



## Online Banking FAQ

### For former Riverside National Bank of the Gulf Coast Customers

#### **When will TIB Bank be converting the Online Banking System?**

On the evening of Friday June 26<sup>th</sup> TIB Bank will begin the process of converting all accounts to their systems. This will include Online Banking, Cash Management, and Bill Payment users.

#### **Will Online Banking users experience any system interruptions?**

Yes. While the conversion is in process the Online Banking System will not be available. We are anticipating that the system will be available again on Sunday, June 28<sup>th</sup>. TIB will be posting messages on our website to alert you.

#### **What are TIBLINK and TIBLINK Plus?**

TIBLINK is TIB Bank's brand name for our Internet Banking system. TIBLINK Plus is the brand name for our Cash Management system.

#### **Will my Internet Banking ID be changing?**

Yes. You will be assigned a new Internet Banking ID. The first five digits of your new ID will change to 92352; the remaining 7 digits of your current ID will remain the same. Example, if your User ID was 611000000001; your new ID with TIB Bank will be 923520000001.

If you have already established a personal User ID (Alias) you can continue to use it even after June 26<sup>th</sup>.

#### **Will my PIN be changing?**

Yes, your initial or temporary Internet Banking PIN will be the last 4 digits of your Social Security Number or Taxpayer Identification Number. **You will be immediately prompted to change this temporary PIN. Your new PIN will need to be between 6 and 8 characters in length and must include letters and numbers. The first character must be a letter. Note: PINs will be case sensitive.**

*Joint Accounts-* The PIN will be last four digits of the primary account holder's social security number.

*Business Accounts-* The PIN will be last four digits of the company Taxpayer ID number.

**Where will I need to go to access the Online Banking system?**

Effective June 28<sup>th</sup> you can access the Online Banking system at [www.tibbank.com](http://www.tibbank.com). You can enter your new User ID and PIN in the upper left hand corner box where you see TIBLINK Login.

**What will happen to my Payees that I have setup on Bill Payment?**

Nothing will happen, they will be converted and you will have access to them.

**Who can I call for help with problems accessing the system with my new Internet Banking ID?**

Call our helpdesk staff at 866-613-4028 (toll free). The helpdesk staff is available Monday through Friday 7:30 AM to 5:00 PM (EST).

**Who can I call for help with problems with printing, browser, cache, etc?**

Call our Technical Support staff at 800-308-5863 (toll free). The Technical Support staff is available Monday through Friday 6:00 AM to 12:00 AM (EST).

**How can I contact the Helpdesk after banking hours?**

You can email the helpdesk anytime at [eservice@tibbank.com](mailto:eservice@tibbank.com)