Commercial Online Banking

Frequently Asked Questions

Bryn Mawr Trust Company
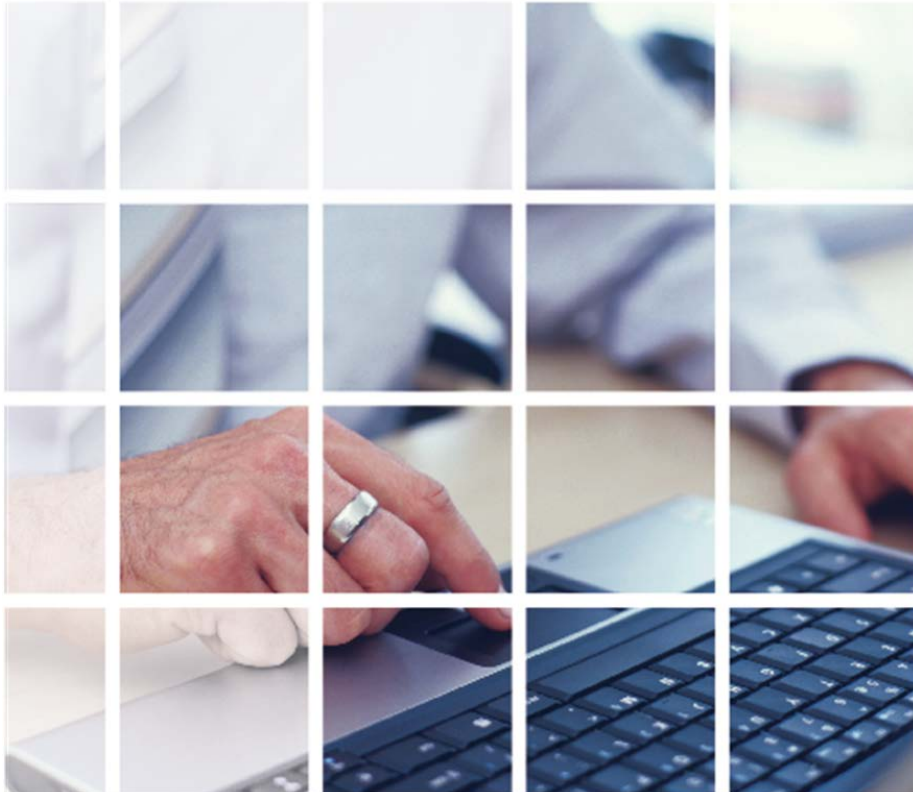
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WELCOME TO THE NEXT GENERATION OF ONLINE BANKING SERVICES

We are upgrading many of our online banking services. New features include:

• Commercial Online Banking with real-time account information

• Multifactor Authentication Log On

• Quick Pay Zone – pay bills right from your home page

• Vasco GO3 Tokens for transaction authentication

• ACH Manager

• Wire Manager

• State & Federal tax payments

• Real-time stop payments

• Alerts – receive email alerts about your account activity

• Documents

• Administrative tools

IMPORTANT NEWS!

Client First time log on:

• First time logon credentials will be communicated via email and written communication.

• Also, customer service can assist you with logging in for the first time or you can visit the bank's Online Education Center for step by step user guides and training videos.

• All of your account history will be available in the new system. Once you've logged on to the new system, make sure all of your accounts are displayed, and make sure your personal information and preferences are set up properly.

Please note that any Alerts you've set up in the old system will not be available in the new online banking system.

Setting up your Alerts:

It's easy to set up your Alerts and new options will be available.

VASCO GO3 Tokens

• Business users with ACH and Wire capabilities will receive a security token for additional protection.

• Tokens are small, connectionless devices that generate a one-time password to use each time a client issues an ACH or Wire transaction and each time a client logs into the Commercial Online Banking system.

• Tokens will be mailed to our business clients with instructions prior to the conversion date.

• During first-time log on to the new system, users will automatically be directed to activate their token.

• Each time a user submits an ACH or wire transfer, a one-time password generated from the security token will be required to complete the transaction.

• All users who log into a company that has ACH or Wire services will also need a token at login.

FEES AND ENROLLMENT

Business Bill Pay

• Current bill pay customers are already enrolled

• New customers, contact us to enroll

• Our Business Bill Pay is free

Q&A: BUSINESS ONLINE BANKING

How secure is my information?

Very secure. We use multiple layers of security to protect your information including:

• Password protection

• Internet firewalls

• Data encryption

• Plus multifactor authentication during each log on

• Enhanced security for ACH and Wire clients via the Security Token.

What is Commercial Online Banking?

