

Business Online Banking.  
User Guide.



**Bank Midwest**

Published by Murphy & Company, Inc.  
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St. Louis, MO 63021  
[www.mcompany.com](http://www.mcompany.com)

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# Getting Started

Welcome to Online Banking with Bank Midwest! Whether at home or at the office using a computer, mobile phone or tablet, we strive to make your Online Banking experience easy and convenient.

You can navigate this guide by clicking a topic or feature in the Table of Contents. Each section provides an overview and steps to help you during the online banking process. If you have additional questions, contact us at 888.902.5662.



**Note:** If you enter an incorrect password too many times, your account will be temporarily locked. Contact us at 888.902.5662 for assistance. If you've locked yourself out of your application with too many incorrect password attempts, you can also use the steps in the "Resetting a Forgotten Password" section below to reset your password.

# Table of Contents

## Getting Started

User Enrollment .....	7
New User.....	7
Desktop.....	8
Mobile.....	9
Logging Off .....	9
Retrieve a Forgotten Username or Password .....	10
Tokens .....	11

## Accounts Page

Accounts Page Overview.....	13
Desktop.....	13
Desktop Account Details .....	14
Mobile.....	16
Desktop Account Preferences.....	18
Edit Nickname .....	18
Hide Account .....	19
Unhide Account.....	19
Mobile Account Preferences.....	20
Edit Nickname .....	20
Hide Account .....	21
Unhide Account.....	21
Viewing a Transaction Image.....	22
Desktop.....	22
Mobile (Android) .....	23
Mobile (Apple) .....	24

## Security

Protecting Your Information.....	25
General Guidelines .....	25
Login ID and Password.....	25
Fraud Prevention .....	25
Alerts Overview .....	26
Desktop Delivery Preferences .....	26
Mobile Delivery Preferences.....	27
Editing Alerts .....	28
Security Alerts .....	28
Account Alerts .....	29
Secure Message Overview .....	30
Sending a Secure Message .....	31

## Mobile Security

Enabling Touch ID, Fingerprint Login or Face ID.....	32
Android Devices .....	33
Apple Devices .....	34
Enabling PIN Login.....	35

## Transactions

Transfers .....	37
Managing Transfers.....	39
Loan Payments & Transfers .....	40
Initiating a Transaction.....	40
Managing Loan Payments and Transfers .....	42

## Payments

Bill Pay Overview.....	43
Creating a Payee .....	44
Editing a Payee .....	46
Deleting a Payee .....	47
Schedule Payments .....	48
Desktop.....	48
Mobile.....	49
Recurring Payments .....	50
Desktop.....	50
Mobile.....	51
Rush Delivery.....	52
Editing a Payment Desktop.....	53
Deleting a Payment Desktop.....	54
Managing Payments Mobile .....	55
Edit a Scheduled Payment .....	55
Cancel a Scheduled Payment .....	55
Managing Payments .....	56
View a Scheduled Payment.....	56
View Payment Tracking.....	56
eBilling Overview.....	57
Creating an eBill Payee.....	58
Picture Pay .....	59
Updating Preferences.....	61

## Services

Stop Check Payment.....	62
Single Check .....	62
Range of Checks.....	64

Reordering Checks.....	66
Statement Delivery .....	67

## **Settings**

Profile .....	69
Changing Account Order.....	70
Changing Language .....	71

## **Locations (Desktop)**

Branches and ATMs.....	72
------------------------	----

## **Locations (Android)**

Branches and ATMs.....	73
------------------------	----

## **Locations (Apple)**

Branches and ATMs.....	74
------------------------	----

## **Contact Us**

Important Phone Numbers .....	75
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## **Online Deposit**

# Getting Started

## User Enrollment

### New User

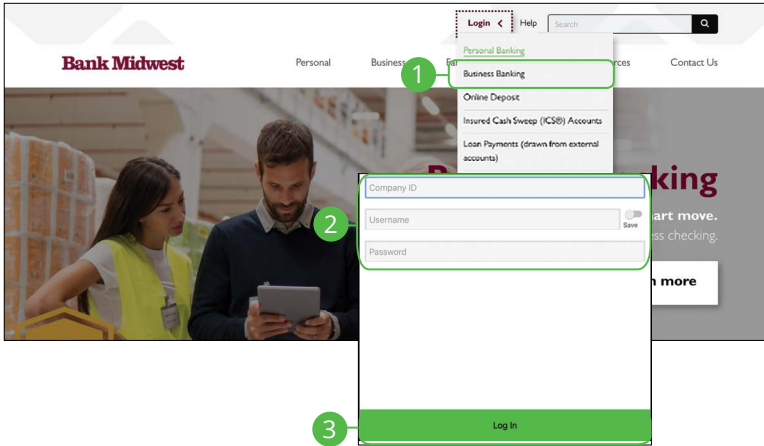
Call 844.238.3838 to enroll your business in online banking. A Bank Midwest Business Online Banking representative will assist you in setting up your account.

# Getting Started

## Logging In After Enrollment

After your first-time enrollment, logging in is easy and only requires your login ID and password.

### Desktop



1. After registering and/or creating your new password click the **Login** button and select **Business Banking** from the drop-down
2. Enter your Company ID, Username and Password.
3. Click the **Log In** button.



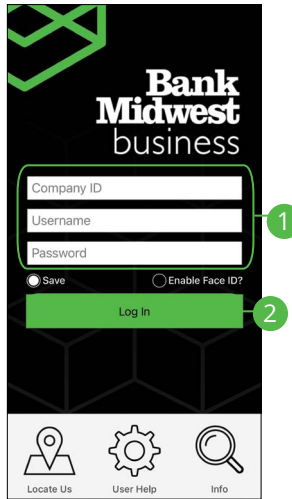
**Note:** If you enter an incorrect password too many times, your account will be temporarily locked. Contact us at 844.238.3838 for assistance. If you've locked yourself out of your application with too many incorrect password attempts, you may call Bank Midwest at 844.238.3838. A Business Online Banking representative will assist you with your login credentials.



**Note:** Any time a user logs in using a new device there will be a one-time verification code required. The code will expire within 15 minutes.



## Mobile



1. Enter your Company ID, Username and Password.
2. Click the **Log In** button.




**Note:** If you enter an incorrect password too many times, your account will be temporarily locked. Contact us at 844.238.3838 for assistance. If you've locked yourself out of your application with too many incorrect password attempts, you may call Bank Midwest at 844.238.3838. A Business Online Banking representative will assist you with your login credentials.



**Note:** Any time a user logs in using a new device there will be a one-time verification code required. The code will expire within 15 minutes.

## Logging Off

For your security, you should always log off when you finish your Online Business Banking session. You may also be logged out due to inactivity.

1. In the  at the top right corner of the page, click the **Log Out** button.

## Getting Started

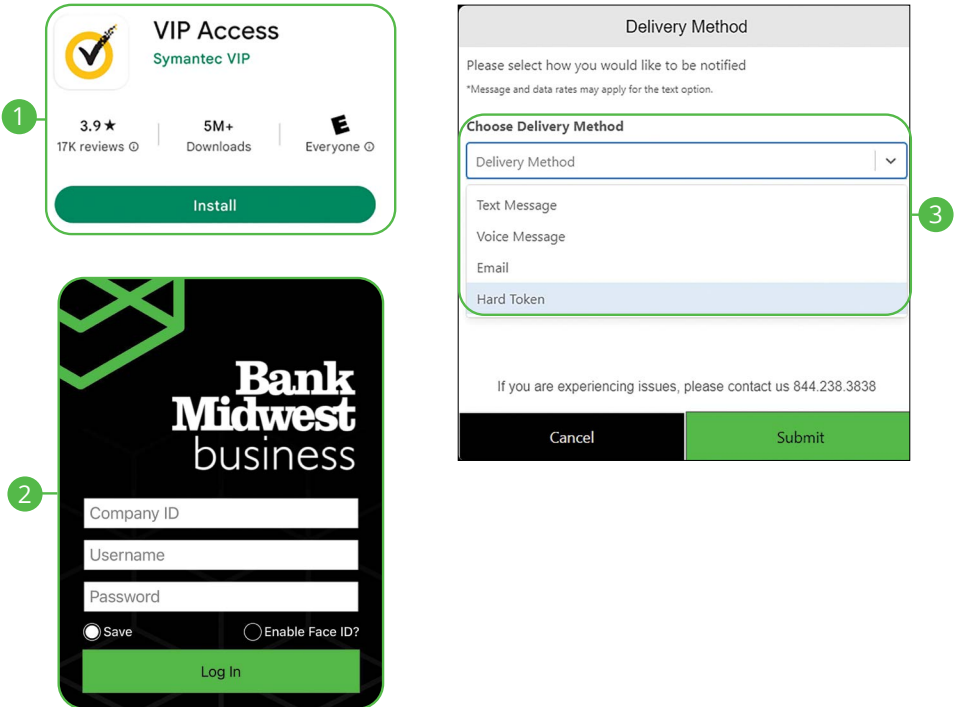
### Retrieve a Forgotten Username or Password

If you happen to forget your username or password you may call Bank Midwest at 844.238.3838. A Business Online Banking representative will assist you with your login credentials.

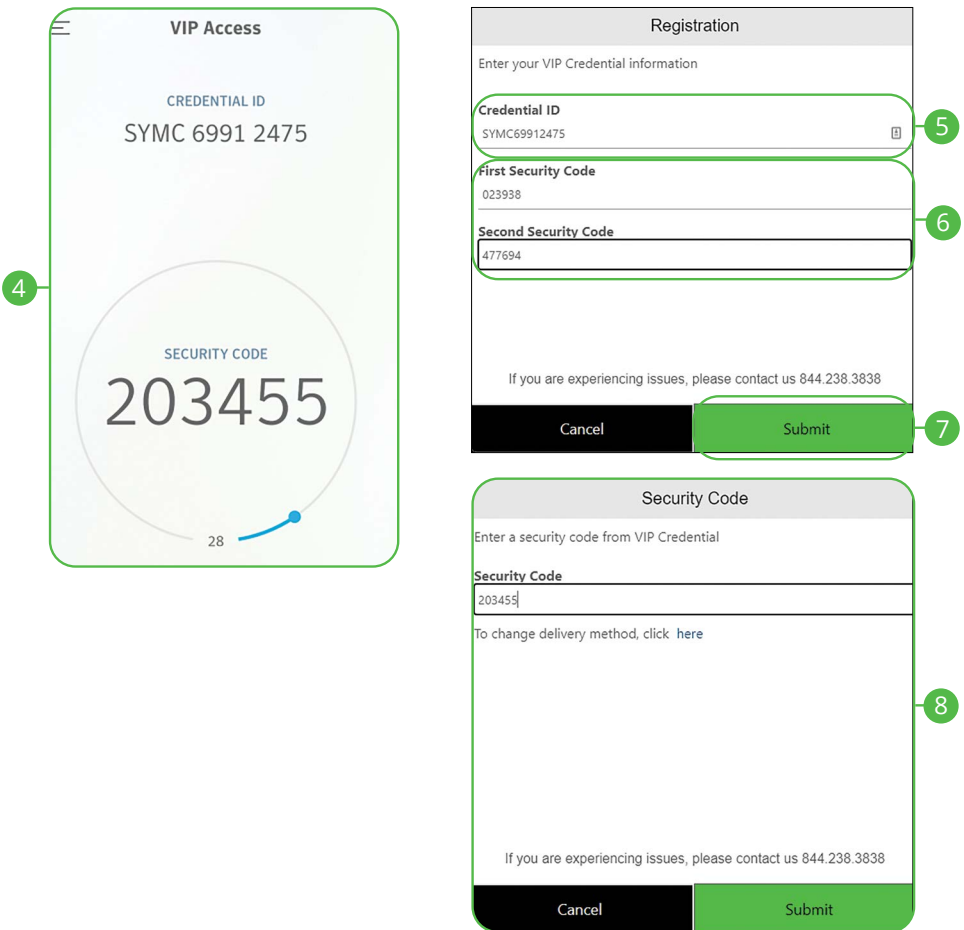
# Getting Started

## Tokens

Any time validation is needed for a High Risk Transaction, you are prompted for further verification. One of the options included is 'Hard Token'. A physical token is not needed however, and the VIP Access app will act as a virtual or soft token for a secure form of verification. These tokens change every 30 seconds making them hard for fraudsters to bypass.



1. Download the VIP Access app from the Apple App Store or Google Play Store on your mobile device.
2. Log in to your Business Online Banking account.
3. Any time validation is needed for a High Risk Transaction, you will be prompted for further verification. To use token, select "Hard Token" from the "Choose Delivery Method" drop-down.



