



System Upgrade August 11-15

Why is Islanders upgrading their system?

- Islanders Bank is committed to continuously improving our service and product offerings for you. This systems upgrade will allow us to provide a stronger and broader range of deposit and loan products and other services to our customers.

Will my account numbers change?

- No, your deposit, CD and loan account numbers will remain unchanged.

Will my statement dates change?

- For one time only your regular monthly statement will be printed on August 11. Normal statement cycling will resume following this date, with an improved format.

Will Online Banking be available during the upgrade?

- Online Banking services will not be available from Thursday, August 11, 6:00p.m., until Monday, August 15 at 8:00 AM.

Will I need to re-establish challenge questions for Online Banking?

- Your Online Banking authentication image, pass phrase and challenge questions will require updating.

Will I have to change my Online Banking user ID?

- Your Online Banking User ID will need to be changed if it currently contains **non-alpha-numeric** characters *other than* + _ % @ ! \$ * ~.
- If your User ID contains an unacceptable special character, replace this with a lower case 'x' and you may proceed logging into your account.
 - Examples: If your current User ID is **D^ught(r1** Your new User ID will be **Dxughtxr1**.
If your current User ID is **MyDog#1** you will enter **MyDogx1**.

Will I have to change my Online Banking password ?

- Your Online Banking password will need to be changed if it currently contains **non-alpha-numeric** special characters *other than* + _ % @ ! \$ * ~. You can continue to use 'x' or create a new password.
- If your password contains an unacceptable special character, replace this with a lower case 'x' and you may proceed logging into your account.
 - Examples: If your current password is **D^ught(r1** Your new password will be **Dxughtxr1**.
If your current online banking password is **MyDog#1** you will enter **MyDogx1**.

What if I get a message that my password is invalid? How do I reset my password?

- If you have not established a Password Reset Question, contact your branch.

Once I am logged in, how do I establish a Password Reset Question?

- To establish a Password Reset Question and answer, select the Options tab > Modify Personal Settings > input a Password Reset Question and Password Reset Answer of your choosing > Submit

What will happen to bill payments I have scheduled at this time?

- Any Bill Payments you have scheduled with be normally processed for the date requested.

What will happen to any automatic transfers I have pre-scheduled for this time? For instance, from savings to checking?

- These transfers will take place as usual for the date requested.

Will there be any changes in how I use ATMs?

- ATM usage will be available and uninterrupted during the upgrade.

Will there be any interruption to my Direct Deposit?

- Your Direct Deposits will post as usual during the upgrade.

Will Telephone Banking be available during the upgrade?

- Telephone Banking services will not be available beginning Thursday, August 11 6:00p.m. through Monday, August 15 at 8:00 AM.

Where can I view my account number?

- Because of the enhanced security of our new Online Banking design, your account number will no longer appear on the website. To help identify multiple accounts and give them a unique name, select the Options tab> Account Settings.

Who do I contact if I have any questions about my account?

- Your regular branch contacts will be available to help you with your needs, along with our Online Banking Specialists.

Branch Contact Information	
Friday Harbor Branch	360-378-2265
Orcas Branch	360-376-2265
Lopez branch	360-468-2295

[Check back for further updates!](#)