. You must use the temporary password provided in this letter when logging in for the first time.

Accessing Online Banking
Visit www.my100bank.com and login using the **Online Banking** sign in portal on the right-hand side of the homepage.
Online/User ID: Your Online/User ID will be your current online banking username if it meets Centennial Bank's username requirements:

1. 8 to 40 characters long
2. Contains at least one letter
3. Contains at least one number
4. Does not contain special characters

If your current username does not meet these requirements, or if additional changes are necessary during the conversion process, please use the **Forgot User ID** option on the right-hand side of the homepage or contact Customer Care for assistance.

Temporary Password: [generated password]
Important: Your temporary password will expire 14 calendar days after November 9, 2026. To avoid interruption of access, please log in and establish your permanent password as soon as possible. If your temporary password expires before you complete your first login, please contact Centennial Bank Customer Care at 888-372-9788 or visit your local branch for assistance.

First-Time Login
For your protection, you will be required to change your temporary password upon your first login and establish a new password. You may also be asked to complete additional identity verification steps.

Verifying Your Contact Information
To ensure you have access to all available features, we recommend updating your profile with your current phone number and email address. After your initial login, navigate to the Profile section to update and verify your contact information quickly and securely.
Once you are verified, you will have access to:

- Online Banking
- Mobile Banking
- Bill Pay
- Account Alerts
- Text Banking
- eStatements (if enrolled)
- Other convenient digital banking services

Mobile Banking
Download the **Centennial Bank Mobile Bank app** from your device's app store and log in using your Online/User ID and password.

Security Reminder
For your protection:

- Never share your Online/User ID, password, or authentication codes.
- Centennial Bank will never contact you to request your password.
- Choose a strong password that is unique and not used for any other websites or services.

Need Assistance?
If you have any questions or need assistance with Online Banking or Mobile Banking, please visit your local branch or contact us at **888-372-9788**.

Thank you for banking with Centennial Bank. We appreciate your business and look forward to serving your financial needs.

Sincerely,
Centennial Bank