

A dark green silhouette of a redwood tree trunk and branches is positioned on the left side of the page, extending from the top to the bottom. The background is a light beige color.

DIGITAL BANKING UPGRADE TO-DO LIST

- 1** **By Friday, October 4, 2024:** Check and verify the accuracy of your email and telephone number on file. To view this information, sign into your Redwood Capital Bank online banking and go to: Self Service → Self Administration → Personal Preferences.
- 2** **Prior to Friday, October 4, 2024 at 5:00 p.m.:** Any **new** re-occurring transfers for October must be made by Friday, October 4, 2024, or you will need to wait until the new system is live on Monday, October 21, 2024. All **existing** re-occurring transfers will not be affected.
- 3** **Prior to Friday, October 4, 2024 at 5:00 p.m.:** New enrollments in Bill Pay will not be allowed after Friday, October 4, 2024 until the new digital banking system has launched on Monday, October 21, 2024.
- 4** **From Thursday, October 17, 2024 at 8:00 a.m. through Monday, October 21, 2024:** Zelle® transfers will be down. Zelle® will be available on Tuesday, October 22, 2024.
- 5** **Prior to Thursday, October 17, 2024 at 3:00 p.m.:** Pre-schedule any transfers, wires or ACH batches that need to arrive in the receiver's account on Friday, October 18, 2024 or Monday, October 21, 2024.

- 6** **On Friday, October 18, 2024:** Please delete your existing Redwood Capital Bank Mobile Banking app, then download the **NEW** Redwood Capital Bank Mobile Banking app via the Apple App Store or Google Play. The new Mobile Banking app can be identified by its icon which displays the Redwood Capital Bank logo without text or a white border.
- 7** **On Saturday, October 19 and Sunday, October 20, 2024:** If you have any questions during the conversion weekend, please call (707) 444-9800 from 9:00 a.m. through 5:00 p.m. to speak with a Redwood Capital Bank Customer Service Representative.
- 8** **On Monday, October 21, 2024:** Re-enroll in Redwood Capital Bank's **NEW** Digital Banking Service. You will need the following information to re-enroll in our new digital platform: username and personal information. Business users will need their company tax ID number and zip code.
- 9** **On Tuesday, October 22, 2024:** Re-enroll in Zelle®. When re-enrolling, you will receive a security code sent via text or email that will provide verification of your re-enrollment. You will not be able to receive a Zelle® payment until you re-enroll in Zelle®.
- 10** For more details, please visit www.redwoodcapitalbank.com or any of our four, local branches.



**Redwood
Capital Bank**

402 G Street Eureka, CA 95501 TEL **707.444.9800**
1075 S. Fortuna Blvd. Fortuna, CA 95540 TEL **707.725.4722**
1315 G Street Arcata, CA 95521 TEL **707.826.0878**
2816 F Street Eureka, CA 95501 TEL **707.444.9888**

www.redwoodcapitalbank.com

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