Key Transition Dates for Eastern OfficeConnect^{SM}

For your convenience, highlighted below are important dates regarding the transition of your Wainwright Bank business online banking to Eastern Bank.

March 18 at 9:00am	Access to Wainwright Bank Small Business bill payment ends
March 18 at 5:00pm	Access to Wainwright Bank Business Online Banking ends
March 18 at 5:00pm	Access to Wainwright Bank Desktop Teller ends
March 21 at 8:00am	Access to Eastern OfficeConnect begins at easternbank.com
March 21 at 8:00am	Access to Eastern Remote Deposit Capture begins at https://wausaudl.com/WDDL/Login.aspx
March 21 at 9:00am	Access to Eastern Bank Small Business bill payment resumes

Frequently Asked Questions about Eastern OfficeConnect^{SM}

Eastern Bank is committed to making your transition to OfficeConnect as smooth as possible. To help you understand how this change may affect you and your company, please review the following Frequently Asked Questions. Questions have been categorized as follows to make it easier to find the information you need.

General Information

Q. What features will I be able to use on OfficeConnect?
A. You will have similar access capabilities and privileges in OfficeConnect as you had on Business Online Banking. For example, if you had access to three accounts for balance reporting, you will have similar access on OfficeConnect.

Q. Will all of the features that I currently enjoy with Wainwright Bank online banking be available in OfficeConnect?
A. Yes. All of the features you currently enjoy with online banking will be available in OfficeConnect. You will also be able to customize reports and if you had multiple users your Administrator will be able to manage many new functions anytime instead of waiting for requests to be completed.

Q. Will the Administrator be able to login to OfficeConnect before March 21st and verify my company's users?
A. Yes, the Administrator will be able to access OfficeConnect prior to March 21st to verify users, however, he/she will not be able to view balances, pay bills or transfer funds until March 21st.

Q. What information will be converted to OfficeConnect from Business Online Banking?
A. All of the users, accounts, and services that your company used on business online banking will be converted.

Q. Will any account history prior to conversion be available on OfficeConnect?
A. No. Account history will not be converted to OfficeConnect so we recommend that you save any information from the Business Online Banking platform prior to Friday March 18th at 5:00pm.

Q. Are there specific hardware or software requirements for OfficeConnect?
A. Yes, you can obtain this information at https://www.easternbank.com/site/business/banking/services/Pages/system_browser_requirements.aspx.

Q. Where can I learn more about OfficeConnect?
A. For additional information on all OfficeConnect functionality, please view the Overview demo at www.easternbank.com/officeconnectoverview.

Q. Will there be training available?
A. A Training demo may be viewed at https://www.easternbank.com/officeconnecttraining. Additionally, each page on OfficeConnect has a 'Help' tab to assist you with questions specific to the page you are on.

Q. Who can I call if I have questions about OfficeConnect?
A. You may call our Business Service Team at 1-800-333-8000, Monday through Friday, 8:00 a.m. to 6:00 p.m.

Logging Into OfficeConnect

Q. Where do I log into OfficeConnect?

A. You can log into OfficeConnect right from the homepage of our website at easternbank.com. Simply click on the "Login to Other Services" menu, and select OfficeConnect.

Q. What information do I use to login to OfficeConnect?

A. Step by step instructions have been developed to assist you with your initial login to OfficeConnect. *OfficeConnect First Time Login Instructions* is also located in the Welcome Site for Wainwright Bank customers at www.easternbank.com/welcome.

Q. Will my current User ID on Wainwright Business Online Banking be the same?

A. Yes, your User ID will remain the same as it was on Business Online Banking.

Q. I received my Company ID and password, when will the User passwords arrive?

A. Individual User IDs and passwords will be mailed to the OfficeConnect Administrator and should be received within 2 business days of receipt of the Company ID information. The Administrator must disburse this information to individual Users.

Q. Will my password for Business Online Banking be the same?

A. No, you will receive a new, 'one time' password under a separate cover, but you can change it the first time you login to OfficeConnect.

Q. Will I be able to access online banking during the conversion?

A. No. Both Wainwright business banking and Eastern OfficeConnect^{SM} will be unavailable from approximately 5:00 p.m. on Friday, March 18 through 8:00 a.m. on Monday, March 21. At that time, you may begin using Eastern OfficeConnect for your online banking.

Q. May I change my User ID to something that is easier to remember?

A. If you are the only user or the Administrator you will need to contact Eastern Bank to modify your user ID. You can also change your password at any time once you are logged into OfficeConnect in the security center.

A second option is that the Administrator has the functionality to reset User passwords or clear security questions for all Users.

Access and Privileges

Q. Will all my established Users on Business Online Banking be converted to OfficeConnect?

A. Yes, all active (logged into the system in the last 18 months) users with account access to Business Online Banking will be setup with similar privileges on OfficeConnect.

Q. Will my wire templates be available to me on OfficeConnect?

A. All users with wire transfer access will be set up with the ability to create one time free form wires. If you had specific wire transfer templates, you will have to establish the "payee" in OfficeConnect after conversion. The payee function is similar to the transfer template in Business Online Banking except you now have the ability to manage this information instead of contacting the bank.

Q. How do I make changes or add new services?

A. You can add services and request company level account changes anytime after March 21st by contacting your Relationship Manager. You may also print out a maintenance form located on at www.easternbank.com and provide it to us.

Q. How can the Company password be reset?

A. Only the OfficeConnect Administrator can request the company password to be reset. They can print out a maintenance form located on at www.easternbank.com and provide it to us.

Q. How can my User password be reset?

A. OfficeConnect has a self service password reset feature that each User can perform, with instructions located on the login page.

Q. What type of security is utilized on OfficeConnect?

A. The first time you log in to OfficeConnect you will be prompted to set up a phone number or a number a text can be sent to that will be used to deliver a one time 8 digit code electronically via the phone. Once the set up is complete, every time you log in you will be prompted to select the delivery device and method to receive your One Time Passcode (OTP).

Q. Can I opt out of the security option to use a One Time Passcode at login?

A. To protect your information, Eastern requires you to use this security code at log in and also if you initiate transactions to a third party via the wire transfer, payroll or tax payment services.

Q. If I have administrative user rights, can I select the time of day the user can access the system as I did on the Wainwright Bank business online banking system?

A. At this time you can not select the time of day the user can access the system, but there are many other options to restrict access to accounts and functions that can be established.