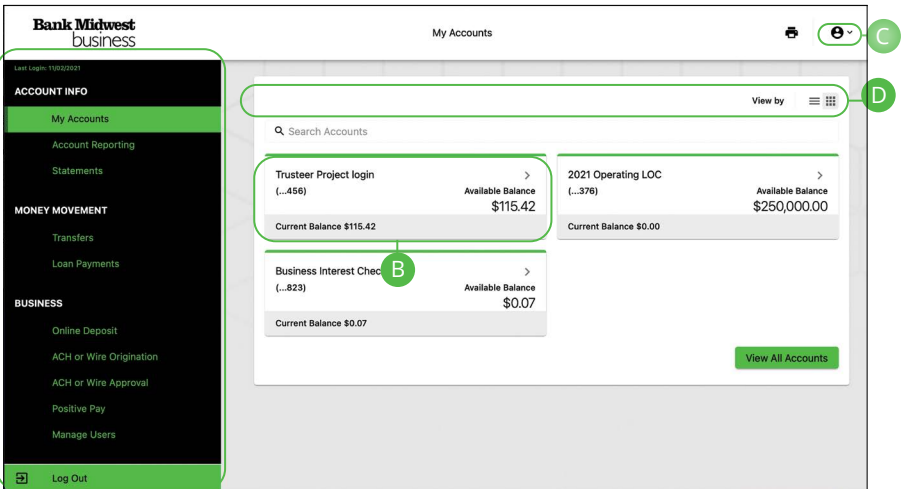
4. Open your VIP Access App on your mobile device.
5. Enter your Credential ID.
6. Enter the first security code displayed. In 30 seconds another code will be displayed. Enter the second security code.
7. Click the **Submit** button. This completes the initial set up of your token.
8. Wait for a third code to display, enter the security code and click the **Submit** button. In the future, only this screen will be displayed and you will only need to enter one security code for validation of high risk transactions.


# Accounts Page

## Accounts Page Overview

After logging in, you are taken directly to the Accounts page. All your accounts are listed in cards above your transaction history. Here you can view account balances, summaries and more!

### Desktop



- A. The sidebar menu appears in every view on the left side of the screen. You can navigate to Online Banking features by clicking on the name of the feature.
- B. Your Bank Midwest accounts are displayed in an account tile with their balances. When you click an account tile, you will be taken to a list of recent transactions.
- C. The  icon located in the top right corner of the page allows you to access account settings, locations, contact details, social buttons, alerts and more.
- D. You can use the search bar to search your accounts using keywords.

## Desktop Account Details

Selecting a Bank Midwest account on the Home page takes you to the Account Details page, where you can view every transaction pertaining to that account. From here, you can view details such as type of transaction, check images and account balances, so you stay organized and on top of your finances.

**60 Month CD**  
(...022139)

Available Balance >  
**\$1.00**

Current Balance: \$1.00

**ckg 112**  
(...111112)

Available Balance >  
**\$13,972.00**

Current Balance: \$13,911.50

< Back

Trusteer Project login (...456) ▼

Trusteer Project login (...456)
Available Balance  
**\$115.42**

Current Balance \$115.42
[View details](#)

▼

NOVEMBER 22, 2021

Deposit Deposit

DETAILS

Account #: (...456)

Date: 11-22-2021

Type: Credit

Amount: \$10.00

Balance: \$115.42

RECEIPT IMAGE

Add Receipt Image

CHECK IMAGE

Withdrawal - 152

Transaction Type: Scantlems  
Item Type: Withdrawal

Institution ID: 000684311	DIN: 311000009137
Branch Name: 311 - Sioux Falls Branch	Date/Time: 11/22/2021 12:17 PM
Teller: 0201	Batch ID: 1
Employee: 321 - Cody Welch	Transaction#: 2
Workstation: TL-SF-02	Sequence#:

AUXILIARY	R/T	ACCOUNT	TC	AMOUNT
555555100		000000000456	152	\$10.00

Front Image
Back Image
Print

View Deposit Images



Withdrawal

DETAILS

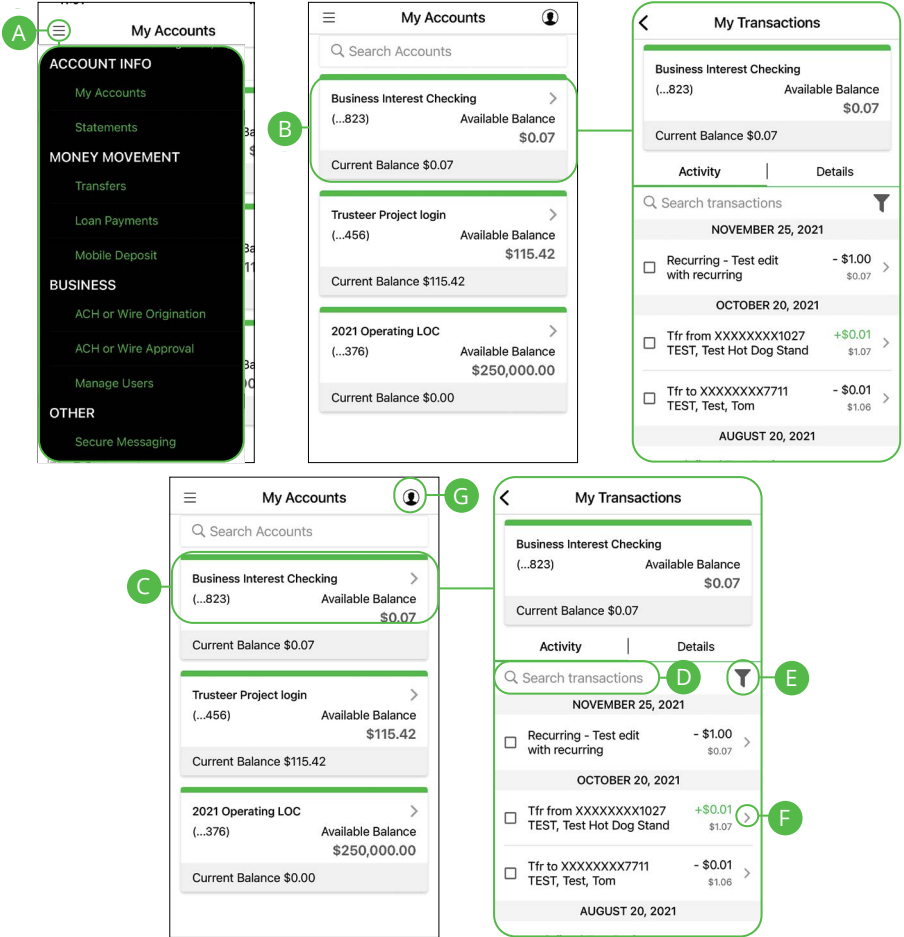
**- \$10.00**

\$105.42





Accounts Page: Accounts Page Overview

- A. On the Home page, you can click on an account name to view the Account Details screen.
- B. Use the drop-down to view transactions for a different account.
- C. The current and available balances of that account are displayed at the top of the page. **Current Balance** (also known as Ledger Balance) is your beginning of day balance. The **Available Balance** is the beginning of the day balance plus or minus any of that day's credits or debits. Click on the "View details" link for additional details.
- D. Use the search bar to search transactions using keywords.
- E. Transactions can be filtered by amount, date or type. Click the  icon for more options.
- F. You can expand or collapse the view of each transaction by clicking the  icon.

# Mobile





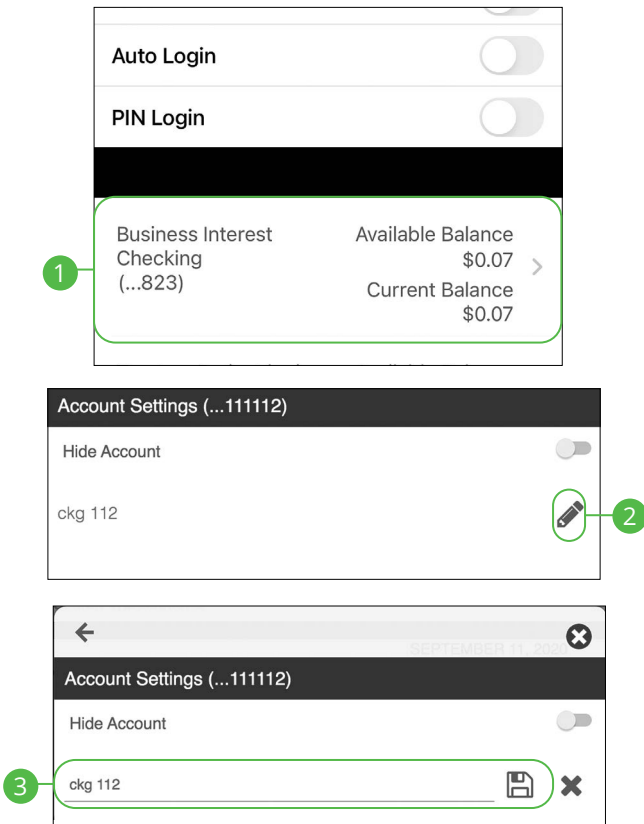
- A.** The  icon displays the sidebar menu. You can navigate to Mobile Banking features by selecting the name of the feature.
- B.** Your Bank Midwest accounts are displayed in an account tile with their balances. Click on an account tile to show details about an account such as balances, interest rates (if applicable), and due dates (if applicable).
- C.** When you click on the account tile, the transactions for that account are displayed.
- D.** Use the search bar to search transactions using keywords.
- E.** The  icon allows you to filter your search.
- F.** You can expand or collapse the view of each transaction by clicking the  icon.
- G.** The  icon located in the top right corner of the screen allows you to access account preferences, update your contact information, setup and manage alerts, and more.


# Accounts Page



## Desktop Account Preferences

Personalize your accounts and how they appear in Online Banking. Here you can change your account names and organize them however you like to suit your needs.

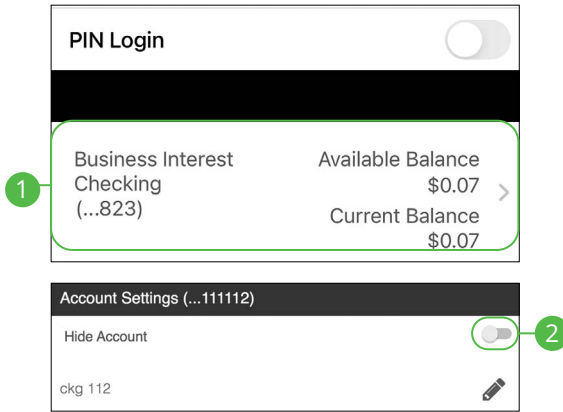
### Edit Nickname




In the  menu at the top right corner of the page, click **Settings**.

1. Under **Account Settings**, select the account you wish to nickname.
2. Click the  icon to edit an account name.
3. Enter a new name and click the  icon to save your settings.

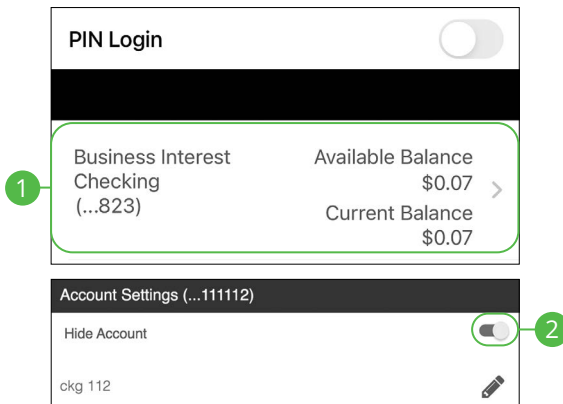
## Hide Account




In the  menu at the top right corner of the page, click **Settings**.

1. Under **Account Settings**, select the account you wish to hide.
2. Toggle the hide account switch to the right.

## Unhide Account



In the  menu at the top right corner of the page, click **Settings**.

1. Under **Account Settings**, select the account you wish to unhide.
2. Toggle the hide account switch to the left.

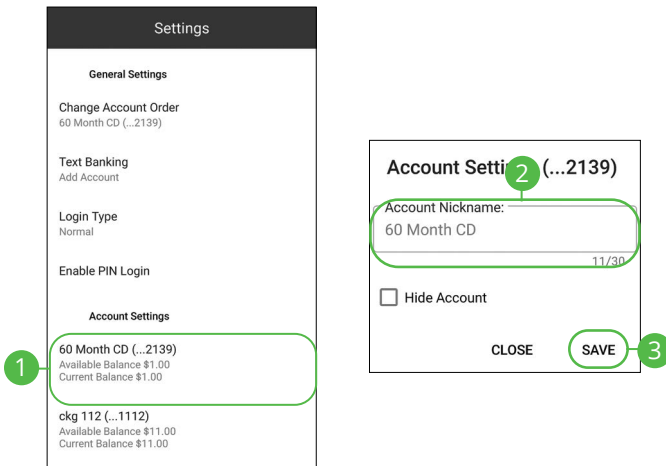
# Accounts Page


## Mobile Account Preferences



**Note:** The screens shown are from an Android device. Your experience may be slightly different on an Apple iPhone.

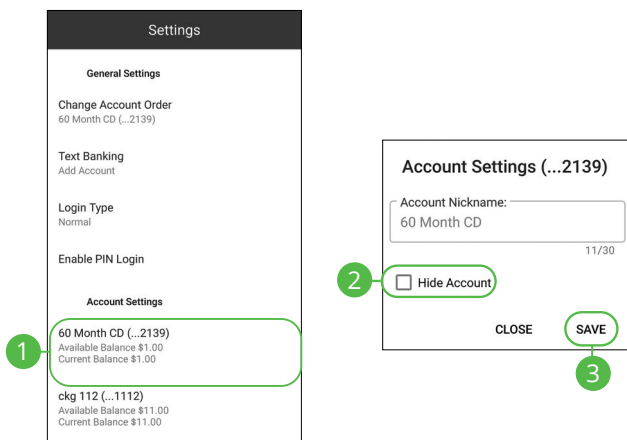
### Edit Nickname




In the  drop-down at the top right corner of the screen, click **Settings**.

