



<<Date>>

<<Customer>>

<<Address>>

<<City>>, <<State>> <<ZIP>>

***Dear <<Independent Bank Customer>>:***

**We are excited to announce the launch of our new online banking platform, TreasuryONE. This will include several technological upgrades that will enhance your banking experience. These new enhancements will be available beginning May 24, 2021.**

To download and access our new TreasuryONE mobile app as well as our new Secure Browser, which will be used in place of the token device you currently use for online security, you will need the following Activation Key [ACTIVATION KEY] and User ID [USER ID].

To begin installing the new Secure Browser, please click on the Security option on the bottom right of the TreasuryONE login page. Then follow the prompts to log in with your Activation Key and User ID listed above. You will need administration rights on your computer to complete the installation process. If you do not plan to use our new Secure Browser, you will need this information to access our security app as well as our TreasuryONE mobile app.

We will be reaching out to you beginning April 26, 2021, for a hands-on walk through of these upgrades and enhancements. In preparation of this meeting, please have a computer administrator available to make any necessary updates during the installation process. We estimate that this walk through should take approximately 30-60 minutes to complete.

If you have any questions about your account or these new enhancements, please do not hesitate to contact us at 800.530.3719, Monday-Friday 8 am-5 pm (ET), or visit [IndependentBank.com/TreasuryONE](https://www.independentbank.com/TreasuryONE).

Sincerely,

*Jaime Macumber*

**Jaime Macumber**

SVP, Treasury Management  
Independent Bank