



May 16, 2017

Dear Sunrise Bank Customer:

Sunrise Bank is continually seeking ways to provide you with more convenient ways to handle your banking needs. As part of our commitment to provide our customers with current and relevant banking technology, we are pleased to announce that we are upgrading our Online Banking system. This change will allow us to offer enhanced avenues of service which will be beneficial to you.

In an effort to continue to provide the excellent customer service you have come to expect from Sunrise Bank, we are communicating this change to you in advance of the conversion to allow you time to prepare and ask questions that are important to you.

The following information contains important date and access information about our new Online Banking & Bill Payment system – please read it carefully and thoroughly.

Temporary Online Banking & Bill Payment Service Limitations

The conversion to our new Online Banking system will begin the afternoon of Friday, June 2, 2017 and will be completed by 9:00 a.m. on Monday, June 5, 2017.

All Bill Payment information including scheduled bills, eBills and payment history will automatically transfer. Bills scheduled to pay during the conversion period of May 30, 2017 through June 5, 2017 and beyond will be paid. Automatic payment schedules will pay as usual. The cutoff for adding a new payee, scheduling a new payment or making a change to a scheduled payment is 8:00 a.m. on May 30, 2017. The Bill Payment service will be disabled at this time to ensure all information and scheduled payments are transferred to the new system.

Service	Unavailable to Access	Available to Access
Online Banking	Friday, June 2, 2017 at 5:00 p.m.	Monday, June 5, 2017 at 9:00 a.m.
Online Bill Pay	Tuesday, May 30, 2017 at 8:00 a.m.	Monday, June 5, 2017 at 9:00 a.m.

We are excited about these changes and look forward to providing you with the best customer service available. We have assembled a dedicated support team to assist you through this transition. Please call us with any questions.

Conversion and Online Banking Support Contact Numbers

Personal Online Support: 321-784-8333

Commercial & Small Business Online Support: 407-601-3608

Support Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday

5604 North Atlantic Avenue, Cocoa Beach, Florida 32931
Telephone (321) 784-8333 Facsimile (321) 784-8001

Logging into the NEW Online Banking System

When prompted for:	Enter:
Access ID	Your current Username (this did not change)
Passcode (Temporary Password)	Your 5-digit Zip Code & Last 4-digits of your Social Security Number or Tax ID (just numbers, no spaces or dash)

During your initial log in you will be prompted to change your passcode, answer security questions, and update your email address. This is designed to better protect the confidentiality of your personal information and protect against fraud.

We are creating a resource page on our website to provide more detailed information regarding the Online Banking upgrade. Please visit our website to review this important information.

We have been serving the community since 2005 and we are ready to serve you today. We appreciate your cooperation during this transition period.

Sincerely,



Kevin M. Sacket
President