

Hanover Bank Digital Banking Services

What You Need to Know

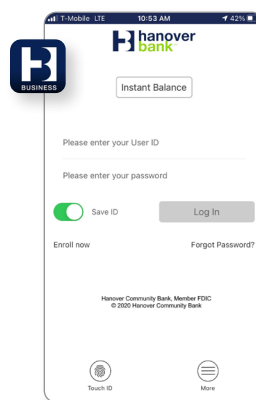
Business Online Banking

- Access the online banking application by visiting HanoverBank.com
- Click the Green “Sign In” box
- Click “Business Online”
- Your User ID will remain the same and must be entered in all LOWERCASE letters
- Your first time password will be the letter h followed by your Tax Identification Number (TIN). For example, h123456789. If you access multiple companies with one login ID, the TIN to be used will be communicated to you prior to July 16th
- Only business accounts are accessible through business online banking. If you have a personal account(s) that you require access to, please refer to the consumer welcome package that was mailed to the address on record for your personal account(s) to enroll in Online Banking
- You will be prompted to accept the Terms and Conditions and set up multifactor authentication questions to enroll in Online Banking
- All accounts accessible with your login ID will be displayed on the summary page
- If additional accounts are required, or you would like to remove accounts, please contact your local branch



- Choose “Bill Payment” from the blue menu bar
- Click “Enroll”
- Follow the prompts to set up new payees and payments
- Please note that when setting up a payment(s), set it up using the payment due date. The payment will be sent early enough to meet the due date entered. Funds will be deducted from your account on the date you schedule the payment, not when your payment is accepted

Mobile Banking



- The Hanover Bank Mobile Application must be downloaded from the app store – Search for “Hanover Bank Business”
- Prior to accessing mobile banking, you must log in to online banking and establish your permanent password
- You use the same user ID and password you set up for online banking to access mobile banking

Bill Pay

- **Any bill payments scheduled to be paid after July 19th must be rescheduled on the new system**
- **Any recurring bill payments must be re- set up on the new system**
- **Your vendors will need to be re-set up on the new system**
- Once you are enrolled in online banking, you can self-enroll in Bill Pay

eStatement Delivery¹

- If you received eStatements for your account prior to the system integration, you will continue to receive eStatements

For assistance with any of our Digital Banking solutions, please visit:

<https://hanoverbank.com/digital-banking/>

Here you will find videos walking you through how to use our array of Digital Banking solutions



¹ All services may not be available on all accounts. Services are subject to separate service agreements. For mobile banking, your carrier's standard message and data charges may apply.