

# Service Interruptions

The following interruptions affect your existing Pacific Continental Bank services.

---

## Online Banking and Online Banking Plus

Pacific Continental Bank online banking systems **will not** be available during the transition weekend.

Friday, 3/9/18 – 5:00 p.m. Online banking systems become unavailable

Monday, 3/12/18 – 8:00 a.m. Begin using Columbia's online banking systems. Follow the first-time login instructions we mailed to you

## Bill Pay and Advanced Bill Pay

Bill pay systems **will not** be available starting Thursday, March 8, 2018, at 2:00 p.m. However, any payments you previously scheduled to occur on Friday, March 9, 2018 will be processed as usual.

Thursday, 3/8/18 – 2:00 p.m. Bill Pay systems become unavailable

Monday, 3/12/18 – 8:00 a.m. Begin using Columbia's Bill Pay systems

## X-Press Phone Banking

The current 24-hour automated telephone banking system (1-866-391-1737) **will not** be accessible during the transition weekend.

Friday, 3/9/18 – 5:00 p.m. X-Press Phone Banking becomes unavailable

Monday, 3/12/18 – 8:00 a.m. Begin using Columbia's Telephone Banking at 1-800-304-0050

## Deposit Plus – Remote Deposit

Your current Deposit Plus – Remote Deposit system **will not** be available during transition weekend.

Friday, 3/9/18 – 6:00 p.m. Your final deposits must be received

Monday, 3/12/18 – 8:00 a.m. Begin using Columbia's Deposit Express remote deposit capture system. The deposit cutoff time for same day credit is 7:00 p.m. Pacific Time

## ACH Origination

Friday, 3/9/18 – 5:00 p.m. Your final ACH batches must be released. Only ACH items with an effective date of 3/12/18 or prior should be sent using your current online banking system

Monday, 3/12/18 – 8:00 a.m. Begin using Columbia's online banking systems for ACH items with an effective date of 3/13/18 or later. The new ACH cutoff time is 4:00 p.m. Pacific Time

## Lockbox Services

Friday, 3/9/18 – 5:00 p.m. Lockbox services will become unavailable

Monday, 3/12/18 – 8:00 a.m. Begin accessing Lockbox services at [www.columbiabank.com](http://www.columbiabank.com) and selecting "Lockbox Services" from the online banking login box