1. Click the account you would like to nickname.
2. Enter the new nickname.
3. Click the **Save** button when you are finished.

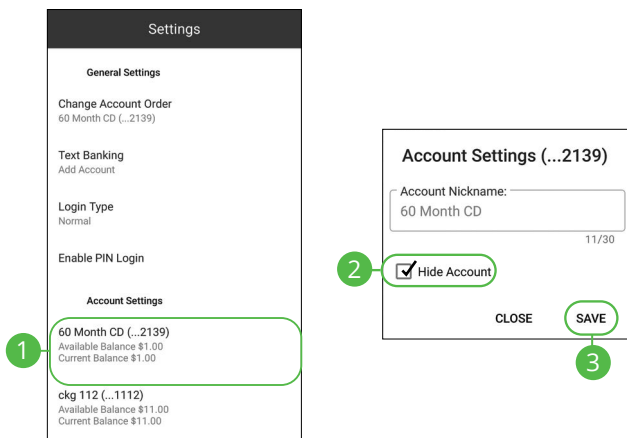
## Hide Account




In the  drop-down at the top right corner of the screen, click **Settings**.

1. Click the account you would like to hide.
2. Check the box next to "Hide Account."
3. Click the **Save** button when you are finished.

## Unhide Account



In the  drop-down at the top right corner of the screen, click **Settings**.

1. Click the account you would like to unhide.
2. Uncheck the box next to "Hide Account."
3. Click the **Save** button when you are finished.

# Accounts Page

## Viewing a Transaction Image

Need a copy of a check that has cleared your account? You can view copies of checks through mobile banking with Bank Midwest.

### Desktop

The screenshot displays a mobile banking interface on a desktop. At the top, two account cards are shown. The first card, labeled '1', is for a '60 Month CD' with an available balance of \$1.00 and a current balance of \$1.00. The second card, labeled '2', is for a 'c/kg 112' with an available balance of \$13,972.00 and a current balance of \$13,911.50.

Below the accounts, a transaction summary for 'DEPOSIT' on 'DECEMBER 13, 2020' is shown. The transaction amount is + \$2,044.55, and the available balance is updated to \$8,026.18. A camera icon is visible next to the transaction amount.

The transaction details are listed on the left:
 

- Acct#: (...0008)
- Trans Date: 12-13-2020
- Check #: 3072592
- Description: DEPOSIT
- Trans. Type: Credit
- label: This is a really long value that takes a lot of space
- label: value with special characters %#\$@
- label: \$500.00
- label: \$1500.00

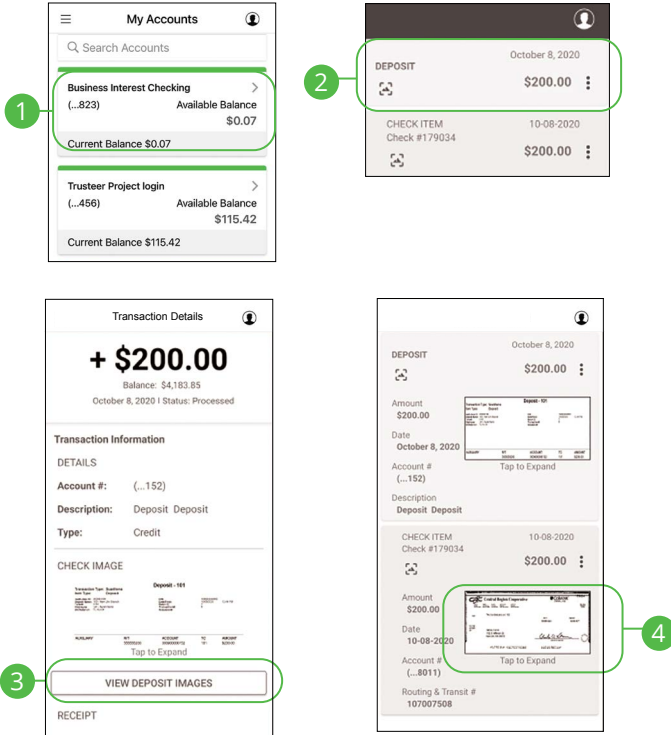
The 'DEPOSIT IMAGE' section shows a check from 'Demo Bank' dated '12-13-2020'. The check is payable to 'REVA GRETA PARISH' for '\$ 2044.55'. The amount is written as 'Two thousand and forty four with 55 cents'. The bank address is 'Demo Bank, 123 Main Street, Austin, TX 78759'. The check features the 'TENNEY' logo. Below the check image are links for 'Front Image' and 'Back Image', with a green circle '4' highlighting the 'Back Image' link. A 'Print' button is also present.

At the bottom, another transaction summary for 'DEPOSIT' on 'DECEMBER 9, 2020' is shown. The transaction amount is + \$2,381.50, and the available balance is updated to \$5,981.63. A camera icon and a dropdown arrow are visible next to the transaction amount, with a green circle '3' highlighting the dropdown arrow.



In the **Sidebar Menu**, click **My Accounts**.

1. Click on an account.
2. Scroll through the list of transactions and look for the icon. The icon indicates that there is a transaction image to view.
3. Click the icon to expand the transaction.
4. Click on the "Front Image or Back Image" links to view the opposite side of the check.

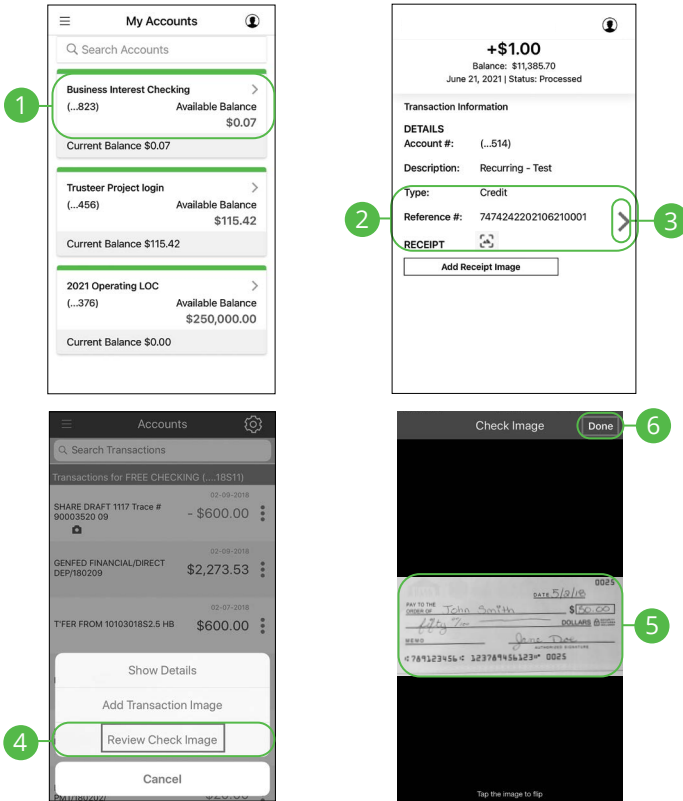
## Mobile (Android)






In the **Sidebar Menu**, click **My Accounts**.

1. Click on an account.
2. Scroll through the list of transactions and look for the  icon. The  icon indicates that there is a transaction image to view. Click on a transaction.
3. Click the **View Deposit Images** button.
4. Click on the image to view the expanded image.

## Mobile (Apple)



In the **Sidebar Menu**, click **My Accounts**.

1. Click on an account.
2. Scroll through the list of transactions and look for the  icon. The  icon indicates that there is a transaction image to view.
3. Click the  icon.
4. Click the **Review Check Image** button.
5. Click on the image to view the opposite side of the check.
6. Click the **Done** button when you are finished.



# Security

## Protecting Your Information

Here at Bank Midwest, we do all we can to protect your personal information and provide you with a reliable online experience. However, we rely on you to take further precautions to assure the safety of your accounts. By following our tips, Online Banking can be a secure and efficient method for all your banking needs.

### General Guidelines

- Make sure your operating system and antivirus software are up to date.
- Always use secure wireless (WiFi) networks that require a login ID and password.
- Never leave your computer unattended while using Online Banking.
- Monitor your recent account history for unauthorized transactions.
- Always log off of Online Banking when you're finished and close the browser.

### Login ID and Password

- Create strong passwords by using a mixture of uppercase and lowercase letters, numbers and special characters.
- Do not create passwords containing your initials or birthday.
- Change your passwords periodically.
- Memorize your passwords instead of writing them down.
- Only register personal devices, and avoid using features that save your login IDs and passwords.

### Fraud Prevention

- Do not open email attachments or click on links from unknown sources.
- Avoid giving out personal information on the phone or through email.
- Shred unwanted, sensitive documents including receipts, checks, deposit slips, pre-approved credit card offers and expired cards.
- Act quickly. If you suspect your financial information is compromised, contact us immediately at 888.902.5662.

# Security

## Alerts Overview

Having peace of mind is critical when it comes to your online banking experience. When you create an alert through Online Banking, you specify the conditions that trigger that alert, so you stay on top of what's important to you.

### Desktop Delivery Preferences

You can add additional delivery methods to notify you about your accounts wherever you are.

The screenshot shows the 'ALERTS' configuration page. At the top, there is a 'Configure' button labeled '1'. Below it, the 'Manage Alerts' section is visible. The 'Email Enabled' section has a '2a' callout pointing to the email address input field and a '2b' callout pointing to the 'Save' button. The 'Text Enabled' section has a '3a' callout pointing to the phone number input field and a '3b' callout pointing to the 'Enable number for alerts?' toggle switch. A note at the bottom states: 'Depending on your service plan, standard text messaging and data rates may apply.'


In the at the top right corner of the page, click **Alerts**.




1. Click the **Configure** button.
2. To enable email alerts:
  - a. Enter your email address.
  - b. Click the **Save** button.
3. To enable text alerts:
  - a. Enter your phone number.
  - b. Click the "Enable number for alerts?" toggle.
  - c. You will be sent a validation code. Click the **OK** button once you have entered the validation code.

## Mobile Delivery Preferences

The screenshot shows the 'Manage Alerts' screen with the following components:

- Manage Alerts** (Title)
- Delivery Options** (Section Header)
- Set-up how you would like to be notified** (Text)
- 1** (Callout pointing to the delivery options icons: EMAIL, TEXT, PUSH)
- 2** (Callout pointing to the Secondary Email Address input field in the 'Enter the email address where you wish to receive email alerts' section)
- 3** (Callout pointing to the Primary Phone Number input field in the 'Enter the phone number to receive SMS/Text alerts. Standard rates apply.' section)
- 4** (Callout pointing to the Push Notifications toggle switch in the 'Toggle Push Alerts' section)

In the  drop-down at the top right of the page, click **Alerts**.

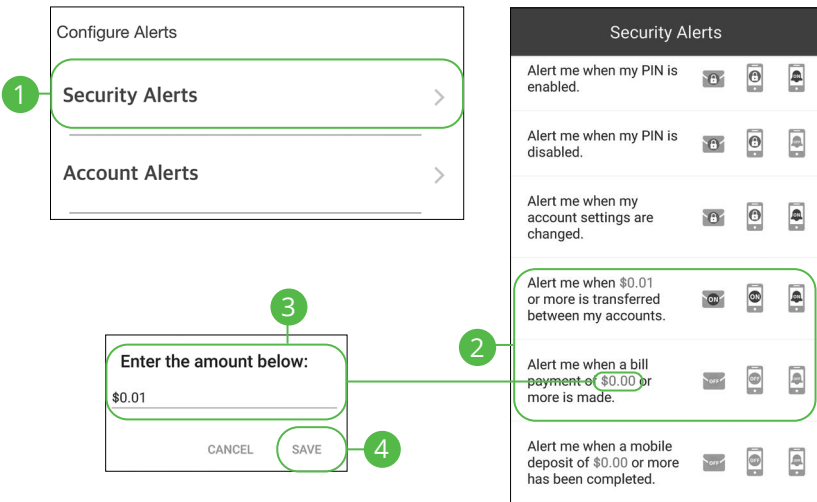
1. Click the  icon to change your email alert settings. Click the  icon to change your text alert settings. Click the  icon to change your push alert settings.
2. For email alerts, enter your email address and click the **Save** button.
3. For text alerts, enter your phone number and click the toggle.
4. For push alerts, use the toggle to enable or disable push alerts.


