

NewBridge Bank eBusiness Interface Enhancements

Frequently Asked Questions

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| Q | <i>What's new in with the NewBridge Bank eBusiness interface enhancement?</i> |
| A | <p>Several new enhancements have been added to the NewBridge Bank eBusiness interface. The following is a brief summary of what to expect:</p> <ul style="list-style-type: none"> • Redesigned Home Page <ul style="list-style-type: none"> ○ Applied easy-to-use rollover navigation for realigned tabs and menus ○ Distinct reporting and account information sections ○ Simplified pending items ○ New secure message link • Account Balances Pane Replaces Favorite Accounts <ul style="list-style-type: none"> ○ Dynamic, pre-populated balance updates ○ Up to two balance types instead of just one ○ Up to 12 accounts (any combination of asset/liability) ○ Masked account numbers • QuickLinks <ul style="list-style-type: none"> ○ Links directly to the action - not just the menu item ○ Can still be customized via Preferences • Combined current and prior day detail report <ul style="list-style-type: none"> ○ One-click account detail report - either report view or export (including Quickbooks) ○ Improved report filter functionality ○ Account statement pop-up eliminated • New consolidated Pending Items Pane on the Home Page <ul style="list-style-type: none"> ○ Decision all items here ○ OR within individual modules <p>For full enhancement details, please click here to view our NewBridge Bank eBusiness User Guide.</p> |
| Q | <i>Will the way I access NewBridge Bank eBusiness change?</i> |
| A | There are no changes in the way users will access NewBridge Bank eBusiness. All users will access the system in exactly the same way that they currently do so. |
| Q | <i>Will Favorite Accounts be mapped to the new Account Balances feature?</i> |
| A | Favorite Accounts will be mapped to the new Account Balances feature. In addition, this enhancement makes the product easier to use by automatically populating new accounts to the Account Balances panes as they are assigned to the user through the Accounts Permissions feature. (Users will also be able to remove accounts from the pane if they so desire.) |
| Q | <i>How many accounts will be displayed in the new Account Balances feature on the Home tab?</i> |
| A | Up to twelve asset and liability accounts will be displayed on the Home tab. |
| Q | <i>Where will I see pending items?</i> |
| A | Pending items will be present on the Home tab that the user sees at logon. The new pending items feature will allow users to approve and submit templates and transactions, and activate schedules for account transfers and ACH origination right from the Home page. The Pending Items tabs within the individual modules will remain available for customers who need to or want to review pending items in detail. |

NewBridge Bank eBusiness Interface Enhancements

| Q | <i>How are the new menus arranged?</i> | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--|--------------|-------|---|--|--|--------------|----------------|--|-----------------|----------------|--|--|--|--|--------------|----------------|--|---------------|--------------------------|--|-------------|--------------------------|--|
| A | In the current system, users must access individual modules via a menu at the top right of the system window. After the enhancement, the top-level menus will be arranged as a series of tabs just above the main pane. The available module options will be displayed beneath the menu bar when the mouse cursor hovers over the tab. | | | | | | | | | | | | | | | | | | | | | | | | |
| Q | <i>What does the new interface enhancements mean for other browser support?</i> | | | | | | | | | | | | | | | | | | | | | | | | |
| A | The new interface enhancements are planned to support Firefox (on Windows) and Safari (on Macintosh) in addition to Internet Explorer on Windows. | | | | | | | | | | | | | | | | | | | | | | | | |
| Q | <i>What's the live date for the new interface enhancements to NewBridge Bank eBusiness?</i> | | | | | | | | | | | | | | | | | | | | | | | | |
| A | The new interface enhancements to NewBridge Bank eBusiness is scheduled for December 13, 2009. | | | | | | | | | | | | | | | | | | | | | | | | |
| Q | <i>Does NewBridge Bank offer an online demo with the new interface enhancements?</i> | | | | | | | | | | | | | | | | | | | | | | | | |
| A | Customers may click here to access the updated NewBridge Bank eBusiness demo or visit the Online Education Center on our website: www.newbridgebank.com . | | | | | | | | | | | | | | | | | | | | | | | | |
| Q | <i>Who do I contact if I have questions?</i> | | | | | | | | | | | | | | | | | | | | | | | | |
| A | If you have any questions, please contact a Cash Management Sales Support Officer or the Electronic Banking Operations Support area. A list of contacts is provided below. <table border="1" data-bbox="272 976 1409 1375"> <thead> <tr> <th>Contact</th> <th>Phone Number</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">Cash Management Sales Support Officers</td> </tr> <tr> <td>Matt Leggett</td> <td>(336) 369-0907</td> <td>Matthew.Leggett@newbridgebank.com</td> </tr> <tr> <td>Cyenthia Barker</td> <td>(336) 861-0018</td> <td>Cyenthia.Barker@newbridgebank.com</td> </tr> <tr> <td colspan="3" style="text-align: center;">Electronic Banking Operations Support</td> </tr> <tr> <td>Cassie Loman</td> <td>(336) 242-6419</td> <td>Cassandra.Loman@newbridgebank.com</td> </tr> <tr> <td>Cindy Kistler</td> <td>(336) 224-5300 Ext. 1551</td> <td>Cynthia.Kistler@newbridgebank.com</td> </tr> <tr> <td>Joel Maynor</td> <td>(336) 224-5300 Ext. 1527</td> <td>Joel.Maynor@newbridgebank.com</td> </tr> </tbody> </table> | Contact | Phone Number | Email | Cash Management Sales Support Officers | | | Matt Leggett | (336) 369-0907 | Matthew.Leggett@newbridgebank.com | Cyenthia Barker | (336) 861-0018 | Cyenthia.Barker@newbridgebank.com | Electronic Banking Operations Support | | | Cassie Loman | (336) 242-6419 | Cassandra.Loman@newbridgebank.com | Cindy Kistler | (336) 224-5300 Ext. 1551 | Cynthia.Kistler@newbridgebank.com | Joel Maynor | (336) 224-5300 Ext. 1527 | Joel.Maynor@newbridgebank.com |
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