

The Union Savings Bank system conversion is complete. It will make your online banking experience easier and more efficient. But anything new takes some adjustment. We hope these notes will help you navigate the changes!

Online Banking Tools: CURRENT CUSTOMERS

If you are a current online banking customer and have logged in within the last year:

- Please use your same user name in all lowercase letters.
- Long user names have been truncated to the first 19 characters.
- Your initial password will be usb and the last 6 digits of the primary account holder's social security or tax ID number.
- If that does not work, please hit "forgot password."
- Your correct user name and email address will need to be in our system to access online banking or receive a temporary password. If you do not know your user name, please call us at (855) 247-0300.
 - We will email you a temporary password that will last for 30 minutes.
 - If you do not get the email, it may be blocked by your email vendor.
 - Check your junk or spam folder.
 - This email will be labeled "information requested" and have the temporary password with special characters.
 - If copying and pasting your temporary password, please make sure you do not have any extra spaces.
 - After entering the temporary password, be sure to update it with a password of your choice. You will need to remember this password.
- If you need your email or phone number updated, please contact us at (855) 247-0300.
- If all of your accounts are not visible, please email us at ibsupport@usavingsbank.com with your user name, and the accounts you need us to add. During conversion, some of the accounts may have been dropped inadvertently due to system differences.

Third Party Sites

If you are trying to use Quicken, Mint.com, etc., **please make sure you update your new credentials with them.** Because we do not have direct relationships with these companies, they will need to update their systems to recognize our new URL.

Online Banking Tools: NEW CUSTOMERS

If you are new to online banking, you may enroll as a first-time user and follow the instructions.

Pay Mortgage

- If you want to pay your mortgage from an external checking account (non-USB), please use the portal on our home page, usavingsbank.com, under “pay mortgage.”

Bill Pay

- If using Safari and trying to access bill pay, below are some steps to assist.

User Action Required

In the event a user encounters this problem with Safari, there are two options for resolution:

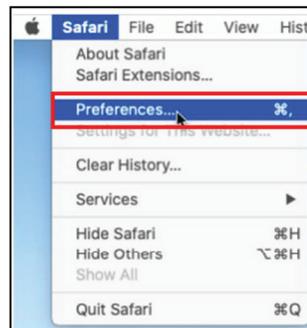
Option 1: Use a different browser such as Chrome.

Option 2: Change privacy settings in the Safari browser to allow cookies and cross-site tracking.

Desktop / Laptop Instructions

To change the settings within the Safari browser on a desktop or laptop computer, follow these steps:

Step 1: Go to Safari Preferences in the Safari menu, select the “Preferences” option.



Step 2: Change privacy settings on the Privacy tab, **make sure the options for “Prevent cross-site tracking” and “Block all cookies” are both unchecked.**



Step 3: Close and restart Safari. This will apply the updated Privacy settings to your new browsing session.

iPhone / iPad Instructions

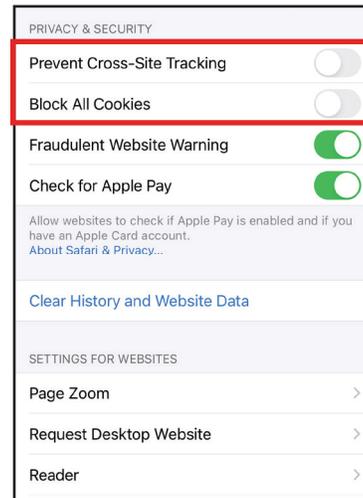
To change the settings within the Safari browser on an iPad, follow these steps:

Step 1: Open the Settings app on your device and select Safari to open the settings screen for Safari.



Step 2: Change Privacy and Security Settings

In the Privacy and Security section of the Setting screen, **make sure the options for "Prevent Cross-Site Tracking" and "Block All Cookies" are turned off.**



Step 3: Close and restart Safari. This will apply the updated Privacy and Security settings to your new browsing session.