



## Coming soon – a new online and mobile experience!

Read on for important information about your transition from  
GSB HOMEBanker to Busey eBank on August 16, 2021.

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# Welcome to Busey eBank – your new online and mobile banking platform!

Dear Valued Customer,

As Glenview State Bank and Busey come together on August 16, we’re excited to welcome you to Busey eBank – your new online and mobile banking platform. Inside you’ll learn more about the advantages of this improved tool and important information to ensure a smooth transition.

We understand that change can be hard. We’re dedicated to providing you the support you need as you migrate to Busey eBank. **We’re offering interactive customer webinars on August 5 at 12 p.m. CT, August 10 at 12 p.m. CT and August 18 at 4 p.m. CT and we would love for you to join us.** These sessions will be recorded and available online. For more information on how to register for the webinars or to view helpful how-to videos, please visit us at **busey.com/welcome**.

Questions about eBank? Please contact the GSB Teleservicing Team at 847.729.1900 or schedule a personalized session with a Busey Digital Relationship Banker at **busey.com/appointment**.

Please be aware, we anticipate very high call volumes for several weeks post-transition. In the event you’re unable to get connected with someone from our team, we recommend reaching out directly to your local banker or sending us a secure message via **busey.com**.

**We sincerely appreciate your understanding and patience during this time.**



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## Key Dates:

- **August 5** at 12 p.m. CT | Customer Webinar
- **August 10** at 12 p.m. CT | Customer Webinar
- **August 11** | Last Day to use GSB bill payment and GSBLoan Pay; available until 10 p.m. CT
- **August 13** | Last day to use GSB HOMEBanker; available until 4 p.m. CT
- **August 14-15** | GSB online banking, bill pay and mobile app are unavailable
- **August 16** | Download the Busey – Mobile App through the App Store or Google Playstore and begin using Busey eBank
- **August 18** at 4 p.m. CT | Customer Webinar

**We’re here to help!**  
Call us at 847.729.1900

Current Hours: Monday – Friday 8 a.m. - 6 p.m. CT and Saturday 8 a.m. - 1 p.m. CT  
After August 16: Monday – Friday 7:30 a.m. – 6 p.m. CT and Saturday 8 a.m. – 2 p.m. CT

# Initial Log In Experience

Logging in through a browser? We recommend using Chrome, Firefox, Safari or Microsoft Edge for the best experience.



App user? Please download the new Busey – Mobile App on August 16!



## Login Credentials

For your first login, you'll use your current username and the last four digits of your Social Security Number (or EIN) as a temporary password. You will be prompted to immediately reset your password. You may reset it to your current GSB HOMEBanker password.

## Accessing eBank

Access eBank through **busey.com** or through the Busey – Mobile App. **When you log in for the first time, you must enter your username and the last four digits of your Social Security Number (or EIN).** Then you will be prompted to change your password.

After changing your password, you will need to add an email to receive eBank notifications and your cell phone number to receive a secure authentication code. **You must enter this code to be able to access your accounts for the first time.** Future logins will require your username and your new password.

If you are using a mobile device that supports personalized authentication options, you may establish these security options (like a four-digit passcode, fingerprint matching, Face ID, etc.) for easier access with future logins.

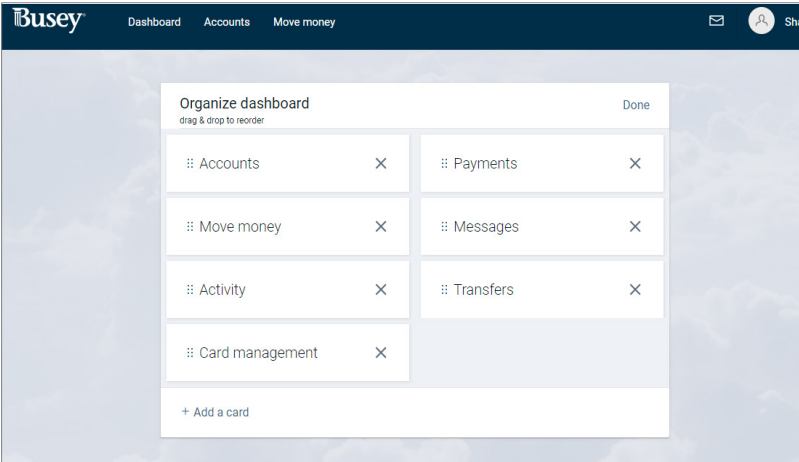
**Need help?** View our log in how-to video at [busey.com/welcome](https://busey.com/welcome)



# Customizing Your Dashboard

After successfully logging in, you'll notice you have control over your dashboard and can configure your display to match your preferences. To adjust what you see, scroll down to *Organize Dashboard*. From here, you're able to add or remove any features (called cards) you'd like and arrange their order to fit your needs.

