

Terms & Conditions and Important Information

Bill Pay Services

As a current Bill Pay user, this notification is to assist you, the designated business online banking Primary Administrator, with understanding the steps you will need to take specific to your Bill Pay services prior to the upcoming bank transition.

Conversion Weekend

As was referenced in your Business Online Banking Welcome Email, the transition of your account(s) will take place over conversion weekend from October 18 - 20th. Online services will be unavailable beginning at 4:00pm on Friday, October 18th. Please review the important information that follows to prepare for the transition of your Bill Pay services that will be impacted over the conversion weekend and how to begin using your services effective Monday morning, October 21st.

New Terms and Conditions

Your new Midland Pro Online Suite Bill Pay Terms and Conditions are attached and will go into effect October 21, 2019. Use of the "system" implies acceptance of Midland's Pro Online Suite Bill Pay Terms and Conditions and will ensure continued service availability. If you do not agree to these terms, please contact Midland Treasury Support immediately on or after October 21, 2019. Refusal of these revised terms and conditions will result in termination of the service. [View Terms](#)

Online Bill Pay Schedule

Please make note of the important information and dates that follow as we prepare for the transition of your Bill Pay services.

Prior to Thursday, October 10 - We recommend you download or record your payees and payment history prior to the conversion. If you have accounts at both Midland and HomeStar Bank and use Online Bill Pay at both banks, only one bill pay instance will remain. Please let us know prior to conversion which Bill Pay information you would like to retain. Contact HomeStar Bank at: 1-815-468-2265. At least six (6) months of bill pay transaction history will convert.

Friday, October 11 at 8:00 am - Your ability to schedule or pay bills online at HomeStar Bank will be turned off in order to bring your bill pay and payee information over to Midland. Any previously scheduled payments will continue to process through Friday, October 18th.

October 21 - You can begin accessing your Bill Pay services through Pro Online Suite by logging in at www.midlandsb.com. We recommend you check your payees (including all payee details) and your scheduled payments to make sure your information converted correctly.

October 21 - Your payment date method will be a "deliver by" method. We pay based on when your payment is due. Midland will calculate when the payment should be sent based on whether it is to go by check or electronic methods, according to the "deliver by" date you have entered. Keep in mind some payees may hold your payment for an extra day or more before crediting your account with them. Therefore, select a "deliver by" date which will allow extra days before your payment is due to avoid late fees.

October 21 - Set up to receive bills to be presented electronically for payment within Online Banking. This is called e-bills. You will be notified by email when your bill arrives.

Pre-scheduled Bill Payments - Your pre-scheduled online bill payments will continue even though access will not be available during conversion weekend.

Designed to help - Dedicated Customer Website

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, we invite you to speak with one of our knowledgeable bank representatives. Through 5:00pm on Friday, October 18, please contact HomeStar Bank. Beginning on Monday, October 21, our Midland States Bank call center and dedicated Treasury Services Support team will be available to serve you.

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@homestarb.com

Beginning on
Monday, October 21

Midland States Bank
1201 Network Centre Drive
Effingham, Illinois 62401

Treasury Services Support
1-855-776-6435
customerservice@midlandsb.com

Hours (CST):
Monday - Friday 8:00 am - 5:00 pm. (Excluding Holidays)

Customer Care Center
1-855-696-4352

Hours (CST):
7:00 am - 9:00 pm, Mon.-Fri.
9:00 am - 5:00 pm, Saturday

Closed Sunday and federal banking holidays.

Member FDIC.

This message was sent to you because you are the designated business online banking Primary Administrator. Please forward this message to others within your company who may be impacted by this information.

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