



**Valley Bank of Nevada®**  
TRADITION WITH VISION

## ***Coming Thursday, May 21 – Valley Bank’s New Digital Banking!***

On the morning of Thursday, May 21, Valley Bank will be introducing our new Digital Banking. This integrated platform replaces our current Consumer and Business Internet Banking and mobile apps. We’re excited about this as it will allow us to deliver consistent end user experience for all our customers across all devices (PC, tablet, and mobile devices). Additionally, we expect to enhance our digital banking experience with even more services in the future. The first new service we’re adding on May 21 will be Zelle.

On the morning of May 21, you will be able to go to our new Digital Internet Banking via our website ([www.valleybanknv.com](http://www.valleybanknv.com)). You will sign on with your current Internet Banking user ID and password. Upon doing so you’ll be prompted to verify yourself via a text, call, or email to any of the contact methods you have on file at Valley Bank. If your current password does not meet security requirements, you’ll be prompted to choose a new one.

### **There are a few things we need you to be aware of:**

- Mobile Banking – User who utilize our current personal mobile banking app will be prompted to update their current app with the new Valley Bank NV mobile app on May 21.
- Business Mobile – Users who use our business mobile app will need to remove it from your mobile device and download our new Valley Bank NV mobile app on May 21.
- CheckFree BillPay – All valid payees will be transferred to our new platform. We will process all bill payments on Wednesday, May 20<sup>th</sup>. At that time we will disconnect the service to move it to our new Digital Banking platform. Any scheduled or recurring bill payments beyond May 20<sup>th</sup> will not port over to the new platform. You will need to reschedule as appropriate on our new Digital Banking platform starting on May 21.
- Business ACH Manager Users – Any valid ACH templates you’ve created in our current Business Online will port over to our new platform. All ACH originations will be processed on Wednesday, May 20<sup>th</sup>. At that time we will disconnect the service to move it to our new Digital Banking platform. Any scheduled or recurring ACH transactions beyond May 20<sup>th</sup> will not transfer over and will need to be set up or rescheduled on the new Digital Banking platform on May 21.
- Alert Notifications – Alert notifications in our current Internet Banking services will not be ported over to the new platform. You will need to select the appropriate notification options that you desire on the new Digital Banking platform starting on May 21.

Our goal is to make this transition as smooth as possible. If you experience any problems, reach out to us at 702-259-2658 and we will be glad to assist you.