

INTERNET BANKING

update guide

1. SYSTEM ACCESS



Your current online banking system and mobile app will be unavailable beginning at 4:00pm on August 14, 2026.

The new online banking system and mobile app is anticipated to be available at 9:00am on Monday, August 17, 2026.

Beginning August 17, 2026, a new URL and mobile app will be required to access online banking. Please review this guide for complete details.

2. CONTACT INFO

To ensure a smooth first-time login to the new online and mobile banking system, please make sure your phone number, email address, and mailing address are up to date by July 31, 2026. You can update your information in online banking or by contacting us directly. Current contact information is essential for secure and successful access to the new system.

3. LOGIN INFO

Once the system update is complete, you will need to log into the new system for the first time.

- ✓ Save your current user ID somewhere safe – it will be the same for the new system.
- ✓ Your temporary password will be your 5 digit ZIP code + last 4 of your TIN/SSN

4. URL BOOKMARKS

Once the system resumes on August 17, you will need to use the new URL to access online banking. The link can be found below or by scanning the QR code.



www.olb-ebanking.com/031309686/login



The link will also be available on the homepage of our website.

If you have saved the current online banking URL as a bookmark or favorite in your web browser, please update it once the new system becomes available on August 17, 2026.

5. AUTO TRANSFERS/LOAN PAYMENTS

Any recurring loan payments or automatic transfers previously set up within online banking will carry over following the update. Once logged in to the new system, please review your scheduled transfers under the "Transfers" tab to confirm everything is set up as expected.

6. ONLINE BILL PAY

Bill Pay services will be temporarily unavailable beginning August 13, 2026, to allow time for payments to process prior to the update. Any payments scheduled through August 13 will still be processed and delivered as expected in the current Bill Pay system.

Any scheduled single and recurring payments beginning August 14 or later will be processed in the new Bill Pay system. Please review your Bill Pay account after the update is complete on August 17 to ensure all scheduled or recurring payments were transferred correctly.

Download & begin using your **NEW Central Penn Bank** mobile app on 8/17/26.

Available for
Apple & Android!



Download on the
App Store



GET IT ON
Google Play

7. ALERTS

If you currently receive email or text alerts through online banking, you will need to re-establish those alerts following the update.

8. STATEMENTS & CHECK IMAGES

Following the update, you will have access to 90 days of transaction history and check images, along with up to 13 months of statement history. To continue receiving e-statements, you will need to re-enroll in the new online banking system under “Account Management > Statements & Documents > Delivery Preferences,” or contact us directly for assistance.



9. EXTERNAL TRANSFERS AND ACCOUNTS

Any external accounts linked within online banking will need to be reconnected once the new system is available. If you currently use external transfers between Central Penn Bank and other financial institutions, you will need to reestablish those transfers after the update is complete.

10. CREDITSENSE / ZELLE®

The CreditSense & Zelle® services currently available through online banking will be discontinued after August 14, 2026. We encourage you to explore our Money Management tools and the Benefits+ Program available with a Central Penn Bank & Trust checking account.

11. MONEY MANAGEMENT



Money Management tools & linked accounts will need to be reestablished in the new online banking system after the update is complete.

12. QUICKEN / QUICKBOOKS

If you currently use Quicken/Quickbooks to download information from your Central Penn Bank Online Banking, please take the following actions:

- It is recommended that you perform a full import and download all activity on August 13, 2026.
- It may take up to 5 business days following the update for Quicken/Quickbooks to resume download capability.
- Please verify that your activity and account setup information is correct after the system has been restored.

As information becomes available, we will update our website with information regarding this service and details directly from Intuit.

If you are a Quickbooks Express user, services may not be restored until 5 business days after the update is complete.

13. INFORMATION FOR CERTAIN BUSINESS CUSTOMERS

If you have established additional authorized users to perform selected online transactions on your behalf of your business, please be aware of the following issues that may require attention following the update:

- Users may have login access but cannot view account information. Your internet banking system administrator will need to reestablish user permissions.
- Users may not be able to log into the system. Your internet banking system administrator will need to reestablish users in the system.
- The administrator may not be able to add the user. In this scenario, please contact us directly for additional assistance.

If your business uses ACH origination, Positive Pay, and/or Remote Deposit services, a member of our team will be reaching out to you directly prior to the update with further information and action items.

14. EXTENDED SERVICE HOURS

To help make the transition as smooth as possible, we will be extending our in-branch and phone support hours, in addition to our regular business hours.



Extended In-Branch Assistance

Select Dates / Locations

Sunbury
5:30 - 7:00pm
Tuesday, August 18
Wednesday, August 26

Hummels Wharf
5:30 - 7:00pm
Monday, August 17
Wednesday, August 19
Tuesday, August 25

Middleburg
5:30 - 7:00pm
Tuesday, August 18
Wednesday, August 26

Northumberland
5:30 - 7:00pm
Monday, August 17
Tuesday, August 25



Extended Telephone Response Hours

Monday, August 17 - Thursday, August 20, 2026

Agents Available 8:30am - 7:00pm

Internet Banking Assistance: 570-966-7456

General Phone Assistance: 888-966-6282

Extended branch hours are dedicated to update-related assistance. Routine banking transactions & account services will not be available during the extended support hours.