

## Important Account Conversion Information

### Remote Deposit Capture (RDC) Service

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As a current RDC 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 RDC 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 RDC services that will be impacted over the conversion weekend and how to begin using your services effective Monday morning, October 21st.

#### Security Token

In order to use your RDC services, a security token is required to successfully and securely utilize Midland States Bank's Pro Online Suite and use Remote Deposit Capture services. The token works in conjunction with each user's login credentials to provide an enhanced level of security. Further information on security tokens can be found in our [Virtual Token Guide](#).

Each authorized user within your company will be required to log into Pro Online Suite with a token. A new token code will also be required upon submission of each RDC file.

#### New Scanners and Training for RDC Services

New scanners have already been ordered for you and will be delivered to your business between October 14 and October 16. These new scanners will be compatible with Pro Remote Deposit Capture. On or after Monday, October 21st, please contact our vendor partner, FIS through their RDC technical help desk, for the completion of your equipment and software installation to begin remotely depositing checks. The FIS RDC technical helpdesk can be reached at 855-521-8230, Monday through Friday from 7:00 AM to 9:00 PM CST. When contacting the technical helpdesk, please reference your **Midland CCX install**.

During your installation call with the RDC technical helpdesk, new software and drivers will be installed on your computer. Setup of the new scanner and training is expected to take about an hour. Please make sure you have the proper administration access to install software on your computer.

#### How to Access Remote Deposit Capture

After logging into Pro Online Suite, Go to Online Requests then select Remote Deposit. For easy reference on using Pro Remote Deposit Capture, review our [RDC Quick Start Guide](#).

#### User Setup and Access

As the Primary Administrator, you should review your Users and set up any Users that may need access to RDC within Pro Online Suite on or after October 21, 2019.

#### 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

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#### 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](mailto: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](mailto: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.

**FOLLOW US**