Once you've organized the cards, you can customize the view of each item. While the options vary, you can generally adjust the size of the section and the level of visible details.



## Navigation

You'll notice from the navigation menu (the main menu in the top left of the app) you have options for viewing:

- **Dashboard:** main screen showing accounts and quick actions
- **Messages:** any alerts or marketing messages
- **Accounts:** full listing of all accounts
- **Transfers:** view scheduled transfers and make transfers between accounts
- **Deposit Check:** mobile/remote deposit for checks
- **Payments:** Bill Pay and integrated Person-to-Person payments
- **Send money with Zelle®:** send and receive money with people you trust
- **Spending Habits (mobile only):** track your financial health, budgets, spending and more
- **Support:** contact Busey

For your security, whenever you navigate away from the Busey – Mobile App, you will automatically be logged out. When you return, you'll reauthenticate and return to where you left off.

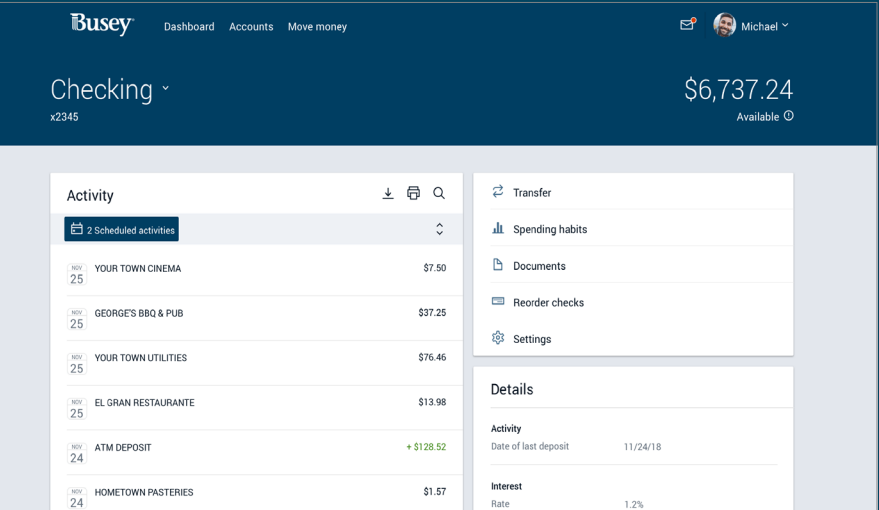
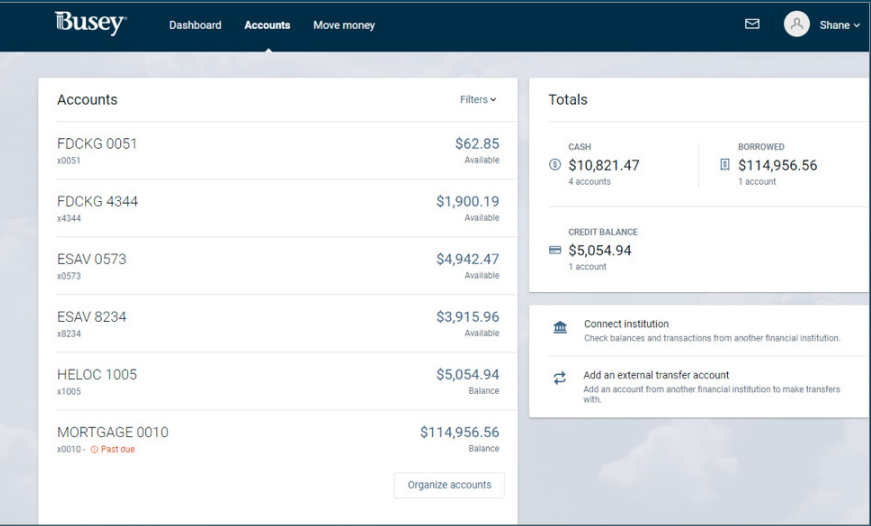
View our how-to video on best practices for customizing your dashboard at [busey.com/welcome](https://busey.com/welcome)

## Customizing Your Accounts

You will notice you can change the view of your accounts by selecting *Expanded*, *Compact* or *Totals*. You may need to scroll to the right to view additional accounts that do not appear on the screen.