Commercial Online Banking is our Online Cash Management product that allows business clients' 24-hour, real-time access to their accounts. Businesses can view account information, move funds, check transactions, plus initiate stop payments, wire transfers, and ACH transfers.

What enhancements have been made to Commercial Online Banking?

- Full featured online cash management system

- Ideal for business of all sizes

- Multiple users

- Full ACH and wire capabilities

- Comprehensive administration access for each business

- Control the level of access for each user

- Set up approval process for each transaction - Tokens provided for secure transactions

- Clients are now able to use dual control when initiating wires. You can have one employee initiate a wire and another employee approve a wire.

Who can access Commercial Online Banking?

This service is available to any business with a business account. Businesses can also grant full or limited use of Commercial Online Banking to employees.

How do I enroll for Commercial Online Banking?
You can enroll by visiting your local branch, or by contacting a member of our commercial banking sales team.

How do I get an access ID and password for Business Online Banking?

Access IDs and passwords will be sent to you once your enrollment applications have been approved and your account set up is complete.

What does "real-time" account information mean?

Unlike other financial institutions that update information one or two times a day, Commercial Online Banking is "real time." This means account balances and transactions are updated as soon as items are processed by the bank, delivering the most current information available.

Can I transfer funds from/to other financial institutions?

Yes, depending on your role and authorities, you can initiate a wire transfer, or originate an ACH funds transfer.

Can I transfer funds between my personal and business accounts?

For sole proprietors and owners, transfers can be made between personal and business accounts. This feature is not available for government, public entity or nonprofit accounts.

Can I approve the transfer of funds initiated by employees?

Yes. With Commercial Online Banking you can define access levels and set transfer limits for each employee-user, for all types of fund transfers including ACH, wire transfer, and transfer of funds between your accounts at the banks.

Will nicknames be converted for my accounts?

Yes, nicknames will be converted over to the new Commercial Online Banking application.

Can we import transaction activity to Quicken, QuickBooks?

Yes, we have a variety of import/export options. They are CSV, Quicken/QuickBooks (QFX) and CFX. The versions are 2005 and newer. Please remember to update your account with the new BID number. Detailed instructions are on the Bank's website for de-activing Quicken/QuickBooks from our former online banking system and re-activating on our new Commercial Online Banking system.

How long are stop payments effective for?

Stop payments processed in Commercial Online Banking or at a branch or through our call center are effective for 180 days.

Are the current roles and permissions coming over that we currently have in place?

Yes. The Sr. Administrator has the authority within the Commercial Online Banking application to add, delete or modify users and their authorities.

Does the BMT public website time me out?
No.

Does Business Online time you out?
Yes, 15 minutes after non-activity. This is for your security.

How long is my transaction history available in Commercial Online Banking?
There is a rolling 18 months of transaction activity available in the application.

What are G03 Tokens?

GO3 Tokens are small, connectionless devices that generate a One Time Password to use each time funds are moved. This password changes every 32 seconds for your protection. This helps ensure that your information is secure, protecting you from fraud and identity theft.

Tokens are delivered via UPS overnight delivery. Tokens are sent to the Sr. Administrator of each relationship.

How does a token work?

During first-time log on to the new system, users will automatically be directed to activate their token. Each time a user logs in to the Commercial Online Banking system, they will need to use their unique identifier along with the one-time password generated by the security token. Also, each time a user submits an ACH or wire transfer, a one-time password will be required to complete the transaction. The one-time password is generated from the token.

Do I need to activate my token?

Yes. All customers identified as token users must activate and use their token to move funds. Converting customers must activate their tokens at their initial log-in. New customers to the system must activate their tokens within 30 days of receiving their token in order to avoid being locked out. If not activated during that period, you'll need to contact Bryn Mawr Trust Company for instructions.

Do I need to install any software to use my token?

No. The token is pre-programmed. Once activated it is immediately ready for use. No additional software is required.

What happens if my token becomes lost or damaged?

In the event your token(s) become lost or damaged, replacement tokens can be ordered by contacting the bank. To request tokens, select the LOST/DAMAGED TOKEN link. Once a new token is requested, the previous token(s) will automatically be deactivated. Fees may apply.

For more information on technology behind token, you can visit the website: www.vasco.com.

Q&A: ACH MANAGER

What is ACH?

Automated Clearing House (ACH) is a secure payment transfer system that connects all U.S. financial institutions. The ACH network enables the efficient movement of billions of dollars each day to and from accounts at different financial institutions. ACH is the way in which common transactions like Direct Deposit of paychecks and Social Security checks, direct payment of consumer bills like mortgages and insurance premiums and other electronic payments and deposits are made.

What makes ACH Manager different?