# Security







## Editing Alerts

### Security Alerts

We want you to feel confident while using Online Banking. To help you feel safe and in control, Security Alerts are implemented in your accounts to notify you immediately when security scenarios occur.



In the  drop-down at the top right of the page, click **Alerts**.

1. Select the **Security Alerts** button.
2. Enable and disable alerts:
  - a. Click the ,  or  icon to disable an alert.
  - b. Click the ,  or  icon to enable an alert.
3. Enter a dollar amount, if required.
4. Click the **Save** button.



**Note:** You will receive an email or SMS/Text when an alert is added or updated.

## Account Alerts

There should be no surprises when it comes to your finances. Account Alerts can notify you when the balances in your accounts go above or below a number you specify.

Configure Alerts

Security Alerts >

Account Alerts >

Select Account

Choose an account to configure alerts

Primary Checking (...66)	<b>Available</b> \$25.19
	<b>Current</b> \$25.19
My HSA (...87)	<b>Available</b> \$19.07
	<b>Current</b> \$19.07

Primary Checking (...66)

Alert me when the available balance of my account is below \$50.00


Alert me when the current balance of my account is below \$0.00







Alert me when the available balance of my account is \$0.00 or more

Enter the amount below:

\$0.01

CANCEL SAVE

In the  drop-down at the top right of the page, click **Alerts**.

1. Select the **Account Alerts** button.
2. Use the drop-down to choose an account.
3. Enable and disable alerts:
  - a. Click the ,  or  icon to disable an alert.
  - b. Click the ,  or  icon to enable an alert.
4. Enter a dollar amount, if required.
5. Click the **Save** button.

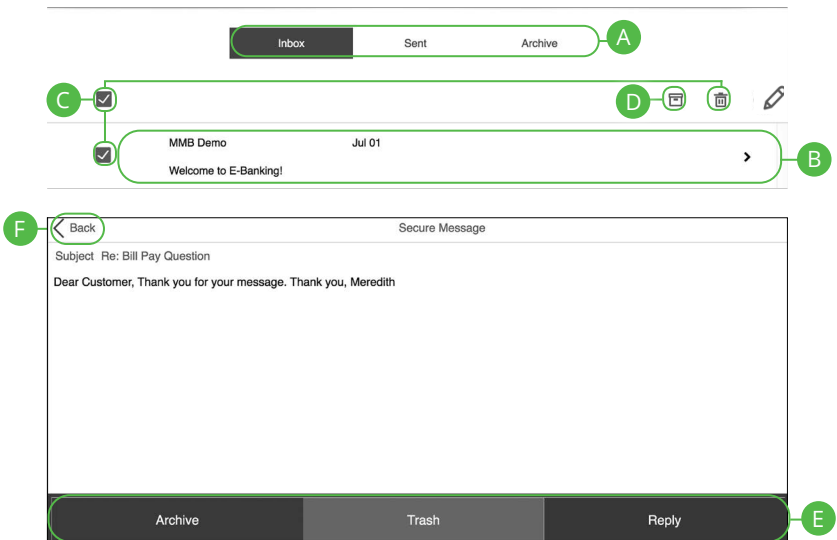


**Note:** You will receive an email or SMS/Text when an alert is added or updated.



# Security

## Secure Message Overview

If you have questions about your accounts or need to speak with someone at Bank Midwest, Secure Messages allows you to communicate directly with a Bank Midwest customer service representative. From the Secure Messages page, you can view replies, old messages, create new conversations and attach images.



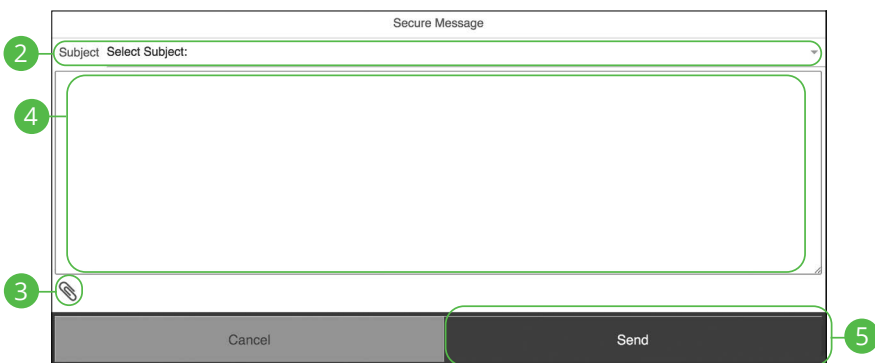
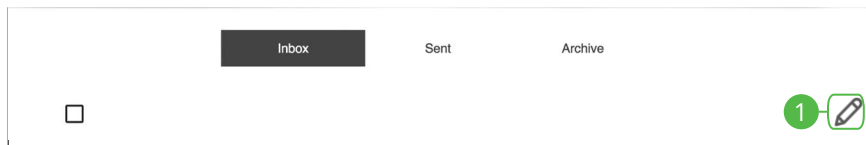
In the **Sidebar Menu**, click **Secure Messaging**.

- A.** Click the appropriate tab at the top to view your inbox, sent messages or archived messages.
- B.** Click on a message to open it in a new screen.
- C.** Delete multiple messages by checking the box next to the corresponding messages or check the “select all” box and click the  icon.
- D.** Archive multiple messages by checking the box next to the corresponding messages or check the “select all” box and click the  icon.
- E.** Archive an opened message by clicking the **Archive** button, delete by clicking the **Trash** button or reply by clicking the **Reply** button.
- F.** Return to your mailbox by clicking the “Back” link.



# Security

## Sending a Secure Message

Starting a new conversation through Online Banking is just as effortless as sending an email. Unlike an email, you can safely include confidential personal information relating to your accounts or attach files within a new message.



In the **Sidebar Menu**, click **Secure Messaging**.

1. Create a new message by clicking the .
2. Select the subject from the drop-down.
3. (Optional) Attach a file by clicking the .
4. Enter your message.
5. Click the **Send** button when you are finished.

# Mobile Security

## Enabling Touch ID, Fingerprint Login or Face ID

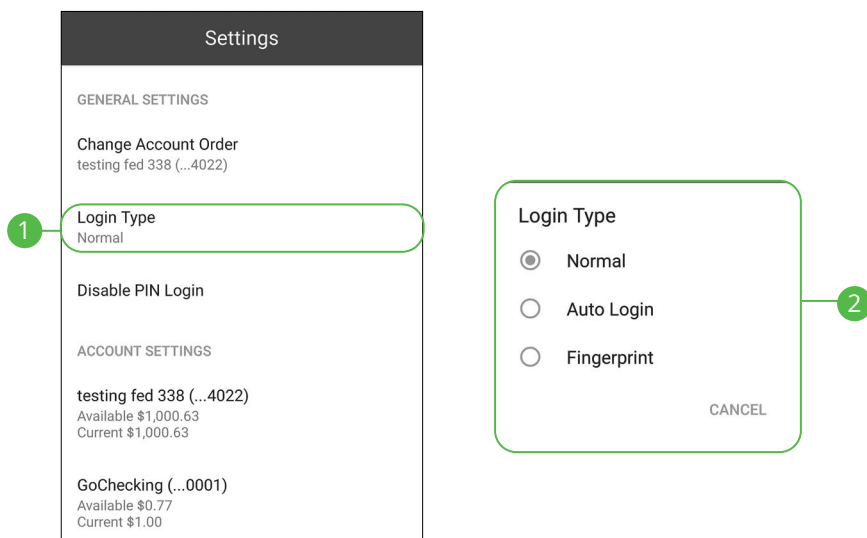
Within Bank Midwest's Mobile Banking, you have the ability to set up security preferences that are not available on a computer. These additional preferences make signing into Mobile Banking quick and easy, and add an extra layer of security to your private information while on the go. Touch ID, Fingerprint Login or Face ID may be available depending on the model of your device.



# Mobile Security

## Android Devices

Fingerprint Login uses fingerprint recognition technology allowing you to log in to Mobile Banking using just your fingerprint.



In the ⓘ drop-down at the top right of the page, click **Settings**.

1. Click the **Login Type** button.
2. Choose Fingerprint or Face Recognition
  - **Normal:** Enter your username and password to log in.
  - **Auto Login:** Automatically log in to our app without needing to enter your username and password.
  - **Fingerprint:** Uses fingerprint recognition technology to unlock your device using just your fingerprint.
3. Enter your username and password, then click **Confirm**.
4. Click the **OK** button when you are finished.

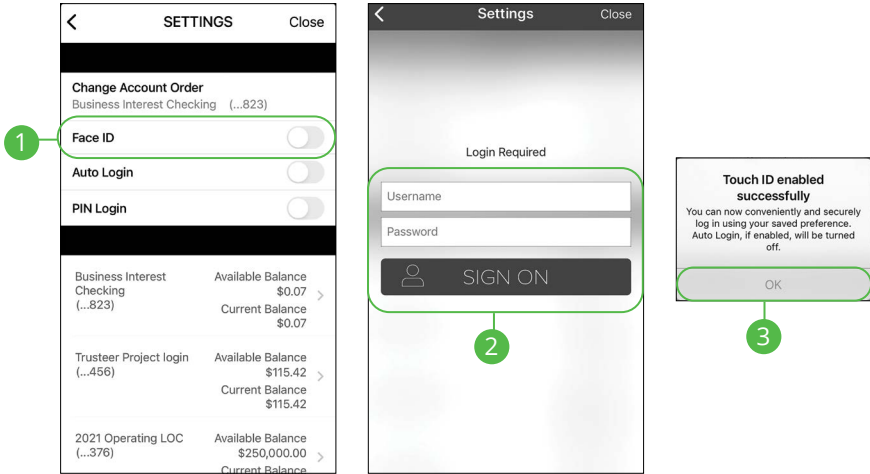



**Note:** Fingerprint Login must first be enabled on your mobile device.

# Mobile Security

## Apple Devices

Touch ID uses fingerprint recognition technology allowing you to log in to Mobile Banking using just your fingerprint. Face ID uses face recognition technology allowing you to log in to Mobile Banking using just secure face identification.



In the  drop-down at the top-right of the page, click **Settings**.

1. Toggle the **Touch ID** switch to enable Touch ID or toggle the **Face ID** switch to enable Face ID.
2. Enter your Username and Password, then click the **Sign On** button.
3. Click the **OK** button when you are finished.



**Note:** Touch ID or Face ID must first be enabled on your mobile device. Your phone model will determine which identification feature is available.

# Mobile Security


## Enabling PIN Login

Create a unique PIN within our Mobile Banking app to quickly and easily log in to Mobile Banking on the go.

### Android Devices

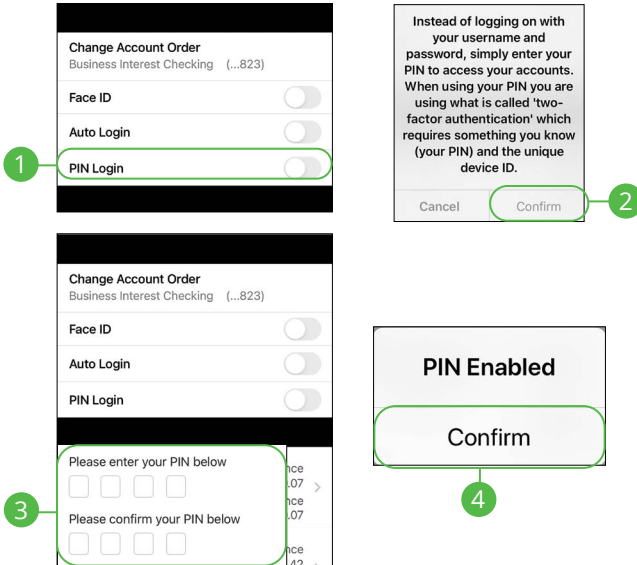
The image illustrates the process of enabling PIN login on an Android device. It consists of three main parts:


- Settings Menu:** A screenshot of the 'Settings' application. The 'Enable PIN Login' option is highlighted with a green circle and the number '1'.
- Acceptance Dialog:** A screenshot of a dialog box that appears after selecting 'Enable PIN Login'. It contains the text: "Instead of logging on with your username and password, simply enter your PIN to access your accounts. When using your PIN you are using what is called 'two-factor authentication' which requires something you know (your PIN) and the unique device ID." Below the text are two buttons: 'DECLINE' and 'ACCEPT'. The 'ACCEPT' button is highlighted with a green circle and the number '2'.
- Create New PIN Screen:** A screenshot of the 'Create New PIN' screen. It has two sections: 'Enter PIN Digits' and 'Confirm PIN Digits'. Each section has four circular input fields. The first row of digits is highlighted with a green circle and the number '3', and the second row of digits is highlighted with a green circle and the number '4'.

In the  drop down at the top-right of the page, click **Settings**.