To change the presentation order of your accounts, select *Settings* and select *Organize Accounts*. You may also hide accounts or rename them by navigating to the *Settings* option in the main menu or by selecting the *Accounts* page, choosing the account you'd like to view to display *Account Details* and selecting the *Settings* option from the *Account Details* page.

Need help? View our account customization how-to video at [busey.com/welcome](https://busey.com/welcome)



# Making Payments – Bill Pay & Zelle®

## Important Information about Bill Pay

**Access to GSB bill payment will end at 10 p.m. CT on Wednesday, August 11** and payments cannot be edited or canceled after this time. Any payments created that day or scheduled for August 12 or 13 will process as scheduled. Future dated payments scheduled for August 16 or after will pay through Busey's Bill Pay system.

**All payees will convert automatically. You will retain six months of bill payment history.**

With Busey's Bill Pay you'll enjoy faster payment processing – as early as next day if made before 2 p.m. CT and delivered electronically.

When scheduling a payment in Bill Pay, you will select the date you'd like your payment to begin processing. If the payment is being issued electronically, eBank will confirm your balance prior to processing. If funds are not available, the payment will attempt to send twice a day for the next three days before the payment is cancelled.

For payments going by paper check, these payments mimic the real-life paper check experience – with the check written on the scheduled date and funds not debited until the payee cashes the check. Checks are void after 90 days.



Visit [busey.com/welcome](https://busey.com/welcome) for our How-to video for Making a Payment

## Important Information about eBills

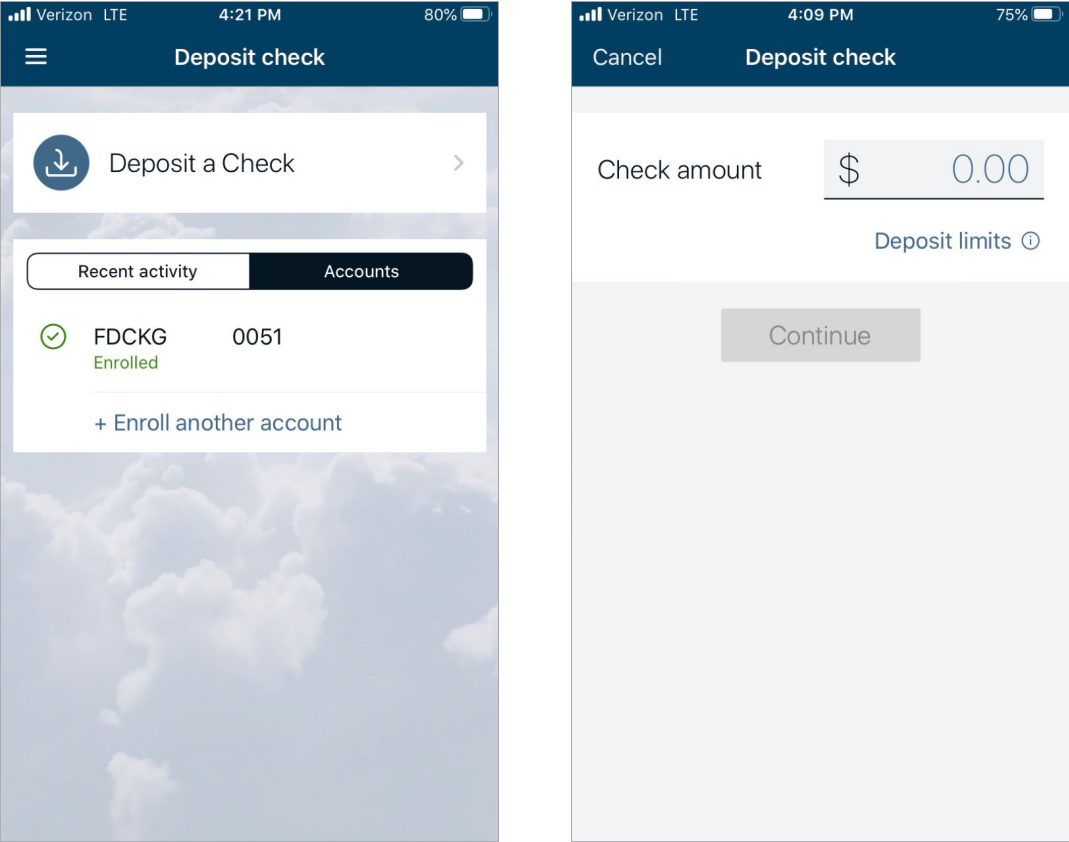
**If you have eBills connected through GSB bill payment today, these will need to be re-established in the eBank platform.** Additionally, any automatic payments connected to these eBills will need to be re-established.

