



# Fairfield County Bank®

## ONLINE AND MOBILE BANKING UPGRADE

### FREQUENTLY ASKED QUESTIONS

#### 1. Why is the look of my online banking different?

To enhance your experience, Fairfield County Bank wanted to streamline our digital offerings and make both our desktop and mobile experience more consistent.

#### 2. Will I still have access to all of my accounts?

Yes, all of your accounts you were previously able to access will still be accessible and, in fact, easier to navigate to.

#### 3. Do I need to re-enroll, and will I need new login credentials?

No, you do not need to re-enroll, and you will not need to change any of your credentials. Your username and password will remain the same.

#### 4. Will Biometric Authentication still work?

Yes, both fingerprint and facial recognition features will still be available and working.

#### 5. Will I lose any features?

No, all features that were previously available to you before will still be available. The navigation to get to some functions may look different but are easily accessible, and our local bank representatives are available to assist you should you need additional guidance. You can reach our Customer Care Center at 203.431.7431.

#### 6. Is the site customizable?

Yes, all of the tiles may be moved around to your preference.

#### 7. Can I go back to the old theme in my online banking?

We are confident that this upgrade will offer you a more streamlined workflow and will allow us to provide you with new products and features that will create a better banking experience. For this reason, there will be no option to change back to the previous theme.