

# Welcome to Online Business Banking (OBB)

# Purpose of this Conversion Guide

First Interstate Bank is transitioning from Corporate Online Banking (I-Corp) to Online Business Banking (OBB), which is a robust digital platform with all the features you need to conveniently manage your accounts online. We are excited to welcome you to Online Business Banking!

To ease your transition, we've created this user guide and will address the following topics:

- **First-Time Accessing Your OBB Account**
- **Logging In & Navigating**
  - My Accounts
  - Move Money
  - Additional Services
    - Manage Users
    - Bill Pay
    - Online Statements
    - Stop Payment
    - Alerts & Notifications
    - Deposit Images
- **My Settings**
- **Mobile Banking App & Deposit**
- **Important Dates & Information**
  - Black-Out Dates
  - Email Communications
  - Processing Deadlines
  - Client Checklist

As a current I-Corp client, you will be automatically converted to OBB on **April 7, 2025**. If you have questions about your services or accessing OBB after **April 7, 2025**, please connect with your local Branch Representative, or contact our Client Contact Center:

**[OBB Assist](#)** or **855-342-3400**

Representatives are available Monday to Friday, 9:00 a.m. to 6:00 p.m. MT.



## Conversion Website

As conversion approaches, please visit the designated conversion website at [www.firstinterstatebank.com/campaigns/obb-conversion](http://www.firstinterstatebank.com/campaigns/obb-conversion). This website will be your one-stop-shop for conversion timelines, all resources, and any related real-time updates.

# Online Business Banking

To ensure your transition is successful and all data is transferred during the conversion, please confirm your email address is accurate. System access to I-Corp will end on April 4, 2025, at 10:00 p.m. MT, and access to OBB will begin on April 7, 2025, at 8:00 a.m. MT.

## Contact Us Changes

Prior to the conversion, you may continue to call Treasury Solutions Support at 888-833-3450, option 2, for assistance. Representatives are available Monday through Friday, 9:00 a.m. to 6:00 p.m. MT.

Once the conversion takes place, support will transition from Treasury Solutions to our Client Contact Center at 855-342-3400. Representatives are available Monday through Friday, 9:00 a.m. to 6:00 p.m. MT. This change in contact will further enhance our ability to support you with this new platform in an efficient and timely manner.

## First-Time Accessing Your OBB Account

Prior to **April 7, 2025**, you will receive two emails from **support@fib.com** with instructions on how to log into your new OBB account. The first email will contain your username, and the second will contain your temporary password. *The temporary password is good for 5 days upon receipt. If your temporary password has expired after that timeframe, please use the Forgot Password link on the login screen and follow the prompts.* **Starting on April 7, at 8:00 a.m. MT, utilize the two emails to log into OBB for the first-time via a web browser.** Upon your first login to OBB, you will be prompted to change your password, as well as review and accept the Terms & Conditions. For more information, please see the [First Time Login Guide](#).

## Logging In & Navigating

After successfully completing your first-time login, you may access OBB via a web browser by simply visiting [firstinterstate.com](http://firstinterstate.com) to access your new OBB profile. Click **Login** in the upper right-hand corner; you will be redirected to a login screen. In the top drop-down menu, select **Online Business Banking**, then enter your username and password. Click **Sign In**.

**First Interstate Bank**

Personal Business About Us Resource Center Locations Support Search Login

## Login

Online Business Banking

Username

Password

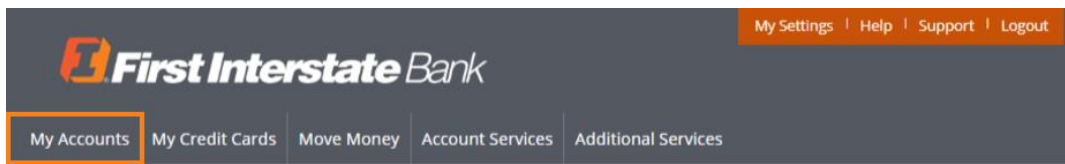
**Sign In >** **Enroll >**

With online business banking you can securely manage your accounts from any computer, anytime. Don't have a checking account with First Interstate? **Open one here.**

**Need Help?**  
[Forgot username/password?](#)  
[Test your browser](#)  
[Trouble?](#)  
[Visit Our Support Center](#)

## MY ACCOUNTS

Once you are logged into OBB, you will be automatically directed to the **My Accounts** page. This home page serves as your main portal providing snapshots of account balances, quick links to approvals, and other items, such as a calendar and calculator. The menu at the top of the screen is your main navigation throughout the platform.



