

# Small Business Online Banking Checklist

**BANKING  
CONVERSION**



**Sept 18-21**



## Before Conversion Checklist

### Prior to September 18

- Cash on Hand:** Take out cash and/or ensure you have your debit and credit cards on hand for purchases.
- Bill Payments:** Ensure all bills due between September 18 and 21 have been paid by September 17.
- ATM Bill Payments:** As of September 18, our ATM network will no longer accept bill payments.

### Small Business Online & Mobile Banking

- Online Bill Payments:** Reschedule any online bill payments for before September 17 or after September 21.
- For **Interac® e-Transfers:**
  - e-Transfers:** Send important transfers before September 17. This functionality won't be available between September 18-21.
  - Recipient List:** Screenshot or note recipient email addresses, mobile phone numbers and security questions. Your list will need to be recreated post-upgrade.
  - Requests for Money:** Send important e-Transfer requests well before September 17. Pending requests post-upgrade will no longer work.
- Two-Signer Accounts:** If you have a two-signer account, send any important transactions like bill payments or transfers between accounts before September 17. Transactions still pending after the upgrade will no longer work.
- Rename Accounts:** Nickname accounts in online banking so you can easily identify them after the upgrade (e.g. cash fund). Go to "My Accounts" and click "Rename an Account".

# After Conversion Checklist

September 21 or Later

## First Login – Small Business Online & Mobile Banking

- New password at first login after September 21:** The first time you log in after the upgrade, you'll need to use a temporary password. To receive this temporary password, please come in-branch or call the Member Service Centre at 1.855.220.2580 on or after September 21.

## Features to Reset After Conversion

Several online and mobile banking features will need to be reset after the upgrade:

### Interac® e-Transfer

- Your e-Transfer Profile
- Auto-Deposit Settings
- Recipient List, including:
  - Name
  - Email Address
  - Mobile Phone Number
  - Security Question

### Additional Features to Reset

- You may be prompted to click and accept using Small Business Online Banking  
*(Note: You won't be able to login without doing so)*
- Delegates & Consolidated Accounts
- Two signer accounts

For more detailed information and instructions on how to prepare, please visit

[my.interiorsavings.com/banking-changes](https://my.interiorsavings.com/banking-changes)