

Important Reminder
Business Online Banking Conversion and Account Access

Your online banking conversion to Midland States Bank is this weekend.

As part of our commitment to making your upcoming transition easy, we've sent several communications to assist you with understanding access and information on using Midland's business online banking services and the steps you will need to take prior to the bank conversion.

Conversion Weekend

- The transition of your account(s) will take place this weekend, October 18 - 20.
- Online services will be unavailable beginning at 4:00pm this Friday, October 18.
- New credentials and services are effective Monday morning, October 21.

The following reminders will help prepare you for the transition of your online products and services.

Designed to help - Dedicated Customer Website

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

For your convenience, we have included another copy of the [Welcome to Pro Online Suite Information Guide](#) explaining key dates and events, as well as conversion details. This guide along with other important information and processing schedules can be found on our welcome webpage for HomeStar Bank customers.

System Access Information

Perhaps the most important reminder we can share is related to how to login on Monday, October 21. For your convenience, our conversion website contains a Business Online Banking Login Guide for reference and sharing with other online banking users within your organization.

Three Part Login. Your new Company ID is

Midland's Pro Online Suite login requires the use of a Company ID, in addition to your User ID and password. All users within your company will be required to use your new Company ID to access online banking. Please share this login information with other authorized users within your company. For purposes of accessing your account, your new Company ID is XXXX.

Where to Login.

1. Visit the Midland States Bank website at www.Midlandsb.com
2. Select the tab for Business at the top of the page.
3. Choose Business Online Login under My Accounts.

First-Time Login.

Your first-time login credentials include your new Company ID provided above, your Current HomeStar User ID, and a temporary password. Your temporary password consists of the following:

- The first 4 characters of your Company ID (lowercase)
- The first 4 characters of your User ID (uppercase)
- Ending with: #8

Example

Company ID: Company

User ID: USER

Password: compUSER#8

You will be automatically prompted to change your temporary password upon initial login.

NOTE: Only users of companies with ACH, Wire or Remote Deposit Capture are required to use a token. All other users will login with a Company ID, User ID and Password.

Security Token.

For users with ACH, Wire or RDC services, a security token is required to successfully and securely utilize Midland States Bank's Pro Online Suite and submit ACH, Wire and RDC files.

Token users will enter their Company ID, User ID and Password and click Login.

Upon clicking Login, users will be taken to another screen for token activation and completion of the login process.

Our [Virtual Token Guide](#) can also be found on the HomeStar customer conversion website for full details on the set up and use of tokens.

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@homestarbank.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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