## DOWNLOAD TRANSACTION HISTORY

To download transaction history simply click on the account, update the date range, then select the **Export** button under **Account Details**. You will have the option to download in the following file types: Excel (.csv), Spreadsheet (SV), OFX, Quicken® (.qfx), and QuickBooks® (.qbo).

### Quicken®/QuickBooks®

OBB offers QuickBooks® Web Connect and Express Web Connect. If you currently have this enabled, following conversion, you will need to reconnect your accounts. For more information, please see the [Quicken® & QuickBooks® Guide](#) for more information.

### Action Required for QuickBooks® and Quicken®

- Complete last transaction update and final transaction download **by 6:00 p.m. MT Friday, April 4.**
- Deactivate the link to your First Interstate I-Corp account **on Monday, April 7**, and then link to your OBB account.

Instructions for completing the final transaction update and download, deactivating your linked I-Corp, and linking your OBB account can be accessed through the following guides:

- [QuickBooks Online](#)
- [QuickBooks Desktop](#)
- [Quicken](#)

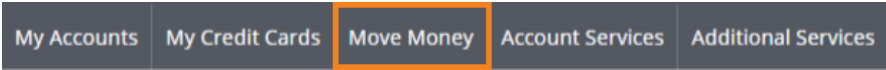
## MY CREDIT CARDS

The **My Credit Cards** tab provides access to managing your First Interstate credit cards through eZCardinfo Management, eZBusiness Card Management, and Rewards. By simply clicking on the appropriate option, you will be directed to the login of that service. There is also an option to apply for a Business Credit Card.

My Accounts	My Credit Cards	Move Money	Account Services	Additional Services
	Manage Accounts		Apply Now	
	eZCardinfo Management		Business Credit Cards	
	eZBusiness Card Management			
	Rewards			

MOVE MONEY

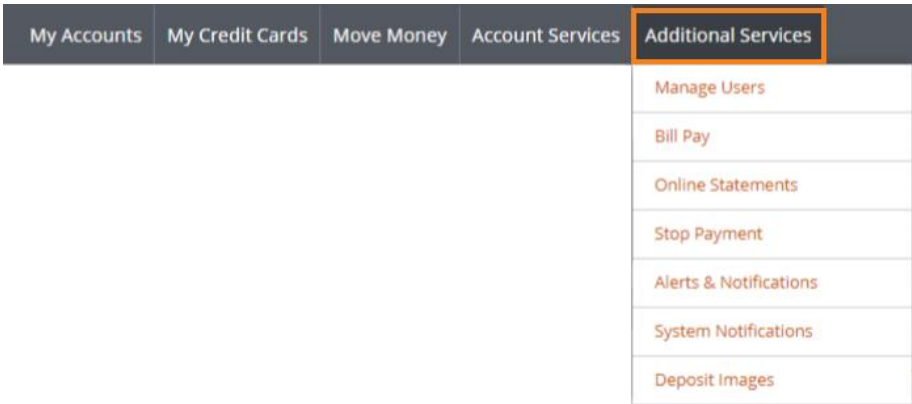
The **Move Money** tab provides access to transfer money internally between your First Interstate accounts or review Scheduled Transfers.



Please note any transfer scheduled or initiated in I-Corp after 6:00 p.m. MT on April 4, 2025, will not be processed and will need to be completed in OBB once you have access on April 7, 2025.