1. Click the **Enable PIN Login** button.
2. Click the **Accept** button.
3. Enter your chosen PIN number.
4. Reenter your chosen PIN number.

## Apple Devices



In the  drop-down at the top right of the page, click **Settings**.

1. Toggle the **PIN Login** switch to enable PIN Login.
2. Click the **Confirm** button.
3. Enter and reenter your chosen PIN number.
4. Click the **Confirm** button when you are finished.

# Transactions

## Transfers

When you need to make a one-time or recurring transfer between your personal Bank Midwest accounts, you can use the Transfers feature. These transactions go through automatically, so your money is always where you need it to be.

1
TRANSFER FUNDS

DATE	FROM	TO	DESCRIPTION	AMOUNT
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <div style="margin-bottom: 5px;"> <span style="border: 1px solid green; border-radius: 50%; padding: 2px 10px; display: inline-block;">2</span> <div style="border: 1px solid green; padding: 5px; margin-bottom: 5px;">           Transfer From  <input type="radio"/> Select...         </div> </div> <div style="margin-bottom: 5px;"> <div style="border: 1px solid green; padding: 5px; margin-bottom: 5px;">           Transfer To  <input type="radio"/> Select...         </div> </div> <div style="margin-bottom: 5px;"> <span style="border: 1px solid green; border-radius: 50%; padding: 2px 10px; display: inline-block;">3</span> <div style="border: 1px solid green; padding: 5px; margin-bottom: 5px;">           Amount  <input type="radio"/> \$0.00         </div> </div> <div style="margin-bottom: 5px;"> <span style="border: 1px solid green; border-radius: 50%; padding: 2px 10px; display: inline-block;">4</span> <div style="border: 1px solid green; padding: 5px; margin-bottom: 5px;">           Send Date  <input checked="" type="checkbox"/> 08-12-2020         </div> </div> <div style="margin-bottom: 5px;"> <span style="border: 1px solid green; border-radius: 50%; padding: 2px 10px; display: inline-block;">5</span> <div style="border: 1px solid green; padding: 5px; margin-bottom: 5px;">           Memo  <input type="radio"/> Memo         </div> </div> </div> <div style="width: 45%; padding-left: 20px;"> <p><b>Summary</b></p> <p>Amount <b>\$0.00</b></p> <p>From --</p> <p>To --</p> <p>Send Date 08-12-2020</p> </div> </div>				

In the **Sidebar Menu**, click **Transfers**.

1. Click the **Transfer Funds** tab.
2. Select the accounts to transfer funds between using the "From" and "To" drop-downs.
3. Enter the amount to transfer.
4. Enter the date to send the transaction.
5. Enter a memo.




**Note:** Are you looking to make a payment or transfer money to an external account? Click **Payments** then **I want to** to find the **transfer to external account** option.


The screenshot shows a form for setting up a recurring transfer. On the left, there are three input fields: 'Frequency' with a radio button selected for 'Weekly', 'Recurrence' with a dropdown menu set to 'Until But Not After Date', and 'End Date' with the value '08-13-2020'. On the right, the summary shows '08-12-2020', 'Frequency: Weekly on Wednesday', and 'Recurrence: Until: 08-13-2020'. At the bottom, there are 'Cancel' and 'Submit' buttons. Green circles with numbers 6, 7a, 7b, and 8 point to the Frequency dropdown, the Recurrence dropdown, the End Date field, and the Submit button, respectively.

6. Select a frequency using the drop-down. Frequency options include: One-time, Daily, Weekly, Every two weeks, Monthly, Every three months and Annually.
7. For a recurring transfer:
  - a. Choose how long the transfer should occur.
    - **Until Canceled:** Transactions process until the user cancels the recurring payment in the application.
    - **Until But Not After Date:** Transactions occur on the scheduled frequency until the end-date that the user designates has passed.
  - b. Enter the amount of transactions that can be made before the transfer ends.
8. Click the **Submit** button when you are finished.

## Managing Transfers

When you need to make changes to a recurring transaction, you can view and manage all transfers through the Transfers page.


	Date	From	To	Description	Amount
Pending					
	02-14-2018	Checking Premium (...0483)	Checking (...0012)	Testing Scheduled to be executed	\$12.34



- 2a Details
- 2b Delete Next Occurrence
- 2c Delete All Occurrences

1

In the **Sidebar Menu**, click **Transfers**.

1. Click the  icon.
2. From the drop-down, you have a few options:
  - a. Click “Details” (Desktop) or “View Details” (Mobile) to view additional information about a specific transfer.
  - b. Click “Delete Next Occurrence” (Desktop) or “Cancel Transfer” (Mobile) to cancel the next transfer in a series.
  - c. Click “Delete All Occurrences” (Desktop) or “Cancel Entire Series” (Mobile) to cancel the entire series of transfers.



**Note:** Options may vary slightly on a mobile device.

# Transactions

## Loan Payments & Transfers

When you need to make a one-time or recurring payment to an Bank Midwest loan or transfer from a line of credit, you can use the Loan Payments & Transfers feature.

### Initiating a Transaction

DATE	FROM	TO	DESCRIPTION	AMOUNT
<div style="display: flex; justify-content: center; align-items: center; gap: 20px;"> <span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">1</span> <span style="background-color: #4CAF50; color: white; padding: 5px 15px; border-radius: 15px;">TRANSFER FUNDS</span> </div>				

#### Create Transfer

Load from Template (Optional)  
Select... | v

Transfer From  
 BUSINESS INTEREST CHECKING (...191696) | v

Transfer To  
 Geneva Ct Mortgage (...541333) | v

Send Date  
 11-19-2020

Transfer Type  
 Regular | v

Amount  
 \$0.00

Memo  
 Memo

#### Summary

From Account  
BUSINESS INTEREST CHECKING (...191696)

To Account  
Geneva Ct Mortgage (...541333)

Send Date  
11-19-2020

Frequency  
Daily

Recurrence  
Until: 11-20-2020

Transfer Type  
Regular

In the **Sidebar Menu**, click **Loan Payments**.

1. Click the **Transfer Funds** button.
2. (Optional) Use the drop-down to select a previously created template.
3. Select the accounts to transfer funds between using the "From" and "To" drop-downs.
4. Enter the date to send the transaction.
5. Use the drop-down menu to select a transfer type.
6. Enter the amount to transfer.
7. Enter a memo.



The image shows a screenshot of a recurring transfer form. It features three input fields on the left side, each with a callout number in a green circle: 8, 9a, and 9b. The first field, labeled 'Frequency', has a checkmark icon and the text 'Daily' with a dropdown arrow. The second field, labeled 'Recurrence', has the text 'Until But Not After Date' with a dropdown arrow. The third field, labeled 'End Date', has the text '11-20-2020'. At the bottom of the form, there are two buttons: 'Cancel' on the left and 'Submit' on the right. The 'Submit' button has a callout number 10 in a green circle.


8. Select a frequency using the drop-down. Frequency options include: One-time, Weekly, Every two weeks, Monthly, Every three months and Annually.
9. For a recurring transfer:
  - a. Choose how long the transfer should occur.
    - **Until Canceled:** Transactions process until the user cancels the recurring payment in the application.
    - **Until End Date:** Transactions occur on the scheduled frequency until the end-date that the user designates has passed.
    - **Until Total Payments Made:** Transactions occur on the scheduled frequency until the designated number of payments have been completed.
  - b. Enter an end date or total number of transfers, if necessary.
10. Click the **Submit** button when you are finished.

## Managing Loan Payments and Transfers

When you need to make changes to a loan transfer, you can view and manage all transfers through the Loan Transfers page.

Date	From	To	Description	Amount
Pending				
02-14-2018	Checking Premium (...0483)	Checking (...0012)	Testing Scheduled to be executed	\$12.34

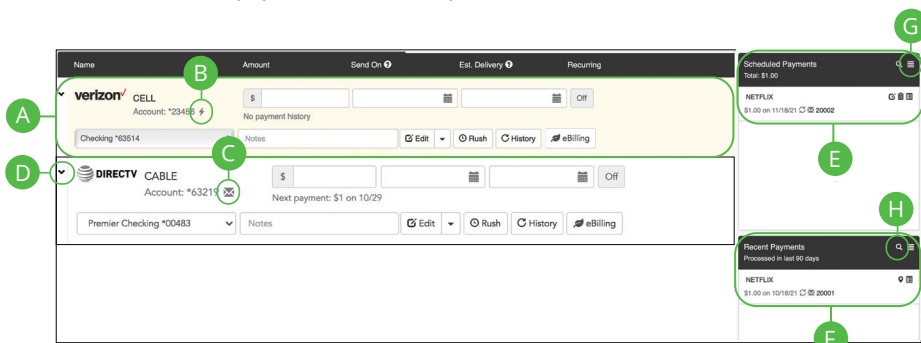
In the **Sidebar Menu**, click **Loan Payments**.

1. Click the  icon.
2. From the drop-down menu, you have a few options:
  - a. Click “Details” (Desktop) or “View Details” (Mobile) to view additional information about a specific transfer.
  - b. Click “Edit” to edit the transfer.
  - c. Click “Delete” (Desktop) or “Cancel Transfer” (Mobile) to delete the transfer.

# Payments

## Bill Pay Overview

Payments with Bank Midwest allows you to stay on top of your monthly finances. Having your bills linked to your bank account enables you to electronically write checks and send payments all in one place.



- A. Your payee accounts are displayed in an account tile with the account number.
- B. The ⚡ icon indicates an electronic payment.
- C. The ✉ icon indicates a U.S. Mail payment.
- D. Expand or collapse details of each transaction or view history by clicking the > icon.
- E. Scheduled payments are displayed with the total amount committed.
- F. Recently processed payments are displayed.
- G. Click the ☰ icon to see all pending or recent transactions, export or print details.
- H. You can search for a payment by clicking the 🔍 icon.

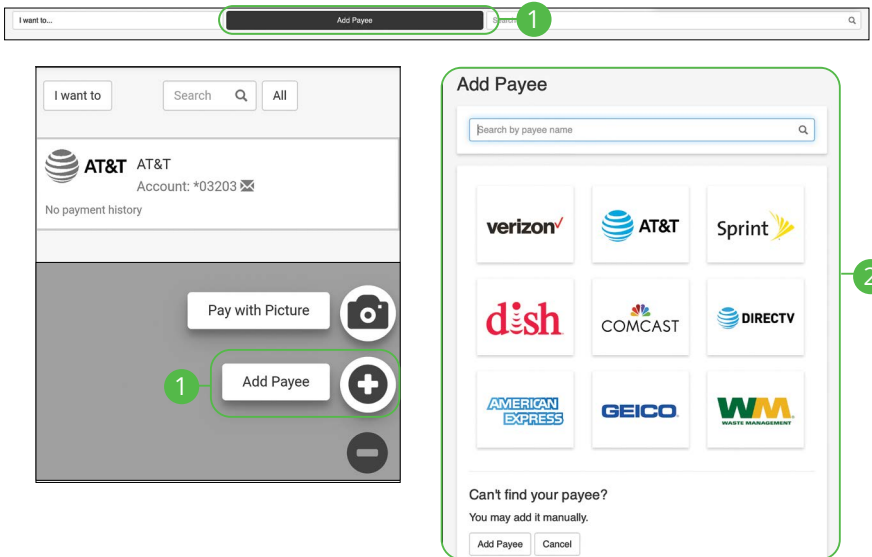


**Note:** Find the bill pay service under **Payments** listed in the Money Movement navigation item. Click the **I need to** button and then **Pay bills**.

# Payments

## Creating a Payee

The person or company to whom you are sending funds to is known as the payee. A payee can be almost any company or person such as a department store, cable TV provider or even a relative. It may be convenient to set up a payee to receive payments on a regular basis.



In the **Sidebar Menu**, click **Payments**.

1. On a desktop computer, click the **Add Payee** button. On a mobile device, click the **+** button and select "Add Payee."
2. Click on one of the preloaded payees, or click the **Add Payee Manually** button to create a new payee.

The image shows a 'Payee Information' form with the following fields and options:

- Payee Name:** A text input field.
- Payee Address:** A text input field with the placeholder 'Enter address' and a menu icon on the right.
- Account Number:** A text input field.
- Pay From Account:** A dropdown menu with the placeholder 'Please select an account'.
- More Payee Options:** A dropdown menu with the text '(Nickname, email and memo)' and a downward arrow.
- Buttons:** 'Cancel' and 'Create Payee' buttons at the bottom right.

Callout 3 is a green circle with the number '3' pointing to the 'Payee Name', 'Payee Address', 'Account Number', and 'Pay From Account' fields. Callout 4 is a green circle with the number '4' pointing to the 'Create Payee' button.

3. Enter the new payee's information and account details. (This will vary by payee.)
4. Click the **Create Payee** button.

# Payments

## Editing a Payee

You can make changes to an existing payee at any time. This is especially beneficial if a payee's account number or contact information changes.

1

2

3

In the **Sidebar Menu**, click **Payments**.

