

A fresh look,

simplified navigation &

exciting new features for online banking!



**DURDEN  
BANKING  
COMPANY**

**METTER  
BANK**  
A Division of Durden Banking Company

Dear Valued Customer,

Beginning March 2<sup>nd</sup>, online banking from Durden Banking Company, Inc., will be better than ever. Below are some highlights of the ease and simplicity you can expect:

- **Convenient.** View pending and posted transactions on the same page.
- **Versatile.** Easily search transactions with improved search options.
- **Customized.** Include transfer notes and/or descriptions in the new features box.
- **Self-Enrollment.** Faster access to begin using the service.

#### Important information for online banking customers

Durden Banking Co., Inc.'s online banking will not be available from February 29 at 2:00 p.m. until March 2 at 8:30 a.m. due to site maintenance. If you wish to make a transfer between accounts on those days, please contact your local branch.

New online banking will become operational March 2<sup>nd</sup> at 8:30 a.m. Log on at [www.durdenbc.com](http://www.durdenbc.com) via the online banking link which is located on the left side of the home page. Please note:

- Your user name will remain the same.
- Your current password and security questions will need to be reset at initial log-in.

#### The following items will convert automatically:

- User name
- Account nicknames

#### The following items will not convert automatically:

- Alerts
- Security questions
- Scheduled transfers and payments

Thanks for choosing Durden Banking Co., Inc. as your banking partner. As always, we appreciate your business and we value your relationship with our bank.

Sincerely,

*R. Michelle Mercer-Millsaps*

Electronic Banking Coordinator

Please see reverse side

**Online banking at  
Durden Banking Co.,  
Inc. is getting better!**

For more information

contact us at:

**Twin City**

**478-763-2121**

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**Swainsboro**

**478-237-2121**

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**Metter**

**912-685-2265**

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[contactus@durdenbc.com](mailto:contactus@durdenbc.com)



## DURDEN BANKING CO., INC. ONLINE BANKING (OLB) UPGRADE FREQUENTLY ASKED QUESTIONS (FAQs)

**What is the OLB upgrade schedule?**

The OLB system will be unavailable after 2 p.m. February 29— March 1, 2016. You can begin logging in to the new OLB system on March 2, 2016 at 8:30 a.m.

**How will I access my OLB account?**

You will continue to access your OLB account through the [www.durdenbc.com](http://www.durdenbc.com) web site.

**Will my user name and/or password remain the same?**

Your user name will remain the same. However, your current password and security questions will need to be reset at initial log-in.

**Will my account alias/nicknames remain?**

Yes, account alias/nicknames will automatically convert to the new OLB system.

**What about previously scheduled or recurring transfers and payments?**

Previously scheduled or recurring payments will not automatically convert and will need to be re-established.

**What about account alerts?**

Account alerts will not automatically convert and will need to be re-established.

**Will there be any change to my Durden Banking Co., Inc. Bill Pay account?**

No, there will be no change to your Durden Banking Co., Inc. Bill Pay account. However, the Bill Pay system will be unavailable after 2 p.m. February 29—March 2, 2016 at 8:30 a.m. While the Bill Pay system will be unavailable, previously scheduled bill payments will not be affected.

**Will there be any changes to my e-Statements?**

No, there will be no change to your e-Statements. However, they will be unavailable after 2 p.m. February 29—March 2, 2016 at 8:30 a.m.

**How do I sign up for e-Statements?**

Once logged in to your OLB account, simply click the “view statements” link and follow the easy enrollment instructions.