ACH Manager simplifies the process of originating ACH transactions in two ways. First, it is an integrated part of our online Cash Management system, giving you secure access any time. Secondly, ACH Manager offers templates that are set up for the most common types of ACH transactions. The templates act as a guide to collect the specific information that's necessary for many transactions, including Payroll and Tax Payments.

Is ACH Manager secure?

Because it is integrated into Commercial Online Banking, ACH Manager shares the same state-of-the-art access security. The protection of authorization and encryption of data are fully in place. The ACH network is trusted by companies and financial institutions across the country, and has safely processed billions of transactions worth trillions of dollars each year for more than a decade.

Does ACH offer cash savings?

For most companies, making payments and taking payments through ACH will provide a number of cost savings. The cost per transaction is lower because ACH requires less manpower -- eliminating the writing or opening of paper checks, trips to the financial institution, delays in postal mail and other transactional costs.

Is the ACH 'Send a File' function still available?

No. The 'Send a File' function was part of the prior online banking application. NACHA compliant ACH files can be originated through the ACH Manager application.

If we create an ACH template can all employees access and see the template?

No. ACH and Wire templates are assigned to employees by the Sr. Administrator and can be restricted based on the users' role.

Will ACH Manager impact third party payroll processors?

No, so long as the file they are sending is NACHA compliant, they should be able to use ACH Manager normally.

Does the application support dual control for ACH and Wire origination?

Yes, the application can support dual control and dollar and velocity thresholds by user and role. Dual control is a recommended process to assist in avoiding fraud.

Do we still need to call in to verify our ACH origination totals?

No, with the implementation of secure tokens and other systemic controls there is no need to register your origination files with the bank.

For additional information on ACH processing, please visit our Online Education Center where there are specific documents addressing ACH Manager and its feature rich capabilities.

What time is the cut off for processing ACH origination files?

The cut off time is M-F at 4:00 PM excluding weekends and bank holidays.

Q&A: WIRE MANAGER

What is Wire Manager?

Wire Manager is a powerful business banking tool that makes sending payments on a tight deadline fast and easy.

- Transfer funds at other financial institutions
- Wire Transfers typically execute in a matter of minutes

- Full confirmation of sensing and delivery of funds
- Real time tracking
- Meet tight deadlines
- Safe and Secure

Are Wire Transfers secure?

Wire transfers are one of the most secure methods used for making or receiving payments. Wires are transmitted over secure banking networks providing confirmation when payments are sent or received.

Does the routing number come up for International Wires too?

No. You will need to know your SWIFT code. International routing numbers may change frequently. Only the U.S. Intermediary Bank will be able to be found with the binoculars in the Wire Manager tab.

Can we get the confirmation number and IMAD number to give to our international customers to confirm wire has been sent?

Yes. Under Wire Manager>Inquire Wires>Under Confirmation of Outgoing Wire>Click hyperlink to right. On processed wires it will give you confirmation and IMAD.

Can you save wires?

Yes, you can create a wire template for recurring wires. Please see the wire manager user guide in our Online Education Center.

Can I resend/reuse a template?

Yes, templates are a convenient tool for recurring wires. Please see the wire manager user guide in our Online Education Center.

Will I receive a call back from the Wire Support Analyst before my wire is released?

No, with the implementation of the secure tokens, the bank will no longer be calling back to verify wires before they are released.

What time is the cut off for processing wire origination files?

The cut off time is 4:30 PM for Domestic wire transfers and 3:00 PM for International funds transfers. Wires submitted

after the cut-off will be transmitted on the next business day.

Why should my business pay bills online?
• Save time and money in accounts payable department.

• Receive and pay eBills online.

• Schedule repeating payments.

• Electronically link invoice and credit memo information with your payments.

How secure is Business Bill Pay?

Online Bill Pay is fully secure. It is recommended by security experts to help protect against check fraud and identify theft. We use multiple layers of online security to protect your information.

What type of account is required for Bill Pay?

Bill Pay can only be used with a checking account. You must also enroll for our online banking service to access bill pay.

How much does it cost?

Commercial Online Bill Pay service is free.

Who can I make payments to?

You can make payments to virtually anyone using our online bill pay system.

Exceptions include:

• Tax payments

• Court ordered payments

• Payments to payees outside the United States

• Payments to other institutions for the purpose of making a deposit

How fast are payments delivered?
• Payments to electronic payees are delivered within two days.

• Payments issued by check are delivered in five days.

• When you schedule a payment, the payment calendar indicates the earliest available payment date.

What kinds of bill payments are available?
• One-time payments:
The payment date you specify is the date the payments will be received by the merchant, as well as the date the funds are withdrawn from your account.