1. Click on the payee you wish to edit to expand the payee.
2. Click the **Edit** (Desktop) or **Edit Payee** (Mobile) button.
3. Make your changes and click the **Save** button when you are finished.

# Payments

## Deleting a Payee

If a payee is no longer needed, you can permanently delete them. This does not erase data from any existing payments.

The screenshot shows a payment management interface. At the top, there are columns for Name, Amount, Send On, Est. Delivery, and Recurring. The first row shows a payee named 'DIRECTV CABLE' with account number '\*63219'. A green circle with the number '1' highlights the payee name. Below the payee name, there are fields for Amount, Send On, Est. Delivery, and Recurring. A green circle with the number '2' highlights the 'Edit' button. Below the 'Edit' button, there are buttons for 'Rush', 'History', and 'eBilling'. A dropdown menu is open, showing 'Premier Checking \*00483' and 'Notes'. A green circle with the number '3' highlights the 'Yes' button in the 'Delete Payee' dialog box.

**Delete Payee**

Are you sure you want to delete your AT&T - \*56789 payee?

ⓘ History for this payee will still be available by searching in the payment history.

⚠ Deleting this payee will result in all scheduled payments associated to be cancelled.

**Yes** No

In the **Sidebar Menu**, click **Payments**.

1. Click on the payee you wish to delete to expand the payee.
2. Click the **Edit** (Desktop) or **Edit Payee** (Mobile) button and select "Delete Payee".
3. Click the **Yes** button.

# Payments

## Schedule Payments

It is easy to pay your bills once you set up payees. To pay a bill, simply find your payee and fill out the payment information beside their name.

### Desktop

The screenshot illustrates the desktop interface for scheduling payments, divided into four numbered steps:

- Step 1:** The user clicks on the "Pay Bills" option in the sidebar menu.
- Step 2:** The user enters payment information in the main form, including the payee name (DIRECTV CABLE), amount (\$1.00), and dates (Send On: 12/08/2020, Est. Delivery: 12/10/2020).
- Step 3:** The user clicks the "Pay Bills" button in the top right corner of the main form.
- Step 4:** The user clicks the "Submit Payments" button in the "Pay Bills" modal.

The "Pay Bills" modal displays the following information:

Payee	Amount	Send On	Estimated Delivery	Type
CABLE - *63219	\$1.00	12/8/2020	12/10/2020	Electronic
Pay From: Premier Checking *00483			Standard	
Total		\$1.00		

In the **Sidebar Menu**, click **Payments**.

1. Select **Pay Bills** using the "I want to" drop-down.
2. Enter the payment information.
3. Click the **Pay Bills** button.
4. Click the **Submit Payments** button when you are finished.



**Note:** The Send On date is the day the funds will be deducted from your account. The Deliver By date is the estimated delivery date of the payment based on the Send On date.



## Mobile

**1** I want to Search All

**AT&T** AT&T  
Account: \*03203  
No payment history

**Payee Details**

**AT&T**  
Account: \*03203  
Next payment: \$1.00 on 11/19

Pay

Edit Payee Setup Recurring Payment (off)

**Payment Information**

Amount	Send On	Est. Delivery
\$ 0.00	10/29/2019	11/01/2019

Memo

Delivery Method	Send Date	Est. Delivery
<input checked="" type="radio"/> Standard US Mail (Fee: \$0)	10/29/2019	11/01/2019
<input type="radio"/> Overnight Mail (Fee: \$35)	10/29/2019	10/30/2019

**Payee Information**

Name AT&T  
Account 3203203  
Address WENDY LANE  
MCLEAN, VA 22101

Make Payment Discard Changes

**Review Payment**

Payee: AT&T  
Amount: \$1.00  
Date: 11/19/2019  
Memo:

Submit Payment Make Changes

In the **Sidebar Menu**, click **Payments**.

1. Click on the bill you would like to pay.
2. Click the **Pay** button.
3. Enter the payment information and click the **Make Payment** button.
4. Click the **Submit Payment** button when you are finished.



**Note:** The Send On date is the day the funds will be deducted from your account. The estimated Delivery Date is the estimated delivery date of the payment based on the Send On date.

# Payments

## Recurring Payments

Our Recurring Payments feature keeps you ahead of your repeating payments. Setting up a recurring payment takes only a few moments and saves you time by not having to reenter a payment each time it is due.

### Desktop

The screenshot illustrates the desktop interface for setting up a recurring payment. It is divided into two main sections. The top section shows a sidebar menu on the left with options like 'Pay Bills', 'Pay with Picture', 'View Payments', 'Update my Preferences', 'Leave Feedback', and 'Log Off'. A dropdown menu is open under 'I want to...', with 'Pay Bills' selected. The main content area shows a table of payees with columns for 'Amount', 'Send On', 'Est. Delivery', and 'Recurring'. A 'Recurring' button is set to 'Off'. The bottom section is titled 'Recurring Payment CELL' and contains three sections: 'Payment Details' with fields for 'Payment Amount' (\$ 0.00), 'Send On' (6/18/2021), 'Est. Delivery' (6/21/2021), and 'Pay From Account' (Checking 103514); 'Delivery Options' with 'Payment Frequency' (Once Every Month) and 'Non-Business Day Option' (Pay Previous Business Day); and 'Send Payments' with options to cancel the schedule 'Until this date' or 'Until payments are made'. A 'Save' button is at the bottom right.

In the **Sidebar Menu**, click **Payments**.

1. Select **Pay Bills** using the "I want to" drop-down.
2. Click the **Recurring Payment** from "Off" to "On" button.
3. Enter the payment amount, first payment date and select a pay from account.
4. Enter the payment frequency and the non-business day option.
5. Choose when to cancel the recurring payment.
6. Click the **Save** button when you are finished.
7. Click the **Save Schedule** button.

## Mobile

The image shows a sequence of five mobile app screenshots illustrating the steps to set up a recurring payment to AT&T. Each step is numbered in a green circle.

- Step 1:** A search screen with a search bar and a list of results. The AT&T result is highlighted with a green box and a green circle containing the number 1.
- Step 2:** The 'Payee Details' screen for AT&T. The 'Setup Recurring Payment (off)' button is highlighted with a green box and a green circle containing the number 2.
- Step 3:** The 'Recurring Payment AT&T' screen. The 'Payment Amount' field (set to \$ 0.00) and the 'Est. Delivery' date field (set to 11/1/2019) are highlighted with a green box and a green circle containing the number 3.
- Step 4:** The 'Delivery Options' screen. The 'Payment Frequency' (set to 'Once Every Month') and 'Non-Business Day Option' (set to 'Pay Previous Business Day') dropdown menus are highlighted with a green box and a green circle containing the number 4.
- Step 5:** The 'Send Payments' screen. The 'Until I cancel this schedule' radio button is selected. The 'Until this date' field is highlighted with a green box and a green circle containing the number 5.
- Step 6:** The bottom of the 'Send Payments' screen. The 'Save' button is highlighted with a green box and a green circle containing the number 6.

In the **Sidebar Menu**, click **Payments**.

1. Click on the bill you would like to pay.
2. Click the **Setup Recurring Payment** button.
3. Enter the payment amount and the first payment date.
4. Enter the Payment Frequency and the Non-Business Day Option.
5. Choose when to cancel the recurring payment.
6. Click the **Save** button when you are finished.
7. Click the **Save Schedule** button.

# Payments

## Rush Delivery

A Rush Delivery option is available if you need a payment to process faster than the standard rate. A standard fee may occur.

The screenshots illustrate the following steps:

- Step 1:** In the "I want to..." dropdown menu, select **Pay Bills**.
- Step 2:** In the payment details for "verizon", click the **Rush** button.
- Step 3:** In the "Delivery Option" section, select **Overnight Mail**.
- Step 4:** In the top right corner of the interface, click the **Pay Bills** button.
- Step 5:** At the bottom right, click the **Submit Payments** button.

In the **Sidebar Menu**, click **Payments**.

1. Select **Pay Bills** using the "I want to" drop-down.
2. Click the **Rush** button.
3. Select a delivery option.
4. Click the **Pay Bills** button.
5. Click the **Submit Payments** button when you are finished.

# Payments

## Editing a Payment Desktop

You can edit a payment even after you schedule it. This convenient feature gives you the freedom to change the way you make your payments.

The screenshot shows the payment editing process in four steps:

- 1**: The "I want to..." dropdown menu is open, showing options: "Pay Bills", "Pay with Picture", and "View Payments".
- 2**: A table of scheduled payments is shown. The first row is selected, and a green checkmark icon is visible in the right-hand column.
- 3**: The "Payment Information" section is expanded, showing fields for Amount (\$ 1.00), Send On (6/25/2021), and Est. Delivery (6/28/2021). Below this is a table of delivery methods:

Delivery Method	Send Date	Est. Delivery
<input checked="" type="radio"/> Standard (Fee: \$0)	06/18/2021	06/21/2021

- 4**: The "Payee Information" section is visible on the right, showing details for "WASTE" (Account 123456, Address PO BOX 9001054, LOUISVILLE, KY 40290-1054). At the bottom right, the "Save" button is highlighted.

In the **Sidebar Menu**, click **Payments**.

1. Select **View Payments** using the "I want to" drop-down.
2. Click the  icon.
3. Edit the payment information.
4. Click the **Save** button when you are finished.

# Payments

## Deleting a Payment Desktop

You can delete a payment even after you schedule it. This convenient feature gives you the freedom to change the way you make your payments.

The screenshot illustrates the process of deleting a payment. It shows the 'I want to...' dropdown menu with 'View Payments' selected. Below, a table of scheduled payments is visible, with a 'Cancel' button highlighted. A 'Cancel Payment' dialog box is shown, asking for confirmation to cancel a payment to 'WASTE' for \$1.00 on 6/25/21, with the 'Yes' button highlighted.

**1** I want to...  
 Add Payee Search Payees Q eBilling

- Pay Bills
- Pay with Picture
- View Payments**

Scheduled Payments Total: \$0.01

Payee	Send On	Deliver By	Amount	Pay From	Method	Type	Recurring	Memo	Actions
TEST PAYEE - 56789	1/10/18	1/10/18	\$0.01	Demand Dep 795...	20000		-	-	Cancel


**2** Cancel Payment

Are you sure you want to cancel this payment?

Payee: WASTE  
 Amount: \$1.00  
 Date: 6/25/21

No **Yes** **3**

In the **Sidebar Menu**, click **Payments**.

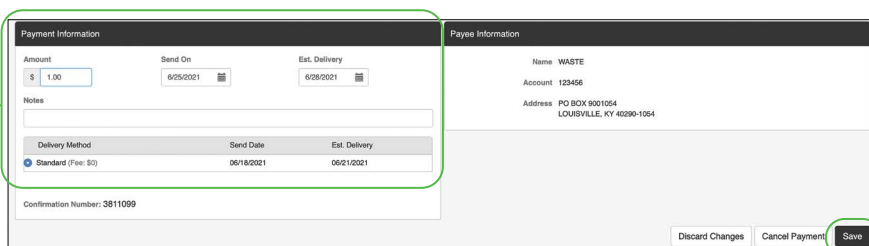
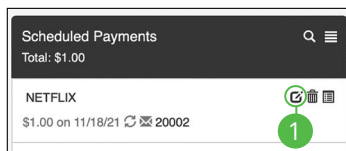
1. Select **View Payments** using the "I want to" drop-down.
2. Click the .
3. Click the **Yes** button when you are finished.


# Payments

## Managing Payments Mobile

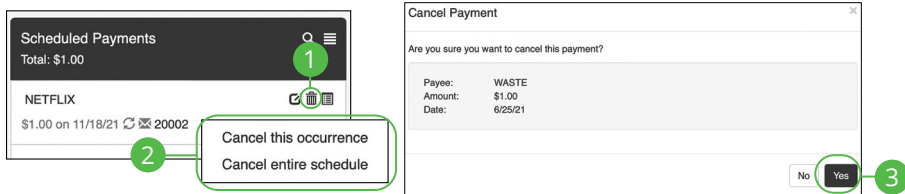
You can edit or cancel scheduled payments.

### Edit a Scheduled Payment




1. In the Scheduled Payments panel click the  icon next to the payment you would like to edit.
2. Edit the payment information.
3. Click the **Save** button when you are finished.

### Cancel a Scheduled Payment



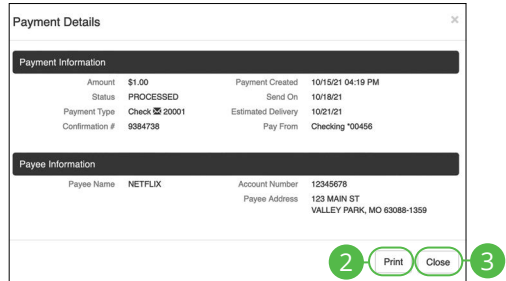
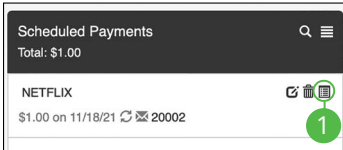
In the **Sidebar Menu**, click **Payments**.

