

## Key Dates and Events

### Business Online Banking Conversion at a Glance

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. It will also provide you with information to get started using the business online banking system (Pro Online Suite) after conversion is complete.

#### Conversion Weekend

As was referenced in the recent Welcome Guide that was mailed to your business, 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 online products and services and how to begin using your services effective Monday morning, October 21st.

#### Communications to Primary Administrators

As the designated Primary Administrator for your account, you will continue to receive all of the important email communication as it relates to your online account access and important product level communications. Please be sure to be on the lookout for these communications and share information as necessary to other users within your organization.

#### Designed to help - Dedicated Customer Website

For your convenience, we have included an important [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. Valuable information, reminders and answers to frequently asked questions are available to you and others within your company at your convenience 24/7.

The [Pro Online Suite Quick Start Guides](#) containing detailed information and step by step instructions for using business online banking and other services including Wires, ACH, RDC, Quicken/Quickbooks can also be found on the HomeStar customer conversion webpage.

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.

#### System Access Information

##### Three Part Login.

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. For purposes of accessing your account, your new Company ID is XXXX.

##### 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.

##### 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. The token works in conjunction with each user's login credentials to provide an enhanced level of security. Further information on security tokens are included in the attached Important Information Guide. 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.

To help you become familiar with our services and your new Pro Online Suite pricing, we are waiving your fees until December 1, 2019.

#### 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](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

