

Transition Checklist

This list of items is designed to help ensure you are prepared for the transition.

All clients

We recommend you complete these items prior to the transition.

- Add the Customer Care contact information to your phone**
1-877-272-3678
customercare@columbiabank.com
- Add 1-800-304-0500 to your phone contacts for fast access to Columbia Bank's Telephone Banking system.**
You will have access to Columbia's Telephone Banking system as of 8:00 a.m. on March 12, 2018. More information on page 36.
- Print copies of checks you want to keep**
Images of checks that have cleared prior to March 12, 2018 will not be available in online banking systems.
- Print previous statements**
24 months of previous statements will be available in Columbia Connect online banking after the transition.
18 months of previous statements will be available in Business Online Banking after the transition.
- Note any automatic transfers set up in Online Banking**
Recurring transfers that you initiated in Online Banking will not transition to Columbia's online banking systems. Be sure to retain a copy of those transfers so you can set them up in Columbia Bank systems as of March 12, 2018.
- Review account transition charts**
Review the features of your new Columbia Bank accounts. If you are not satisfied with your new account, please speak with your branch to review alternatives and refer to the enclosed personal and business account chart flyers. More information begins on pages 37, 43 and 51.
- Save the new routing number for incoming wires.**
Beginning March 12, 2018, incoming wires will need to be received using the 125108272 routing number.
- Verify and update your phone number in Online Banking.**
Verify and update your Secure Access Code targets in your current online banking system. You can do this by logging into your online banking, going to Settings then Security Preferences and then Secure Delivery.

Businesses with additional services (PCB Online Banking Plus)

If your business uses the following additional services, we recommend you complete these items prior to the transition:

- ACH Origination
 - Wire Origination
 - Positive Pay
 - Business Bill Pay
 - Has more than one online banking user for the same business online banking relationship
- Add the Treasury Management Services contact information to your phone**
1-877-305-7125
treasurymanagementservices@columbiabank.com
 - Call Treasury Management Services at 1-877-305-7125 if you have not received your Business Online Banking user ID, organization ID or temporary password by February 26, 2018.**
 - Read the Business Online Banking and Bill Pay first-time login instructions.**
First-time login instructions will be mailed with your Business Online Banking login credentials. They will also be available in the Conversion Center at www.columbiabank.com.
 - Save the user ID and password cards for Business Online Banking.**
You will receive separate cards for user IDs and passwords in the mail prior to February 20, 2018.

Additional transition checklist on next page

□ **Recreate ACH databases**

You will need to recreate your ACH transactions in Columbia's Business Online Banking system. We strongly encourage you to complete this task prior to March 9, 2018. Please refer to the ACH services questions beginning on page 26.

□ **Create new wire templates**

Your current wire templates will not transition. You will need to prepare new templates in Columbia's Business Online Banking system. We encourage you to do this prior to March 9, 2018. More information beginning on page 26.

□ **Verify accounts in Business Online Banking**

Check to ensure that all of the accounts you expect to see are available in Columbia's Business Online Banking. We encourage all Business Online Banking and Treasury Management customers to check prior to March 12, 2018.
