

Enhanced Security Features with your Business Online Banking Pro Online Suite

Midland States Bank is committed to making your upcoming online account conversion easy. We also take great pride in our security products and services that are in place to protect your valuable account information. This notification is to assist you with understanding an added layer of security that is part of our Pro Online Suite business online banking services. Please review the important information that follows related to security measures that will be in place effective Monday, October 21st.

Corporate accounts need extra protection

Protecting your corporate bank account from cybercriminals is smart and in this day and age, a must. Financial malware is constantly evolving to continuously evade antivirus solutions. In fact, antivirus software detects only about 25 percent of the most popular malware currently being emailed to people. That is why improving online banking safety is a never-ending pursuit. At Midland, we have partnered with the security experts at IBM to offer IBM® Security Trusteer Rapport that automatically comes as part of your business online banking services at no added cost to you.

Proven protection against fraud

Trusteer Rapport helps protect your computer from phishing and financial viruses that target your bank account and specifically evade your antivirus software. It is easy to install and will work transparently in the background without affecting your computer's performance. Trusteer Rapport was developed by the online security experts at IBM and currently protects tens of millions of users worldwide. It is effective and offered at no cost to you. We encourage you to take advantage.

Availability

Trusteer Rapport will be available for download immediately after your account conversion, effective October 21st, through our business online banking service and on our Midland States Bank website.

Upon initial login to Pro Online Suite, each authorized user will see a pop up box with the IBM Trusteer download button and should follow the instructions on how to download and install the software on their individual computers. For more information about IBM Trusteer visit the Midland States Bank website, <https://www.midlandsb.com/trusteer-rapport>.

If you have already downloaded Trusteer Rapport via other providers, no further action is required, and your computer is protected.

Conversion Weekend

As a reminder, 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. Access to your Midland States Bank Pro Online Suite services will become effective Monday morning, October 21st.

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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