• Automatic or recurring payments:
Occurs at your specified frequency as many times as you indicate.

How far in advance can I schedule a payment?

Payments can be set up as much as 365 days in advance. Recurring payments can be scheduled to occur over any time period in the future, including indefinitely.

When will the money for my payments be taken out of my account?

Your account will be debited on your scheduled payment date.

BMT's bill payment services utilizes (3) methods to execute payment instructions:

1. Electronic. Payments to merchants that have an established relationship within our payments database system. Funds are debited from the client's account via ACH on the due date specified in the payment instruction.

2. Corporate Checks. The payments database system issues and mails a paper draft. As in the electronic remittance, the debit to the business funding account is via ACH on the due date specified in the payment instruction.

3. Draft. The payments database system issues and mails a paper draft drawn on the client's DDA account. The business' funding account is debited when the check is presented for payment.

Are payments still sent even if there is not enough money in my account?

Yes. Payments are sent on the day they are scheduled. This means that standard overdraft fees may apply if there are not sufficient funds in your account to cover the payment(s).

Can I cancel or change a scheduled payment?

Yes, you can change a scheduled payment at any time before it is processed.

Payments may be processed up to five days in advance of the payment due date entered by the user. The system displays an error message if you attempt to modify a payment after it has been processed.

How do I enroll for bill pay?

- You must contact the bank to add bill payment services to your Commercial Online Banking account(s).

- You must be enrolled in Commercial Online Banking before you can enroll for bill pay.

Q&A: EBILLS

What are eBills?

eBills are an important part of our online bill pay product. These are simply bills that are delivered electronically to you, rather than mailed.

How do I pay an eBill?

You can pay an eBill just like any other online bill payment. Or you can choose to have your eBills paid automatically with Auto-Pay (under a certain dollar amount).

Will I still receive a paper bills in the mail with eBills?

Once you request to receive eBills from a business, you will no longer receive a paper bill. However, you can print a paper copy of any eBill, if you like.

How long will my eBills be available online?

Your bills and notices are available online for six months from their arrival date.

How do I know when new eBills have arrived that need to be paid?

When you log on, you will see the number of new eBills, statements, and notices you've received. You will also receive a reminder email to notify you of new eBills in your account mailbox if they have not been viewed within four days of delivery.

When will I receive my eBills each month?

Most businesses use the same billing cycle as mailed bills, so you can expect to receive your bill at approximately the same time of the month that you currently receive your paper bill – without the postal delay.

How much do eBills cost?

There is extra no charge for receiving eBills through our bill pay service.

How do I get started receiving eBills?

- It's easy. From the bill pay home page, you can choose from a list of Billers that offer eBills - they are indicated with an eBill icon.

- Just click the eBill icon next to the Biller name, and follow the on screen prompts to sign up.

What if I have E-bill set-up at a merchant?

If you have E-bill set-up through the merchant, you would need to discontinue this if you wish to use the Commercial Online Banking E-bill feature. After discontinuing, you establish the E-bill using the E-bill icon.

Q&A: ALERTS

What are Alerts?

Alerts are notifications sent to you when certain events occur to your accounts.

What type of eAlerts can I set up to receive?

Types of eAlerts include:

- Low account balance alerts

- Purchases over a selected dollar amount

- Deposits over a selected dollar amount

- Other options available

How do I receive eAlerts?

Alerts can be sent to:

- An email address,

- And to the online banking system.

Is there a charge for this service?

There is no financial institution charge for using eAlerts.

Q&A: DOCUMENT LINK

How does the Documents link work on my accounts?

The document link on the ribbon of the account page allows you to securely retrieve documents on your account. Statements, notices, check images, deposit tickets, and reports are all able to be accessed through this section.

What if I need a printed copy of my statement and/or check image?

You can print statements or images of checks. Additionally, Bryn Mawr Trust maintains records of all statements and checks as a required by state and federal law.

How long will my documents be available online?

Documents are available online for 18 months. Your statements can also be downloaded and saved to your computer, or printed.

Will I still get a notice for NSF checks coming through on my account?
Yes and you now can view those items under the documents tab.

Is there a special number I can call to leave a message and have a call back?
No, we have proactively added additional staff to handle all projected calls and inquiries surrounding the conversion. We would prefer to help you solve your questions and or issues as they occur not trying to call you back.

Connect With Us
For more information about
Commercial Online Banking,
Contact us at:
Schedule an appointment with your local branch.
Phone: 610-525-1700
Website: www.bmtc.com

Our Online Education Center contains detailed step by step user guides for Commercial Online Banking, ACH Manager, Wire Manager and all of the other features of the application.