1. In the Scheduled Payments panel click the  icon next to the payment you would like to cancel.
2. Select “Cancel this occurrence” to cancel only this occurrence. To cancel the entire schedule select “Cancel entire schedule.”
3. Click the **Yes** button when you are finished.


# Payments

## Managing Payments

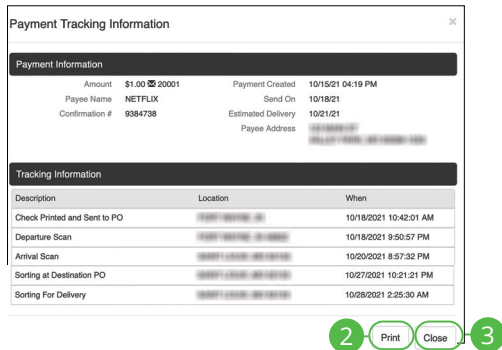
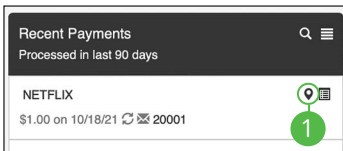
### View a Scheduled Payment




In the **Sidebar Menu**, click **Payments**.

1. In the Scheduled Payments or the Recent Payments panel click the  icon next to the payment you would like to view.
2. Click the **Print** button to print payment details.
3. Click the **Close** button when you are finished.

### View Payment Tracking



In the **Sidebar Menu**, click **Payments**.

1. In the Recent Payments panel click the  icon next to the payment you would like to view Payment Tracking Information.
2. Click the **Print** button to print tracking information for.
3. Click the **Close** button when you are finished.



# Payments

## eBilling Overview

eBilling is a convenient way to pay your bills completely electronically. Payees that offer this option can be set up with Bank Midwest Business Online Banking.

The screenshot displays the eBilling Overview interface. It features a search bar at the top, a list of payees, and a notification banner. The 'Recent Payees' section shows three payees: CRYSTAL VALLEY PR., FEDERATED RURAL E., and IOWA LAKES REGION... The 'All Payees' section shows KOHLES. A notification banner at the top right indicates a scheduled payment of \$110.00 and provides a 'Pay Bill' button. A 'New History' pop-up window is open for the KOHLES account, showing a table of recent transactions.

Account Date	Notes	Type	Amount
1/6/21	Payment made at store		\$71.34
1/6/21	Payment made at store		\$81.46
7/20/21	Payment made at store		\$64.94
4/20/21	Payment made at store		\$80.36
3/11/21	Payment made at store		\$50.40

- A. Your eBilling accounts are displayed in an account tile with the account number.
- B. The **1** icon indicates an eBilling notification.
- C. Click the **Pay Bill** button to pay a bill listed in notifications.
- D. You can expand or collapse the view of each transaction by clicking the **>** icon.
- E. eBills Due are displayed with the amount and date.
- F. Recently paid eBills are displayed with the amount and date.
- G. Click the **History** button icon to view recent transactions for an eBill account.

# Payments

## Creating an eBill Payee

The image displays a sequence of seven numbered screenshots illustrating the process of creating an eBill payee account:

- 1**: The 'Add Payee' button is highlighted in the top navigation bar, along with the 'eBilling' icon.
- 2**: A search bar is used to find payees, with 'KOHLES' entered and search results displayed below.
- 3**: A specific payee is selected from the search results.
- 4**: The 'Username (not Email)' and 'Password' fields are filled out, and the 'Sign in and get my bills!' button is clicked.
- 5**: A verification method is chosen from a dropdown menu, and the 'Sign in and get my bills!' button is clicked again.
- 6**: An 'Identification Code' is entered, and the 'Sign in and get my bills!' button is clicked.
- 7**: The 'Account information' section is completed, including account balance, last payment, and account number confirmation, followed by clicking the 'Finish linking account' button.

In the **Sidebar Menu**, click **Payments**.

1. Click the **eBilling** button.
2. Use the search bar to find a payee that provides eBilling services.
3. Click on a payee.
4. Enter a User Name and the Password and then click **Sign in and get my bills!** button.
5. Choose a verification method and click **Sign in and get my bills!** button.
6. Enter verification code and click **Sign in and get my bills!** button.
7. Complete Account Information click **Finish linking account** button.



**Note:** Information needed for eBill account set up will vary by the payee.

# Payments

## Picture Pay

You can make a payment by simply uploading a picture of your bill. All of the payee information is entered automatically.

The screenshot illustrates the 'Picture Pay' process in a web application. It is divided into four numbered steps:

- 1:** A dropdown menu titled "I want to..." is open, showing options: "Pay Bills", "Pay with Picture" (highlighted with a green circle), "View Payments", "Update my Preferences", "Leave Feedback", and "Log Off".
- 2a:** The "Upload Picture" button is highlighted with a green circle. Below it, the text "or drag and drop file here" is visible.
- 2b:** A file explorer window is open, showing a list of files. The file "viewbillimage\_Page\_1.jpg" is selected and highlighted with a green circle.
- 2c:** The "Open" button in the file explorer is highlighted with a green circle.

The main interface shows a header with "Add Payee" and "Search Payees" fields. Below the header, there is a placeholder for an invoice image with the text "Invoice #1234" and "\$125.00". Below the placeholder, there is a message: "Pay a bill by uploading a picture of your bill making sure to include the account number, payee's name and address."

In the **Sidebar Menu**, click **Payments**.

1. Select **Pay with Picture** using the "I want to" drop-down.
2. For desktop:
  - a. Click the **Upload Picture** button.
  - b. Select the image of the bill you wish to pay.
  - c. Click the **Open** button.



**Note:** Make sure the account number, payee name, address and the amount of the bill are all captured in the picture.



# Payments

## Updating Preferences

Control what information is sent to you and how you receive it. You can update your next check number, email address and notification preferences.

The screenshot shows the 'Update my Preferences' interface. At the top, a navigation bar contains a 'want to...' dropdown menu (callout 1) with options: Pay Bills, Pay with Picture, View Payments, Update my Preferences (selected, callout 2), Leave Feedback, and Log Off. Below the navigation bar, the 'Update my Preferences' page is divided into two main sections: 'User Information' and 'Notifications'. The 'User Information' section displays the user's name (JOHN DUMMY) and address (123456 HOLD--BANK ACCT, HOLD MAILL MO 11112). Below this, there is a 'Next Check #' field with the value 20001 (callout 2) and an 'Email' field (callout 3). The 'Notifications' section contains three checkboxes: 'Send email summary of daily payments', 'Send email when payee is scheduled', and 'Send email for payments scheduled over' (callout 4). The 'Send email for payments scheduled over' checkbox is checked, and its corresponding value is \$ 0.00. At the bottom left of the page, there is a 'Save' button (callout 5).

In the **Sidebar Menu**, click **Payments**

1. Select **Update my Preferences** using the "I want to" drop-down.
2. Update your next check number.
3. Update your email address.
4. Update your notification preferences.
5. Click the **Save** button when you are finished.

# Services

## Stop Check Payment

### Single Check

If you're ever worried about a pending written check, you can initiate a stop payment request to prevent that check from being cashed. Once approved, the stop payment remains in effect for six months. If you need the current fee information, please contact us during our business hours at 888.902.5662.

The screenshot shows a form titled "Check Stop Payment". It contains two dropdown menus. The first dropdown is labeled "Account Number \*" and has "Business Interest Checking (...823)" selected. The second dropdown is labeled "Stop Payment On \*" and has "Select:" selected. Below the dropdowns is a paragraph of text: "A stop payment is only effective for 180 days from the date it is processed, and a fee of \$33.00 will be applied to your account. Click Next to accept these terms." At the bottom of the form are two buttons: "Cancel" (black) and "Next" (green). Three green circles with numbers 1, 2, and 3 are placed to the right of the form, with lines pointing to the first dropdown, the second dropdown, and the "Next" button respectively.

In the **Sidebar Menu**, click **Stop Check Payment**.

1. Select an account using the "Account Number" drop-down.
2. Select Single Check using the "Stop Payment On" drop-down.
3. Click the **Next** button.

4

Check Number \*

5

Amount \*

\$0.00

6

Check Date \*

7

Description \*

8

Back Confirm

4. Enter the check number.
5. Enter an amount.
6. Enter the check date.
7. Enter a description.
8. Click the **Confirm** button when you are finished.



**Note:** You will be notified on the confirmation screen if there is a fee assessed for stopping a payment.

## Range of Checks

If you're ever worried about multiple pending written checks, you can initiate a stop payment request to prevent the checks from being cashed. Once approved, the stop payment remains in effect for six months. If you need the current fee information, please contact us during our business hours at 888.902.5662.

The screenshot shows a form titled "Check Stop Payment". It contains two dropdown menus: "Account Number \*" with the selected value "Business Interest Checking (...823)" and "Stop Payment On \*" with the selected value "Select:". Below the dropdowns is a paragraph of text: "A stop payment is only effective for 180 days from the date it is processed, and a fee of \$33.00 will be applied to your account. Click Next to accept these terms." At the bottom of the form are two buttons: "Cancel" (black) and "Next" (green). Three green circles with numbers 1, 2, and 3 are placed to the right of the form, with lines pointing to the "Account Number" dropdown, the "Stop Payment On" dropdown, and the "Next" button, respectively.

In the **Sidebar Menu**, click **Stop Check Payment**.

1. Select an account using the "Account Number" drop-down.
2. Select Range of Checks using the "Stop Payment On" drop-down.
3. Click the **Next** button.



Account Number \*  
test id with space (...456)

4 Start Number \*

5 End Number \*

6 Description \*

Back Confirm 7

4. Enter the Start Number of the checks you wish to stop.
5. Enter the End Number of the checks you wish to stop.
6. Enter a description.
7. Click the **Confirm** Button when you are finished.

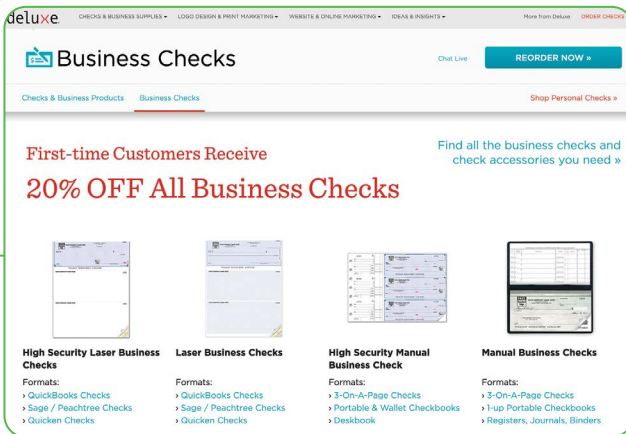
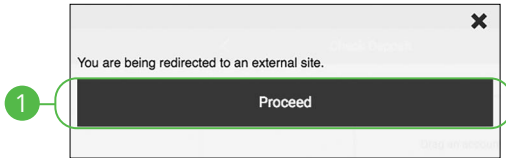


**Note:** You will be notified on the confirmation screen if there is a fee assessed for stopping a payment.

# Services

## Reordering Checks

If you've previously ordered checks through Bank Midwest, you can conveniently reorder checks online at any time through our trusted vendor's website.



In the **Sidebar Menu**, click **Check Reorder**.

1. Click the **Proceed** button.
2. Complete your order on our vendor's website.



**Note:** If you notice that you are missing checks, please contact us at 844.238.3838 right away, so that we can take precautions to safeguard against identity theft and fraud.

# Services

## Statement Delivery

You can change how you receive your monthly statements for your primary account. Paper statements are physically delivered to you in the mail, while Online Statements can be viewed or downloaded from digital banking.

The screenshot shows a 'Delivery Preferences' dialog box. At the top, a button labeled 'Delivery Preferences' is circled with a green '1'. Below it, two account options are listed: 'Spending Account (...11)' and 'Vacation Savings (...22)', each with a right-pointing chevron. A green box labeled '2' encompasses the 'Apply Statement Preferences to:' section, which contains a 'Select:' dropdown menu. To the right, the 'Statement Preference' dropdown is set to 'Electronic' and is circled with a green '3'. Below it, the 'Notification Email (if electronic)' field is empty and circled with a green '4'. At the bottom, a 'Next' button is on the left, and 'Back' and 'Submit' buttons are on the right. The 'Submit' button is circled with a green '5'.

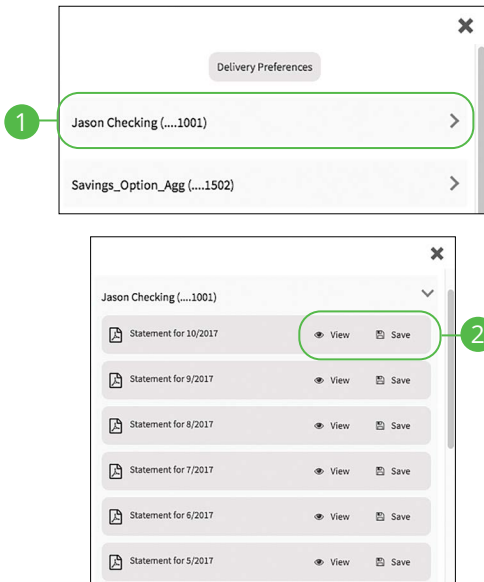
In the **Sidebar Menu**, click **Statements**.

