

UCB Conversion Video Transcript

00:00 – Hello! On behalf of everyone at United Community Bank, I would like to share some exciting news.

00:06 – Soon we will be launching an all-new, enhanced Online and Mobile Banking experience to provide you with the latest in features and functions.

00:15 – This video will introduce you to the new system and show you how to manage your money online as quickly and smoothly as possible.

00:23 – Our goal at United Community Bank is to provide you with a convenient and innovative banking experience.

00:29 – United’s Online and Mobile Banking gives you on-demand access to your accounts anytime, anywhere, and on nearly any device!

00:38 – Here are some of the benefits of our new platform, important details to know, and steps you need to take to prepare.

00:45 – Integrated Experience: The new interface is easy to use and offers a more modern look and feel.

00:50 – A more intuitive navigation optimized for mobile devices also makes it easier for you to view and manage all of your bank accounts from your desktop, tablet, or smartphone.

01:02 – Extra Security: Benefit from added fraud prevention and security features including the use of Secure Access Codes and browser registration.

01:12 – Personal Financial Management: Money management made easy.

01:16 – A single log-in to see cash flow, spending trends, assets, debt, and budgets.

01:22 – Bank anywhere 24/7 with our Mobile Banking app for iPhone and Android.

01:27 – Customers will be upgraded to United’s new Online Banking in a phased approach.

01:32 – We will begin communicating directly with you by email and upon logging in to Online Banking approximately six weeks prior to the changes occurring.

01:41 – It is important we have your current email address and mobile number so we can communicate with you about the planned upgrade,

01:47 – including sending your new secure access code so you can sign in to Online Banking.

01:53 – To ensure that the transition to the new Online Banking system is as smooth as possible,

01:58 – it is important that you take a few moments to read the following tips to get ready.

02:02 – Update your browser.

02:04 – An updated browser is the gateway to a better and more secure online financial experience.

02:09 – It’s vital to use the most current version of your preferred browser.

02:13 – If you are using Internet Explorer, you will also need to ensure that it is not running in Compatibility Mode.

02:19 – Also, if you would like to register your devices and skip the need to enter a Secure Access Code on future visits,

02:25 – be sure to select “Register Device” during the sign in process and ensure your browser is not set to automatically delete cookies.

02:34 – Update your email address and mobile number.

02:36 – Do we have your current email address and mobile number?

02:38 – It's important we have it so we can communicate with you about the planned upgrade,
02:43 – including sending your new Secure Access Code so you can sign in to United's new
Online Banking.

02:49 – Please visit a branch location or call us at 1-800-UCBANK1 if you have questions.

02:56 – Update financial software.

02:59 – If you utilize financial software such as Quicken or Quickbooks,

03:02 – there will be some additional steps to take to ensure you are able to continue to
successfully download transactions from the new Online Banking system.

03:12 – We are excited to launch these improvements to United Community Bank Online
Banking to provide you with a seamless digital banking experience.

03:21 – If you have any questions about preparing for the upgrade, visit UCBI.com, stop by any
branch, or give us a call.

03:30 – Thanks again for choosing United Community Bank!

03:33 – We hope you'll enjoy the great features and benefits within the newest version of our
Online Banking system.