ADDITIONAL SERVICES

The **Additional Services** menu provides access to multiple services such as **Manage Users**, **Bill Pay**, **Online Statement**, **Stop Payments**, **Alerts & Notifications**, and **Deposit Images**.



MANAGE USERS

OBB provides streamlined self-administration capabilities. Administrators can create new users and manage other administrators and/or users on behalf of your business. The **Manage Users** option allows for updates to be completed in real time, eliminating the need to contact First Interstate to complete changes. Self-administration also ensures appropriate oversight of user accounts and access levels. For more information, please see the [Entitlements Guide](#).

User Roles in OBB

I-Corp users currently set up with **Senior Admin** and **Admin** roles will convert to **Administrators** in OBB. **Supervisor** and **Employee** roles will convert to **Business Users**. For more information on the new roles in OBB, please see the descriptions below:

Administrator	New Primary and Secondary Administrators are set up by First Interstate. These roles have the highest level of access and control. Administrators can add new Users to your company’s OBB as well as manage access and permissions for all Users. <b>Please note:</b> Primary Administrator and Secondary Administrator role permissions may differ. Secondary Administrators can only grant permissions that are within their own role’s permissions.
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## Business User

Users can be created by Primary or Secondary Administrators. Users created by a Secondary Administrator will require approval from another Administrator before they are added. Users created by your company's Primary Administrator will be added instantly. Your business can have unlimited Users.

## BILL PAY

Beginning **April 7, 2025**, you'll access Business Bill Pay directly through OBB. Simply select **Bill Pay** from the **Additional Services** menu to access Business Bill Pay which will have the same familiar appearance as you currently experience in I-Corp.

### Payees and Payments

If you currently use Business Bill Pay, you will access this service directly through OBB. **Business Bill Pay will be unavailable starting April 3, 2025, to April 7, 2025, as we transition your access to OBB.**

Payees, as well as recurring, and scheduled payments will be automatically converted to OBB. To ensure your payees and recurring/scheduled payments converted correctly, we suggest you download/print a list of these to confirm they were successfully transferred after the conversion is complete.

### Bill Pay History

Business Bill Pay history from I-Corp will convert to OBB. Even though history is converting, we still recommend you download/ print a copy of your Bill Pay history **prior to April 3, 2025.**

## ONLINE STATEMENTS

If you currently receive electronic statements for a business checking and/or savings account, you will need to enroll each account in online statements. To enroll in online statements, complete the following:

1. Go to **Additional Services** drop-down and click on **Online Statements**.
2. Under the **Go Paperless** section, click on the **Manage Paperless Setting**, and select all of the accounts you would like online statement enabled.
3. Review the **Online Statement Disclosure**, then click the checkbox next to **By Clicking on Continue, you agree to the Online Statement Disclosure**. Click Continue.

**Start Using Online Statements**

Please make your selection(s) for the following online statement option(s) before accepting this agreement

☒ **Go Paperless**  
Don't send me paper statements by mail.  
**Manage Paperless Settings**

☐ By clicking on Continue, you agree to the [Online Statement Disclosure](#)

**Continue**

Online statements are available at the same time as they were in I-Corp.

If you currently receive Account Analysis statements in I-Corp, more information is to come regarding how they will be received following the conversion to OBB. **We recommend you download/print a copy of statements and/or notices from I-Corp before April 3, 2025.**

## STOP PAYMENTS

Looking to place a stop payment on a paper check? You can do it online eliminating the need to visit a branch and saving you both time and money. You have the option to stop payment on an individual check or a series of checks. Under **Additional Services**, select **Stop Payment**, then input the check details.

## ALERTS & NOTIFICATIONS

Control how and when you receive notifications about your First Interstate Bank accounts. Simply click on the **Alerts and Notifications** option and follow the on-screen prompts. Email alerts can be configured in the full site and push notifications are available through the mobile app.