1. Click the **Delivery Preferences** button.
2. Select an account to apply statement preferences to and click the **Next** button.
3. Select Statement Preference from drop-down
4. Add or change your email address.
5. Click the **Submit** button when you are finished.

# Services

## Statements

The Statements feature is a great virtual filing system for your bank statements, saving paper and space in your home or office. By storing your statements electronically, your account information is always readily available when you need it.



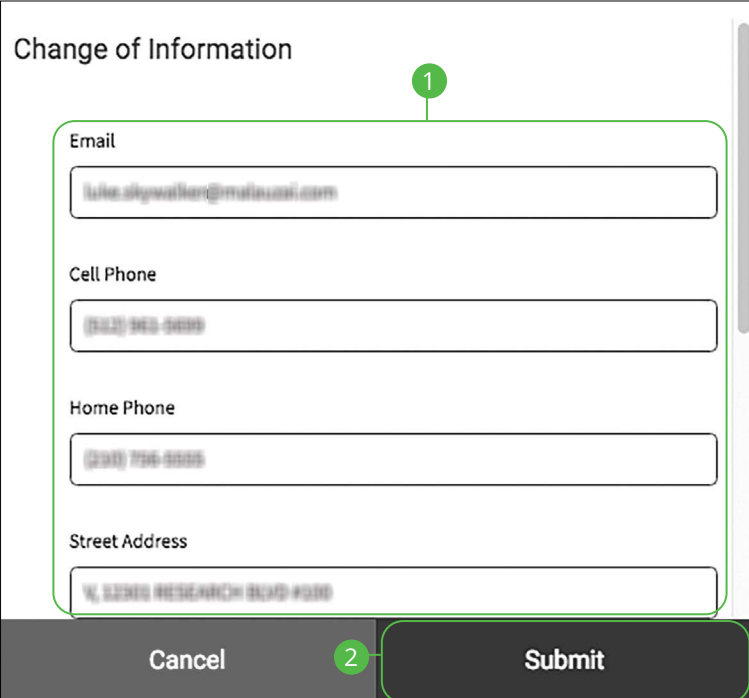
In the **Sidebar Menu**, click **Statements**.

1. Select an account.
2. Click either the **View** or **Save** button to view or save the statement.

# Settings

## Profile

It is important to maintain current contact information on your account. You can do this by updating your profile.



Change of Information

1

Email  
luke.slywaller@mafsuusi.com


Cell Phone  
(512) 963-0000

Home Phone  
(512) 796-0000

Street Address  
11, 12345 RESEARCH BLVD #100

2

Cancel Submit

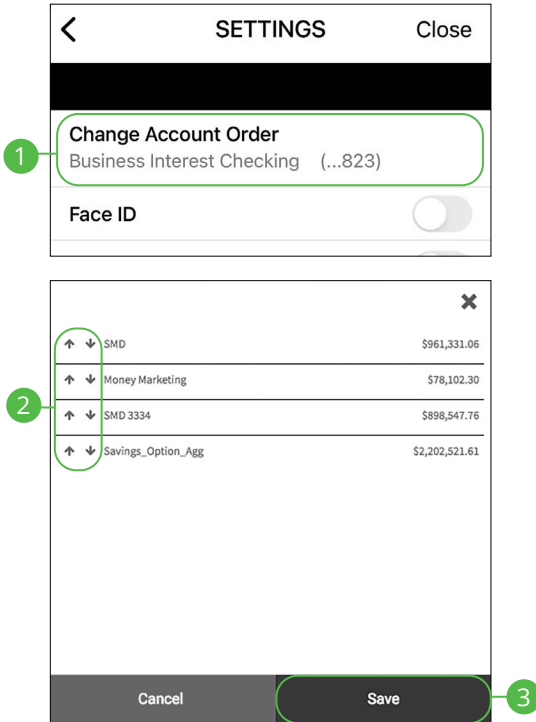
In the  drop-down at the top-right corner of the page, click **Profile**.

1. Update your contact information in the provided fields.
2. Click the **Submit** button when you are finished making changes.

# Settings

## Changing Account Order

The Home page and your accounts should appear in a way that is fitting for you. The order in which your accounts appear on the Home page can be changed in Settings to suit your needs and preferences.



In the  drop-down at the top right corner of the page, click **Settings**.

1. Click the **Change Account Order** button.
2. Select the up or down arrows to change the order of your accounts.
3. Click the **Save** button when you are finished.

# Settings

## Changing Language

You can customize the language in Settings to suit your needs.



In the  drop-down at the top-right corner of the page, click **Settings**.

1. Use the "Language" drop-down to choose your preferred language.

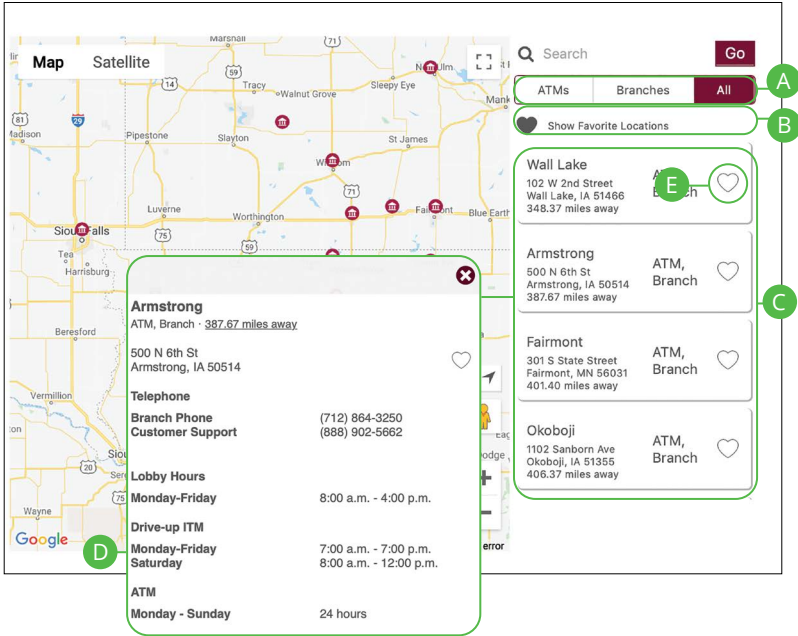


**Note:** Users cannot enroll or modify online statements with the Spanish setting enabled.

# Locations (Desktop)

## Branches and ATMs

If you need to locate a Bank Midwest branch or ATM, we can help you find locations nearest you. If your device's location services feature is turned off or your location is unavailable, a general list of branches appears.



In the drop-down at the top right corner of the page, click **Locate Us**.

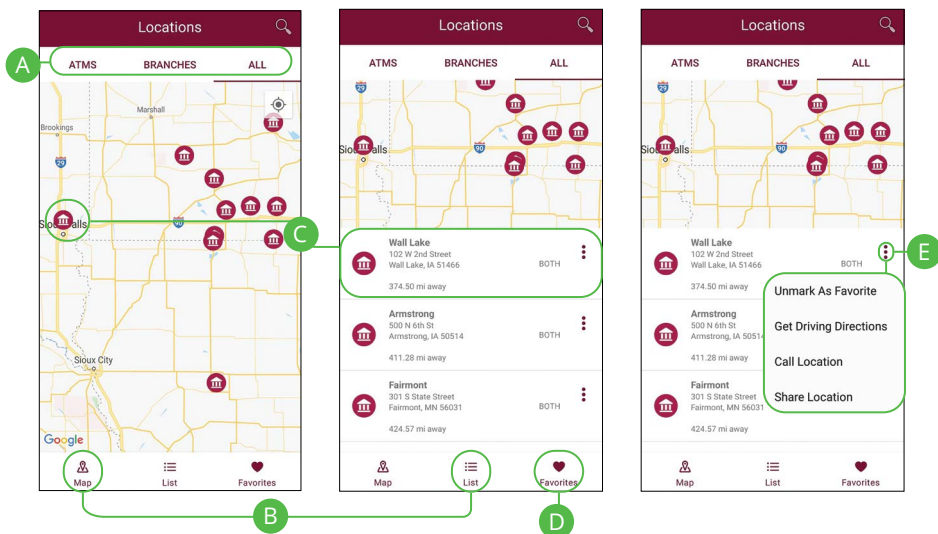
- The search bar allows you to find locations within a specific location.
- You can locate a Bank Midwest branch or ATM by checking the appropriate box.
- Details about branches or ATMs are displayed on the right side of the page.
- Click on a branch to view additional information.
- Click the icon to save a location as a favorite.








# Locations (Android)

## Branches and ATMs

If you need to locate a Bank Midwest branch or ATM, we can help you find locations nearest you. If your device's location services feature is turned off or your location is unavailable, a general list of branches appears.



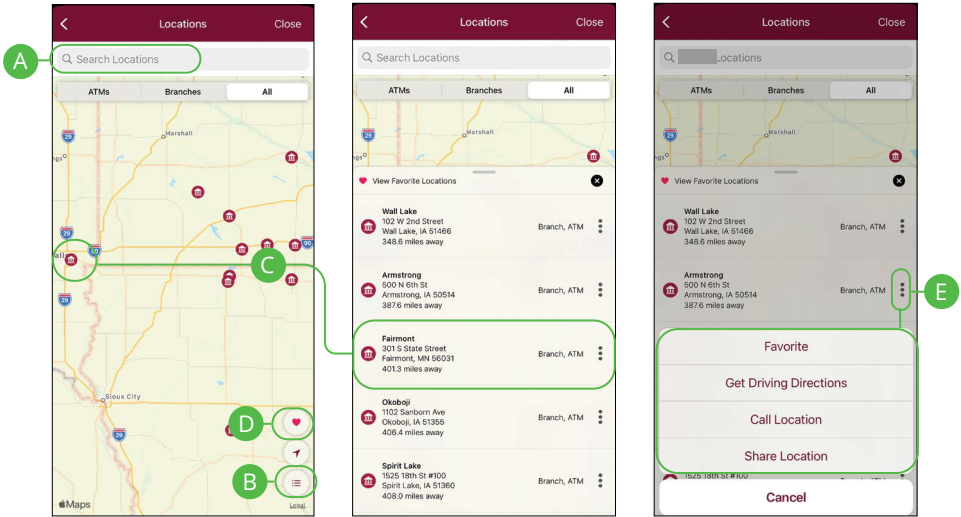
In the  drop-down at the top right corner of the screen, click **Locate Us**.


- A. The search bar allows you to find branch and ATM locations.
- B. Click on the  icon or the  icon to view the locations on a map or as a list.
- C. Click on a location to view additional details such as phone numbers, lobby hours and drive-up hours.
- D. Click on the  icon to view your favorite locations.
- E. Click the  icon to view additional options, such as Unmark As Favorites, Get Driving Directions, Call Location and Share Location.




# Locations (Apple)

## Branches and ATMs

If you need to locate a Bank Midwest branch or ATM, we can help you find locations nearest you. If your device's location services feature is turned off or your location is unavailable, a general list of branches appears.




In the  drop-down at the top right corner of the screen, click **Locate Us**.

- A. The search bar allows you to find branch and ATM locations.
- B. Click on the  icon to view the locations as a list.
- C. Click on a location to view additional details such as phone numbers, lobby hours and drive-up hours.
- D. Click on the  icon to view you favorite locations.
- E. Click the  icon to view additional options, such as Favorite, Get Driving Directions, Call Location and Share Location.


# Contact Us


## Important Phone Numbers


You can contact Bank Midwest about a lost or stolen card, or about any other issue you may have. Our important phone numbers are listed on our Contact Us page.

WorldPay
WorldPay
WorldPay 



### Contact Us


**Phone: 888.902.5662**   
Monday-Friday 7 a.m. - 7 p.m. Saturday 8 a.m. - Noon

**Email: CustomerSupport@BankMidwest.com**   
Please do not send sensitive information like account numbers via email.

**Visit BankMidwest.com**   
Find additional resources in our Help Center at BankMidwest.com/Help-Center.

**Report a lost or stolen debit card**  
Reach out to Bank Midwest during business hours. If we're not available, call WorldPay's number listed below. Temporarily turn off debit cards using the Manage Cards option in the main menu until the card is found or reported lost/stolen.

**WorldPay (U.S.): 800.528.2273**   
**WorldPay (International): 812.647.9794** 

In the  drop-down at the top right corner of the page, click **Contact Us**.

## Online Deposit

Businesses with the online check deposit service enabled can access the solution from the left sidebar menu. Scanning checks and uploading them directly to your account allows you to process transactions more efficiently and access your money faster. Contact Bank Midwest if you're interested in learning more about this option.

In the **Sidebar Menu**, click **Online Deposit**.



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