

Important Account Conversion Communications

Business Online Banking

Midland States Bank is committed to making your upcoming online account conversion easy. This notification is to assist you with understanding access and information on using Midland's business online banking services, important communication information and the steps you will need to take prior to the bank conversion.

Login Credentials, User Access, Important Communications

Your company has a designated Primary Administrator, <xxx>, who will be your contact for assistance with access to Midland's business online banking (Pro Online Suite) as of Monday, October 21st. You should work with the assigned Primary Administrator within your organization to request access to certain features of Pro Online Suite or for assistance with login credentials and system access including password resets or user lockout needs. Your company Primary Administrator will also be able to provide you with your login credentials and necessary information in order to access Pro Online Suite.

In addition to the Welcome Mailing that was sent to your place of business, we've already started communicating with the Primary Administrator that is assigned within your organization. Your designated Primary Administrator should share relevant information to any other online banking users. If you are expecting information on login credentials and future product information, please start dialoging within your organization to ensure that communications are not missed.

Upcoming Conversion Weekend

As was referenced in the recent Welcome Guide that was mailed to your business and the Welcome Email that was recently sent to your assigned Primary Administrator, the transition of your account(s) will take place over conversion weekend from October 18th - 20th. Online services will be unavailable beginning at 4:00 pm on Friday, October 18th. Your business will be live in the Midland business online banking system effective Monday morning, October 21st.

Designed to help - Dedicated Customer Website

For the convenience of all users, important information and processing schedules can be found on our welcome webpage for HomeStar Bank customers. Valuable information, Pro Online Suite Quick Start Guides, reminders and answers to frequently asked questions are available to you and others within your company at your convenience 24/7.

Please visit our HomeStar customer conversion website at: <https://www.midlandsb.com/homestar>.

Upon visiting the site, simply search for frequently asked questions, scroll down for Hot Topics including the links to our Quick Start guides and other valuable information such as login reminders. At the bottom of this webpage, there is also a resource area where you can easily locate copies of any communications that have been sent to customers.

Questions? Contact Us.

Should you have questions concerning the information in this email, please contact HomeStar Bank through 5:00 pm on Friday, October 18th. Beginning on Monday, October 21st, please contact your Primary Administrator.

Sincerely,
Treasury Management Services

Contact Us.

Should you have questions concerning the information in this email, we invite you to speak with one of our knowledgeable bank representatives.

Through 5:00 pm
Friday, October 18th

HomeStar Bank
815-468- 2265
electronicbanking1@homestarbank.com

Beginning on
Monday, October 21st

For Treasury Service Support, please contact your Primary Administrator.

Member FDIC.

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