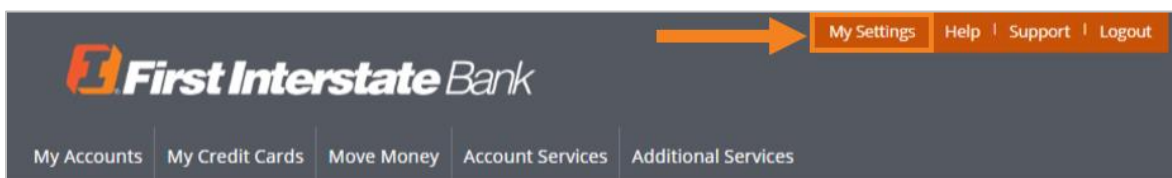
## DEPOSIT IMAGES

**Deposit Image Review** provides a quick snapshot of deposits made for each account you have access to. Under **Select an Account**, select the desired account, update the date range, and the deposit history will be displayed. You may also search for a specific deposit either by date, amount, or description.

## My Settings

My Settings allows you to manage your information and preferences including:

- Personal Information
- Username & Password
- Security Settings



## PERSONAL INFORMATION

The **Personal Information** section provides access to update your primary email address associated to OBB. This email address is used to share important information and notifications about OBB accounts. Approval notifications are also sent to this email address.

## LOGIN & SECURITY

The **Login and Security** section provides access to update your username and/or password. You may also update the phone number(s) used to complete multi-factor authentication (MFA) when the device being used to access OBB is new.

and not recognized. Cell phones may be enabled to receive a one-time security code via text under **My Settings**. You also have the option to complete MFA (to receive a one-time security code) via your primary email address; however, we recommend keeping this option disabled.

To boost online account security, we offer multifactor authentication via an Authenticator App. Using your mobile device, download either Google Authenticator or Microsoft Authenticator from your app store. Both authenticator apps generate a new, random one-time passcode every 30 seconds which you must enter in addition to your username and password.

### OTHER SETTINGS

Only primary and secondary administrator(s) will see the **Rename & Hide Accounts** option. This allows administrators to nickname accounts, making it easier to distinguish between accounts within Online Business Banking. Users will have access to **Alerts & Notifications** in this section. Alerts & Notifications may also be accessed under the **Additional Services** tab.

### Mobile Banking

If you currently utilize Corporate Mobile Banking, you will be required to download the **First Interstate Bank Mobile** app. The app is available to download for both iOS and Android through the Apple Store™ and Google Play™. When you open the First Interstate Mobile app on **April 7, 2025**, you will enter your credentials, then will be prompted to complete Multifactor Authentication (MFA).



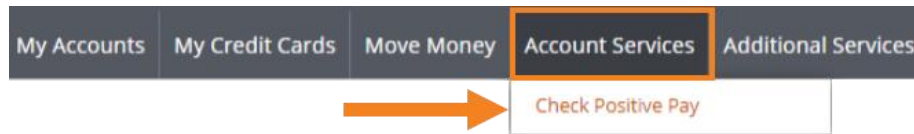
### MOBILE DEPOSIT & LIMITS

If you currently utilize Mobile Deposit, this will continue to be included within the mobile app. The first time you access Mobile Deposit, you will be prompted to accept the **Terms & Conditions for Mobile Check Deposit**. To determine your mobile deposit limit, in the mobile app, click on **More**, then **Check Deposit**. Under the **Amount**, the **Max** will be listed.

A screenshot of the 'Check Deposit' screen in a mobile app. The screen has a dark teal header with a back arrow, the title 'Check Deposit', and a mobile phone icon. Below the header are two tabs: 'DEPOSIT' (active) and 'HISTORY'. The main content area shows a blurred account name 'Smelly Cat Industries' with 'Tax ID 1 of 1' below it. There are two input fields: 'To' with a value of '\$0.00' and 'Amount' with a value of '\$0.00'. A red box highlights the 'Amount' field, and below it, a red box contains the text 'max: \$20,000.00'.

## Positive Pay

If you currently use Positive Pay, you will continue to access the system through the First Interstate website as you do today. For your convenience, a link to the Positive Pay website will be within OBB. Simply click on the **Account Services** menu option, then select **Check Positive Pay**. You will be redirected to the website to login.