## Important Information about Zelle®

August 13 - 15, you will be unable to access Zelle®. If you attempt to access Zelle® during this time, you will be prompted to sign up through the standalone Zelle® app. For the smoothest experience, we recommend waiting until August 16, when you can access Zelle® through Busey eBank. You will need to re-establish your recipients through Zelle®.



# Mobile Deposit

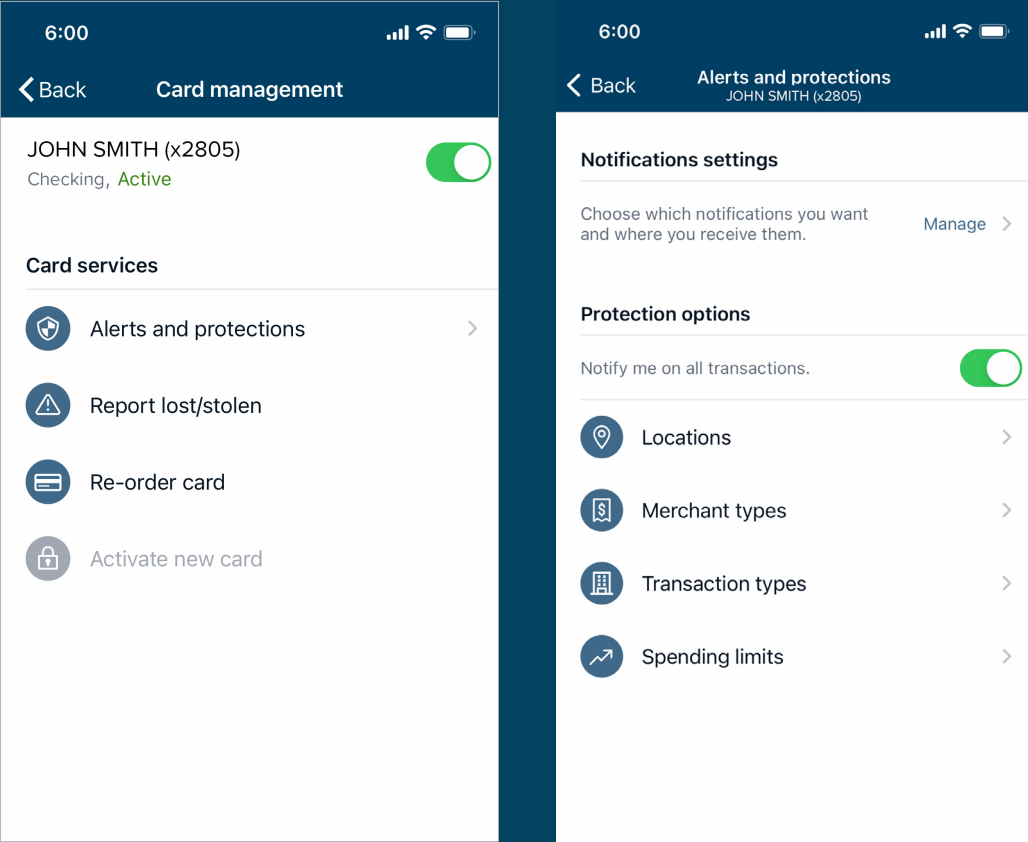


With Mobile Deposit, you can continue to conveniently add funds to your account by taking photos of your check. It's easy, fast and secure!

