



Dear valued customer,

Online and Mobile banking will be placed in an “inquiry only” mode from 3:00PM, Friday, July 13th through 8:00AM, Monday, July 16th while the Bank transitions your accounts to First Bank’s online banking system. During this time you will be able to view your account balances and history but unable to perform transactions.

After 8:00AM on Monday the 16th you will access your online accounts through www.firstbanknj.com utilizing your same ID and password. As an additional level of security, the first time you log into your new online banking system you will be asked to answer new challenge questions.

Online Bill Payment access will be disabled as of July 9th in order to properly process existing payments scheduled through July 13th and to transition payee information to the new system. Bill payment activity will resume on the 16th through the First Bank online bill payment system.

After 8:00AM on Monday the 16th you can log into Online banking, select Options, then Mobile Settings, click on Enable web access for your mobile device and check the accounts you want to have mobile access. Once setup in Online Banking download the First Bank mobile banking app from your respective app store by searching for FBOOnTheGo. Once downloaded, you can login using your online banking ID and password.

First Bank’s online and mobile banking systems provide several exciting new features such as:

- Electronic statements in lieu of paper (additional setup is required; please contact your local branch to enroll)
- Person-to-person payments
- Financial Institution to Financial Institution transfers
- Ability to place stop payments
- Customer selected email alerts
- De-activate lost or stolen Debit cards

Once logged into your new online/mobile banking platform you may notice that certain check images may be unavailable to you. This is due to the lengthy process involved in converting the images of checks processed prior to July 16th to the new system. Our vendor will be working diligently to make those images available as soon as possible. In the meantime, should you need a copy of a check please feel free to contact your local branch. Images of checks processed after the 16th will be available for viewing online the day they are posted to the account.

Should you have any additional questions please feel free to contact your local branch office.