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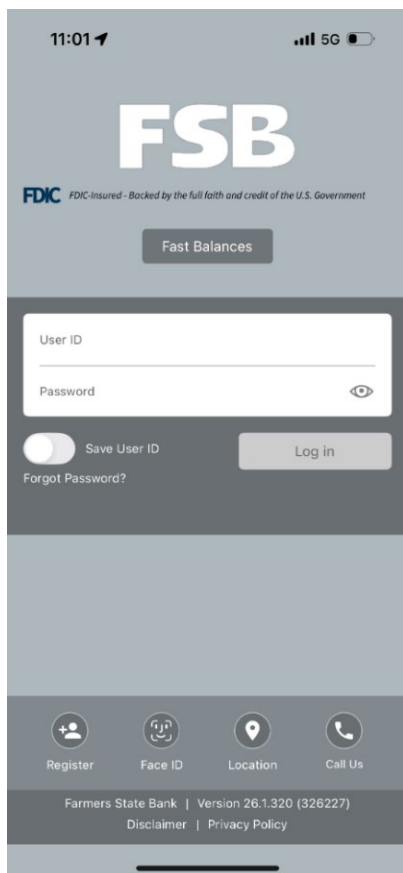
Faster. Stronger. Better.®

### FSB's Digital Refresh: Initial Login Customer Experience

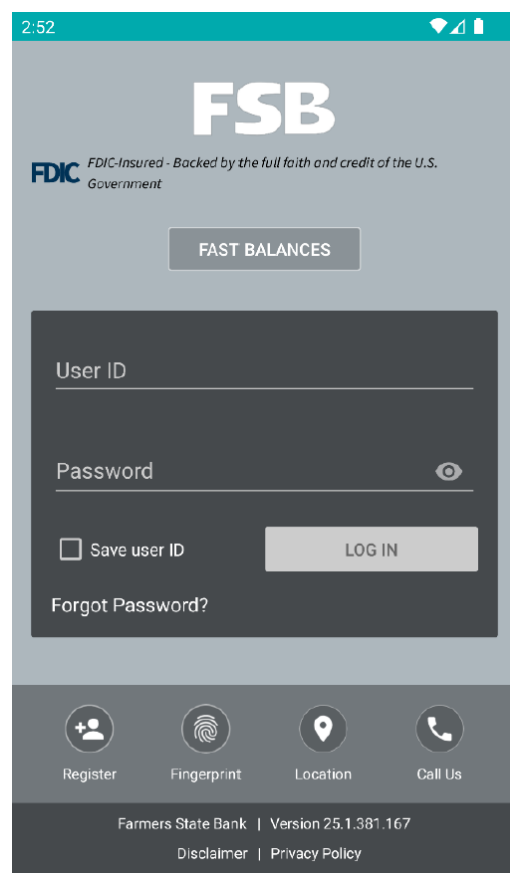
On June 4<sup>th</sup>, customers who currently have our FSB Now mobile application on their phone will receive an update. Many customers' phones will receive the app update and install it in the background, but depending on a user's phone settings, some may have to authorize the update once received by their phone.

Once updated, you will be greeted with the following login screen, with the option to enter a User ID and Password. You'll also notice a toggle, allowing you to save your User ID in the mobile app for a smoother login experience. From this login screen, you will also be able to log in via biometric authentication (once you've authorized your device), find the locations of our ATMs, and contact our Customer Service Center.

iPhone:



Android:



**Marion Office**  
1240 8th Avenue  
Marion, IA 52302

**Collins Road Square**  
1380 Twixt Town Road  
Marion, IA 52302

**Hiawatha**  
175 Center Point Road  
Hiawatha, IA 52233

**Edgewood Plaza**  
399 Edgewood Road NW  
Cedar Rapids, IA 52405

**Van Buren Village**  
2755 Edgewood Road SW  
Cedar Rapids, IA 52404

**Alburnett**  
117 N. Main Avenue  
Alburnett, IA 52202

**Tiffin**  
1600 N. Park Road  
Tiffin, IA 52340

Once you've correctly entered your log-in credentials, you'll receive a prompt to determine which method you'd like your one-time passcode to be delivered. This multi-factor authentication process will reference any available phone number and e-mail address associated with you on our core and present you with the option to receive the code via call, text, or e-mail.

### Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

**Send me a text message**

We will send you a text message with a confirmation code.

(xxx) xxx-5356

**Send Me A Text Message**

**Call my phone**

We will call you and provide a confirmation code.

(xxx) xxx-5356

**Call My Phone**

**Send me an email message**

We will send you an email message with a confirmation code.

C\*\*\*\*\*ng@fsbmail.net

**Send Me An Email Message**

**Cancel**

Once an option has been chosen, you will see the following screen, where you'll be asked to input the 6-digit code you've just received.

### Identity Verification

We are sending an email to the registered email address. Please enter the code contained in the email.

\* Confirmation Code

[Cancel](#) [Submit](#)

[Why am I being asked this?](#)

Once you have correctly entered your 6-digit code, your initial log-in process will be complete, and you will now be able to enjoy the enhanced look and functionality of our Digital Banking Refresh.