**If you are currently enrolled in Mobile Deposit with GSB, this will carry over and you do not need to re-enroll.**

With Busey eBank, you'll be able to submit deposits until 5 p.m. CT, giving you an extra hour in your banking day. Payments made before 5 p.m. CT Monday - Friday will be available for use by 5:30 p.m. CT. Payments made after the 5 p.m. CT cutoff or over the weekend will be available by 5:30 p.m. CT the next business day.

# Card Management



We're pleased to offer robust card management features directly in our eBank platform. You can turn your card on or off at any time, report it lost or stolen, add travel notifications, re-order or activate cards, set categorical budgets, assign authorized users and establish geographical or spending type limits all within eBank.

To make card management easier, you will see all debit cards associated with your accounts.

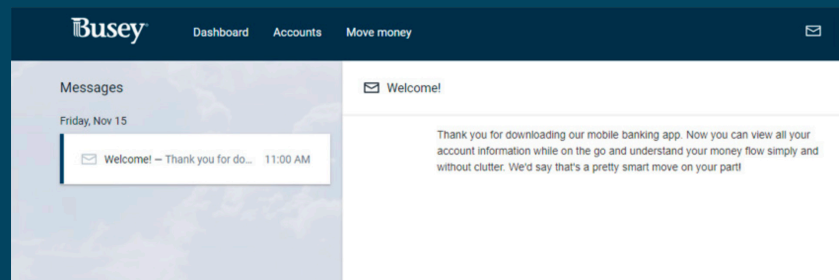
**Important Note for SecurLOCK Equip users:** Any previously established Rules & Alerts must be recreated through Busey eBank or the Busey – Mobile App.



# Alerts, Messages, Notices & Statements

Busey eBank offers near real-time alerts. You can set alert preferences at the account level and choose balance or transaction alerts sent as email, text message or as an in-app message. Existing alerts and notifications will need to be re-established within Busey eBank.

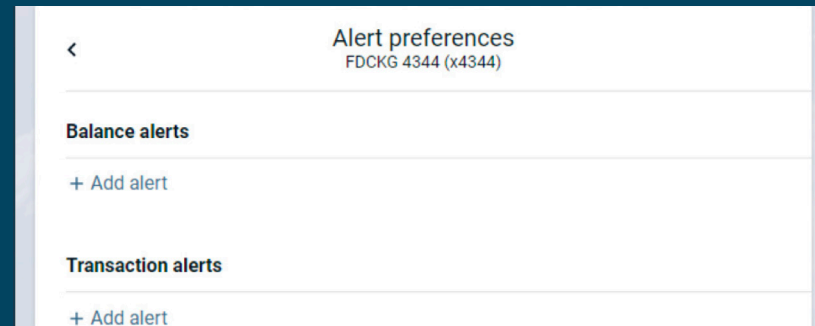
To view documents associated with your account, including statements and notices, select an account, access *Account Details* and select *Documents* to sign-up or change current accounts enrolled in eStatements, add an email address to receive your eStatements and view disclosures.



**Historical eStatements will not be available through eBank until November 2021. You will eventually have 18 months of statement history available.**

To prepare, consider downloading and printing any necessary statements or check images in advance. In the interim, if you need statements prior to November 2021, please contact your local banker or the GSB Teleservicing team at 847.729.1900.

While we will still offer text alerts, Text Banking—where you text 226-563 short codes to get your balance or make transfers—will no longer be supported.



# Opening Deposit Accounts & Loans Online



Why wait? Open your next Busey account online. It's quick and easy!

Whether you want to open a checking account, add a vacation savings account or apply for a mortgage or car loan, you can do so from the comfort of home. A variety of checking, savings and loan options are available to meet your needs. Apply today at **busey.com**.

Need help finding the right product for you? A member of our Digital Relationship Banking team would be happy to help. Simply book an appointment at **busey.com/appointment** or email [CustomerExperience@busey.com](mailto:CustomerExperience@busey.com).



We look forward to welcoming you to Busey eBank beginning August 16, 2021!

Please visit **[busey.com/welcome](https://busey.com/welcome)** for helpful how-to videos, detailed information and FAQs.

**Busey**BANK<sup>®</sup>

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