Dear *EagleOnline* Banking Customer:

I am writing to share some exciting news! As a result of customer feedback, research, and testing, Bank of Clarke County is launching an entirely new online banking experience. In addition to a new look and feel, there are several enhanced services, such as:

- *Updated User Screens*
- *External Transfers*
- *Bill Payment*
- *eStatements*
- *Mobile Banking*
- *Mobile Deposits*
- *Account Create (the ability to open accounts online) *Coming Soon**

By clicking on each below, you will see a demo of our new *EagleOnline* Banking:

Consumer Demo: Business Demo:

As a current *EagleOnline* user, you will be one of the first to experience our new site! The new *EagleOnline* Banking will go live on **Monday August 11, 2014**.

The goal of this letter is to provide you the information you need to successfully log into *EagleOnline* Banking and take advantage of our new enhanced site. If you go to www.bankofclarke.com on August 11th and you do not see the new login box (see Figure A.) near the top left corner, press the F5 on your keyboard to refresh your browser. The new login box requires users to select either Consumer or Business. If you have the old site's login page (see Figure B.) bookmarked, you will no longer be able to access that site. You should bookmark and use our home page to log into *EagleOnline* Banking.

Figure A.   Figure B.

Once you see the new login box, please follow these instructions to get started.

Step 1: Log into the new *EagleOnline* Banking for the first time.

- Make sure the Consumer button is selected in the login box.

- Enter your current User ID using all lowercase letters in the Access ID box. For instance, if your User ID is JohnDoe22, type johndoe22 in the Access ID box.

- After you click the Sign In button, enter your temporary password when prompted. Your temporary password is the last six (6) digits of your Social Security Number [or Tax Identification Number (TIN) for business accounts]. The password will need to be changed immediately and will require a minimum of eight (8) characters including at least one (1) number, one (1) special character ($ # ^), and at least four (4) lower case letters. These requirements did not change from the current online banking system.
- On the next screen, you will be asked to change your password and input a New Password. Please note the Current Password will be your 6 digit Social Security Number.
  - You can now create a New Password

Change Password

Change Password
* Current Password:
* New Password:
* Confirm New Password:
* Indicates Required Field
Access ID must be at least 6 characters. The password will require a minimum of eight (8) characters including at least one (1) numeric, one (1) special character and four (4) lower case alpha. Please remember that your password is CaSe SensiTive.
SUBMIT

Due to new security procedures, you will be prompted every 6 months to change your password every 6 months.

- Select and answer three (3) new security questions. Please keep track of your answers to these questions and note that they are NOT case sensitive.

Step 2: Terms and Conditions

Please read and agree to the updated EagleOnline Banking Terms and Conditions to proceed.

Step 3: eStatements

If you currently receive your bank statement(s) by email, you will be prompted to accept the updated eStatement Terms and Conditions. You will be required to accept the eStatement Terms and Conditions and enter the Confirmation Code GOGREEN to verify that you are able to access PDF files.

Question: Will I still receive my statement by email?
Answer: No. You will receive an email notifying you now that an eStatement is available within EagleOnline Banking. It will be stored securely waiting for you to log in and download the eStatement.

Question: What if I would like to switch from mailed paper statements to eStatements?
Answer: Please send us a secure message within online banking requesting that your accounts be enrolled for eStatement. Also, you may call us at (540) 955-2510 or visit any branch location.

The benefits of eStatements include:
- Enhanced Security
- Fast Online Delivery
- Convenient Access
- Extended Retention Time
- Eco-Friendly
- Universal PDF Format

Step 4: Mobile Banking

Question: How will this affect my Mobile Banking?
Answer: After successfully establishing an Access ID and Password for online banking, you will be prompted to accept new Mobile Banking Terms and Conditions the next time you start the APP on your mobile device. Use your newly established Access ID and Password when prompted on the mobile device.

Question: How do I get your mobile Banking APP?
Answer: Go to either the Apple iTunes® store or the Android Marketplace® to download our FREE APP and start enjoying the following benefits today:

- View Account Information
- Transfer Funds
- Bill Pay
- Mobile Deposit Capture
- Find Branch/ATM Locations

Important Notes:
For Internal Transfers:
You will not be able to setup a future or recurring transfer between Wednesday August 6th and Monday August 11th when the new system goes live. Any transfers you have setup prior to August 6th will convert to the new EagleOnline.

Quicken/QuickBooks:
For important information about changes to both Quicken and QuickBooks, please refer to our website.

Sincerely,

James W. McCarty Jr.
Executive Vice President

Version 1.0