

Central Coast Quick Reference Guide

(To be used with your Information Guides)

Before, During & After Systems Conversion

Action Items Before August 16, 2024

Online Banking Action Items

Personal and Business Online Banking Users

- **Bill Pay & Zelle Users:** Make a list of your existing payees/pay schedules to verify after 8/19/24. (Refer to *Personal/Business Online Banking Guide* for details: **pages 7-8 for Personal and 19 for Business**).
- **Future-Dated and Recurring Transfers within Online Banking:** Make a list of current payment details to re-establish after 8/19/24. (Refer to *Personal/Business Online Banking Guide* for details: **page 5 for Personal and 16 for Business**).
- **Financial Accounting Software Users:** Follow software-specific action steps prior to 8/16/24. (Refer to *Personal/Business Online Banking Guide* for details: **page 11 for Personal and 23 for Business**).
- **eStatement Users:** eStatement history will be available in the 4th quarter of 2024. If needed sooner, please download print and save them. (Refer to *Personal/Business Online Banking Guide* for details: **page 10 for Personal and 22 for Business**).

Business Online Banking Users

- **Wire Transfers:** Make a list of current wire templates to validate on 8/19/24 when new system is live.
- **Federal Tax Payments:** Make a list of current federal tax payments to reconfigure on 8/19/24 when new system is live.
- **ACH Origination:** Make a list of current ACH templates to validate on 8/19/24 when new system is live.

Access Unavailable Dates

ATMs

8/12/24 – 8/19/24

Central Coast ATMs will be out of service for all transactions

ONLINE BANKING SERVICES

8/14/24 @ 11:59 p.m. – 8/19/24 @ 8:30 a.m.

Bill Pay & Zelle unavailable

8/15/24 @ 6:00 p.m. – 8/19/24 @ 8:30 a.m.

External Transfers unavailable

8/16/24 @ 4:00 p.m. – 8/19/24 @ 8:30 a.m.

Online Banking unavailable

8/16/24 @ 4:00 p.m. – 8/19/24 @ 8:30 a.m.

Mobile Banking & Mobile Deposit unavailable

8/16/24 @ 4:00 p.m. – 8/19/24 @ 8:30 a.m.

ACH Origination Cut-off

8/16/24 @ 4:00 p.m. – 8/19/24 @ 8:30 a.m.

Remote Deposit unavailable

Action Items as of August 19, 2024

Routing Number Updates

- **ACH Transactions:** Contact existing ACH direct deposit or direct payment vendors to provide new routing number (121137726). (Refer to *Important Client Information Guide* for details: **page 8**).
- **Merchant Card Service Clients:** Provide your current service provider with new routing number (121137726). (Refer to *Important Client Information Guide* for details: **page 8**).
- **Ordering New Checks:** Contact your local Banking Center Specialist. (Refer to *Important Client Information Guide* for details: **page 8**).

IRA Renewals

Upon renewal of your IRA account, contact a Banking Center Specialist to avoid loss of interest after expiration of existing term. (Refer to *Important Client Information Guide* for details: **page 9**).

Online Banking Action Items

- **Establish Online Banking Access in the New System.** (Refer to *Personal and Business Online Banking Guide* for details: **page 4 for Personal and 15 for Business**).
- **NOTE:** If you currently use tokens to access Online Banking, these will be replaced with Secure Access Codes established upon your first log in. You can safely destroy existing tokens at this time. (Refer to *Personal and Business Online Banking Guide* for details: **page 6 for Personal and 18 for Business**).
- **Future-Dated and Recurring Transfers can be re-established.** (Refer to *Personal and Business Online Banking Guide* for details: **page 5 for Personal and 16 for Business**).
- **Financial Accounting Software Users:** Follow software-specific action steps on 8/19/24. (Refer to *Personal and Business Online Banking Guide* for details: **page 11 for Personal and 23 for Business**).
- **Mobile Banking Users:** Uninstall the legacy Community West Bank app and install the new Community West Bank app. (Refer to *Personal and Business Online Banking Guide* for details: **page 8 for Personal and 20 for Business**).
- **NOTE:** The new app will be used for both Personal and Business Banking.
- **Alerts:** Set up alerts for your account. (Refer to *Personal and Business Online Banking Guide* for details: **page 9 for Personal and 21 for Business**).
- **Wire Transfers:** Verify that your wire templates are correct.
- **Federal Tax Payments:** Reconfigure your federal tax payments. (Refer to *Personal and Business Online Banking Guide* for details: **page 17**).
- **ACH Origination:** Verify that your ACH templates are correct.

Customer Service

For assistance now through Friday, August 16, 2024

- Call or visit your local Banking Center.

For assistance as of August 19, 2024

- **Extended Customer Service Hours through August 30, 2024:**
Mon. – Fri. from 8:00 a.m. – 6:00 p.m. at 800-298-1775.
- **Email:** customerservice@communitywestbank.com.
- **Website:** Contact Us form on www.communitywestbank.com.