

# Coming Soon . . .



## Tennessee State Bank

"Banking at its Best"®

We're upgrading to a cleaner, simpler, and more secure platform for Online Banking.

On June 15, 2021, Tennessee State Bank will launch a new platform for Online Banking to provide customers with state-of-the-art functionality and enhanced security. The new look and function of Online Banking will be consistent with the TNStateBank Mobile App.

### What you can expect!

The new Online Banking platform will be live on Tuesday, June 15, at 8:00 a.m. (ET). To prepare for the upgrade, the current NetTeller platform will not be available after 5:00 p.m. (ET) on Monday, June 14 (ET).

For uninterrupted access to your TSB accounts, you may use the TNStateBank Mobile App. If you are not currently a Mobile Banking user, right-click the link below to download the App from the Apple Store (iPhone/iPad users) or Google Play Store (Android users).

<https://www.tnstatebank.com/bank/mobile-banking>

### What you should know!

- ✓ Your scheduled recurring internal account transfers, Bill Pay payees, and scheduled Bill Payments will transfer over to Online Banking.
- ✓ In addition to using Bill Pay from an account, you may choose to pay bills using your TSB debit card or TSB credit card.
- ✓ Alerts for your account(s) which you currently have set up in NetTeller will not transfer to Online Banking. You will need to set new alerts.
- ✓ You will no longer be able to view 6 months of previous monthly statements. Customers who are enrolled in eStatements will be able to view up to 18 months of bank statements.
- ✓ If you want to make transfers to and from your TSB accounts to accounts you have at other financial institutions, contact Electronic Banking to request this service (subject to approval).
- ✓ Passwords will never expire.
- ✓ Users must login to Online Banking every 90 days in order to maintain active account status.

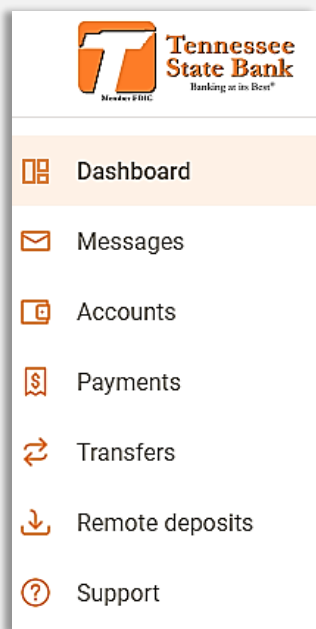
### What about security?

- ✓ Set balance and transaction alerts to be delivered to you via email, text (SMS), or within the application.
- ✓ Activate your TSB debit card.
- ✓ Temporarily disable (turn off) your TSB debit card if it has been misplaced.
- ✓ Report your TSB debit card if it is lost or stolen.
- ✓ Add travel notices for your TSB debit card when traveling out-of-state or internationally.
- ✓ Two-factor authentication, which is used with Mobile Banking, will also be used for Online Banking access.
- ✓ High-risk transactions will require additional authentication.



### Login to our new Online Banking

1. Go to [www.tnstatebank.com](http://www.tnstatebank.com). From the TSB Home Page, select Login.
2. Enter your current Username and Password.
3. To verify your identity, you will receive a verification code to enter. This is referred to as two-factor authentication.
4. The Dashboard provides easy navigation and personalization to meet your banking needs.



### Contact Us for Assistance

- Electronic Banking Department  
865-908-5779
- Bill Pay Support  
844-599-6556
- Start a Conversation (Chat) in Online Banking
- Visit any TSB Branch location.