



American Bank

Website FAQ

Q: Why has American Bank changed their website?

A: We've updated our website to match our brand image and to make your online experience more enjoyable. We've reorganized content so you can easily get the information you're interested in from either the business or personal homepage. We've also updated our online tools and services for your convenience and benefit.

Q: What is different about the new website?

A: Besides the new website design, we've added several online tools and resources for your convenience.

New features include:

- *Location Search with Google Maps* – Search for the nearest branch, ATM, or Motor Bank, and narrow your branch search by extended weekday or Saturday hours.
- *Simple Navigation* – Find the product or service you're looking for with ease through our new personal and business homepages.
- *Search Feature* – We've added a new search feature to the top right-hand corner of every page to help you find just what you're looking for.
- *Poll / Feedback Module* – We've added a new poll to the bottom left-hand corner of the homepage. Let us know what you think – we want to keep improving and making your online experience even better!
- *More Robust Security Center* – We take your security very seriously. Our new *Security Center* includes answers to your security questions, alerts about recent banking scams to be aware of, and ways to stay protected against fraud and phishing attempts.

Q: What has not changed?

A: Bank OnLine access and service has not changed. You can still easily login to Bank OnLine through the large red "LOGIN" button on the upper left-hand corner of the homepage. Your Bank OnLine service has not changed either. You use the same login credentials to access Bank OnLine, and your account information is still displayed in the same way.

While our website has changed, we certainly won't be. American Bank will always remain the bank with strong community roots and broad regional resources. We look forward to serving you – both online and off!

Q: Why can't I see the new website yet?

A: Depending on your Internet connection speed and online provider, some customers may see the new American Bank website before others. It takes Internet providers a few hours to update new websites, but all customers should be able to see the new American Bank website by mid-morning on Tuesday, March 15th.

Q: Has Bank OnLine changed?

A: No, Bank OnLine access and service has not changed. You can still easily login to Bank OnLine through the large red "LOGIN" button on the upper left-hand corner of the

homepage. Your Bank OnLine service has not changed either. You use the same login credentials to access Bank OnLine, and your account information is still displayed in the same way.

Q: Where do I login to Bank OnLine?

A: You can still easily login to Bank OnLine through the large red “LOGIN” button on the upper left-hand corner of the homepage. There is also a convenient “Login” link at the upper right-hand corner of each page, next to the search bar.

Q: Has Bill Pay changed?

A: No, Bill Pay is not changing. You can still locate Bill Pay through the “Bill Pay” tab in Bank OnLine.

Q: I’m a Trust customer. Do I still have PAL access? How do I get to PAL?

A: Yes, registered customers still have access to PAL through the Trust section on the website. Simply click on the “Personal Solutions” homepage tab and select the “Portfolio Account Link” page under the “Trust & Asset Management” section. You can then enter your User ID in the Portfolio Review box.

Q: Why are only Business products featured on the homepage?

A: The new American Bank website is organized by business products (in blue background) and personal products (in green background). While the site defaults to the “Business Solutions” homepage, if you view mostly personal product pages, you will be presented with the “Personal Solutions” homepage upon your next visit from the same computer.

Q: How does the new Locations Search feature work?

A: From the “Locations” page, simply enter your zip code, city or state and a distance range, and you will be presented with a list of the closest branch and ATM locations. You can also narrow your search to locations with only extended weekday or Saturday hours by selecting those boxes before clicking “Search.” Once your results are displayed, you’ll see a Google Map that you can zoom in or out. You’ll also see links for directions under each location address. Clicking on “Get Directions” will pop-up a separate window with a pre-filled address for the branch or ATM you are trying to locate. Just enter your starting location, click “Get Directions,” and directions to your destination will display.

Q: Where do I find Customer Service phone numbers?

A: You can find a list of all phone numbers by clicking on “Contact Us” in the footer at the bottom of each page, or by going to Ask Us > Contact Information.

Q: Can I email the bank?

A: Yes, you can now email the bank at info@americanbank.com for questions on products and services. The email address is also available in the “Contact Information” section of the website. You can also email us at webmaster@americanbank.com with feedback or questions on the new website. **Please remember that this form of email is not secure. Do not send any account details or personal information over email.**

Q: How does Forgot Password work?

A: The link to “Forgot Password” in the red “LOGIN” box on the homepage takes you to information in the About Us > FAQ section which instructs you to call the Customer Service DirectLine at (800) 257-8316 to reset your password.

Have additional questions? Contact Customer Service at info@americanbank.com, or submit your feedback on the new American Bank website to webmaster@americanbank.com.