

**IMPORTANT MESSAGE REGARDING:  
YOUR ONLINE BANKING ACCOUNT**



August 2011

**New User ID:** «Netteller ID»

«CUSTOMER NAME»  
«ADDRESS 1» «ADDRESS 2»  
«CITY, STATE, ZIP»

**Over the weekend of September 2<sup>nd</sup> we will be upgrading our Online Banking System.** As a result, our online banking website will be available for “inquiry only” beginning Friday, September 2<sup>nd</sup> at 5:00 p.m. This means you can view data in your account but **you will not be able to schedule or make transactions during this time.**

**Logging On to the New System:**

You can log on to the new system beginning, Tuesday September 6th. Your “**Current User ID**” will remain the same. For your (temporary) password use the last four digits of your social security number. Once on the system, you will be prompted to update your security settings. Please take a few minutes to:

- Select your new security questions
- Establish a new watermark (picture)
- Establish your permanent password
- If you are unable to login using your “**Current User ID**”, use the “**New User ID**” provided in the shaded box above and the last four digits of your social security number as your temporary password.

**OnLine Bill Pay Reminder:**

We are changing our on-line banking services. Your bill payment service will be unavailable from 8/29/2011 through 9/5/2011. Payments you have scheduled by 8/28/2011 will be paid on the scheduled date. From 9/2/2011 through 9/5, access to your accounts will be inquiry only. Full service resumes on 9/6/2011.

If you have any questions please feel free to contact us at (216) 359-5500 or via email at [info@libertybankna.com](mailto:info@libertybankna.com).

Thank you for banking with us.