## Important Dates & Information

### Black-Out Dates

#### I-CORP MAINTENANCE

Any maintenance requests sent to be completed by the Bank after **March 28, 2025**, will not be carried over to OBB. Any maintenance completed through the administrative feature on I-Corp after **April 3, 2025**, will not be carried over to OBB.

#### BILL PAY

As a reminder, Business Bill Pay will be unavailable from **April 3, 2025**, through **April 7, 2025**. **During this time, you will not be able to submit payments, review payment history, etc.** We recommend submitting payments, downloading payment/payee history, and payee information prior to **April 3, 2025**.

### Email Communications

A series of email communications will be sent to your email address on file prior to and after conversion. These emails will come from **noreply@prolificbanking.fib.com** and contain information and reminders regarding the conversion.

### Processing Deadlines

These are the following cut-off times in Online Business Banking:

Internal Account Transfers	Internal account transfers process Monday through Friday, except on Federal Holidays. <b>Daily processing cut-off is 7:00 p.m. MT.</b>
Mobile Deposits	Deposits process Monday through Friday, except on Federal Holidays. <b>Daily processing cut-off is 6:00 p.m. MT.</b>



If you have questions or need assistance, please contact our Client Contact Center at [OBB Assist](#) or 855-342-3400. Representatives are available Monday to Friday, 9:00 a.m. to 6:00 p.m. MT.

# Important Dates & Information (continued)

## Client Checklist

### AS SOON AS POSSIBLE

- ☐ Verify the Bank has your physical current address, phone number, and email address. This information will help ensure a smooth transition of services.
- ☐ Review all current Administrators and Users setup with access in I-Corp and make any necessary changes before the black-out period on **April 3, 2025**.
- ☐ Remove any inactive users in I-Corp.

### BETWEEN NOW & APRIL 3, 2025

- ☐ Review available resources on [www.firstinterstatebank.com/campaigns/obb-conversion](http://www.firstinterstatebank.com/campaigns/obb-conversion):
  - [First Time Login Guide](#)
  - [Entitlements Guide](#)
  - [Quicken & QuickBooks® Guide](#)
- ☐ For best practices, we recommend you download/print the below items, regardless of if they will be converted to OBB, **on or before April 3, 2025**:
  - ☐ List of your Bill Pay Payees.
  - ☐ List of your Recurring and/or Scheduled Bill Payments.
  - ☐ List of your Bill Pay History.
  - ☐ Your past Online Statements.
- ☐ Bill Pay access in I-Corp will end on **April 3, 2025, at 10:00 p.m. MT**. Access to OBB Bill Pay will start **on April 7, 2025, at 8:00 a.m. MT**.

### APRIL 4, 2025

- ☐ Access to I-Corp and Corporate Mobile Banking will end on **April 4, 2025, at 10:00 p.m. MT**.
- ☐ Any account transfer scheduled or initiated in I-Corp after **6:00 p.m. MT on April 4, 2025**, will not process and will need to be completed once you have access to your OBB profile on **April 7, 2025**.

### APRIL 7, 2025

- ☐ **First-Time Login:** You will receive two emails containing your username and temporary password prior to April 7, 2025. **Starting April 7, 2025**, follow the instructions to login for the first-time via a web browser.
- ☐ **Mobile App:** If you currently utilize the Corporate Mobile Banking app for I-Corp, you will need to download the First Interstate Bank mobile app.
- ☐ **Conversion Support:** Client Contact Center representatives are ready to assist you with your questions Monday to Friday, 9:00 a.m. to 6:00 p.m. MT, by calling 855-342-3400. Your local [Branch Representatives](#) are also available to assist you.



Let's talk, person-to-person

**[OBB Assist](#) or 855-342-3400**

Representatives are available Monday – Friday, 9:00 a.m. to 6:00 p.m. MT.



Find the branch nearest you

**[firstinterstate.com/locations/](https://firstinterstate.com/locations/)**

Branch locations with address, phone number, hours, and ATM information, too.

