



## ONLINE BANKING SERVICES | what you need to know



People's Bank of Commerce and Willamette Community Bank have now merged as one organization, and we're excited to share information about what this means for you.

### Personal and Small Business

Your online banking accounts will automatically transfer and appear when we convert to our new system. The new online banking platform will become available at **6 a.m. PDT on Monday, September 27th, 2021.**

### First time login steps

The morning of **Monday, September 27th** or after, visit [www.willamettecommunitybank.com](http://www.willamettecommunitybank.com) and follow the steps below. You'll notice our URL has changed to <https://www.peoplesbank.bank/resources/wcb-roadmap>.

- 1 You will login using your existing username as this will not change.
- 2 Enter your existing Willamette Community Bank online banking login ID in the "Username" box.
- 3 Enter your temporary password (your existing Willamette Community Bank login ID + the last four digits of your social security number or TIN).
- 4 You will be prompted to review and accept the terms and conditions. Click "See the Terms and Conditions" to review; click "I Accept" to continue.

### Important information about access to Online Banking during the conversion

- Access to online banking including account transfers will continue until **4 p.m. PDT on Friday, September 24, 2021.**
- Payments through Bill Pay may be scheduled until **6 a.m. PDT on Monday, September 20th, 2021.** Any payments scheduled through **September 23rd, 2021,** will be processed normally.
- Online banking access will be reduced to inquiry mode only while we work to convert our systems over the last weekend in **September 2021.** Full access to the new online banking platform will be available at **6 a.m. PDT on Monday, September 27th, 2021.**

### Who can answer specific questions I have?

Our team members are standing by ready to assist you! Simply give us a call at **541-926-9000.** Best of all, we don't believe in automated call centers, so your call will be answered by a real person. We will be extending our hours for you to call in with your questions during the first week of conversion. During the week of **September 27th, 2021,** our customer service team members will be available by phone **Monday through Friday** between the hours of **7:00 a.m. PDT and 7:00 p.m. PDT,** **Saturday through Sunday** between the hours of **10:00 a.m. PDT and 4:00 p.m. PDT.**

To view the guidebook go to:  
[www.willamettecommunitybank.com](http://www.willamettecommunitybank.com)  
or use the code below.

