

HOW TO LOG IN

ONLINE BUSINESS BANKING



1. LOGIN PAGE

Go to www.firstbusiness.bank. In the navigation bar of the homepage, click on “Login” in the upper right corner. Then select “Online Business Banking.” You will be redirected to the sign on page.

The screenshot shows the First Business Bank homepage. The navigation bar at the top includes the bank's logo, a "Contact Us" link, a "Login" button (highlighted with a red box), a search icon, and a menu icon. Below the navigation bar, there are two main sections: "BUSINESS" and "INDIVIDUAL". Under "BUSINESS", there is a list of links: "Online Business Banking" (highlighted with a red box), "Remote Deposit", "Business Credit Cards", "Business Check Ordering", "Factoring Client Login", and "Floorplan Client Login". Under "INDIVIDUAL", there is a list of links: "Online Private Banking", "Private Banking Credit Cards", "Investment Portfolio, IRAS & Trust Accounts", "Company Retirement Plans - Participant Login", and "Private Banking Check Ordering". Below these sections, there is a "MOBILE BANKING APPS & DEMOS" section with links to "Mobile Banking Apps", "Online Business Banking - Demo", and "Online Private Banking - Demo".

2. LOG IN

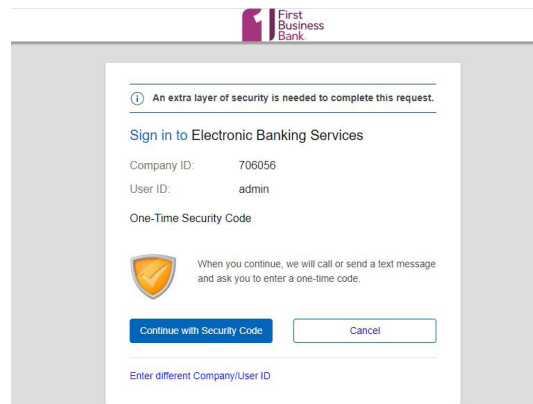
On this page, enter your 6-7 digit Company ID and your User ID. Click “Continue.”

The screenshot shows the First Business Bank login page. At the top, there is the bank's logo. Below the logo, the heading "Sign in to Electronic Banking Services" is displayed. Underneath the heading, there are two input fields: "Company ID:" and "User ID:". Below these fields is a blue "Continue" button. At the bottom of the page, there is a "Need help?" section with the text "Contact us at 608-232-5938". Below this, there are two links: "Privacy Notice" and "Visit the Bank Home Page".

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3. SAFE & SECURE

We are committed to keeping your banking information as safe as possible, which is why we have an extra layer of security that requires you to validate your identity through a one-time security code via phone call or SMS (text) message. Click “Continue with Security Code.”



The screenshot shows the First Business Bank login interface. At the top is the bank's logo. Below it, a message states: "An extra layer of security is needed to complete this request." The main heading is "Sign in to Electronic Banking Services". The login fields are: Company ID (706056), User ID (admin), and One-Time Security Code. A shield icon with a checkmark is shown next to the text: "When you continue, we will call or send a text message and ask you to enter a one-time code." There are two buttons: "Continue with Security Code" (highlighted in blue) and "Cancel". At the bottom, there is a link: "Enter different Company/User ID".

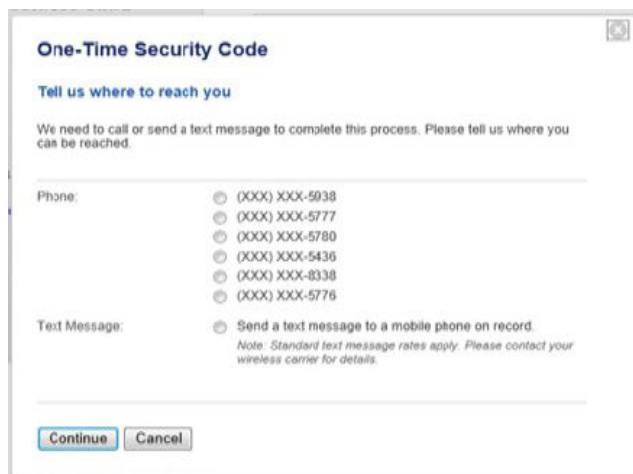
4. ONE-TIME CODE

In the pop-up screen select a phone number and a delivery method (call or text) for the security code.

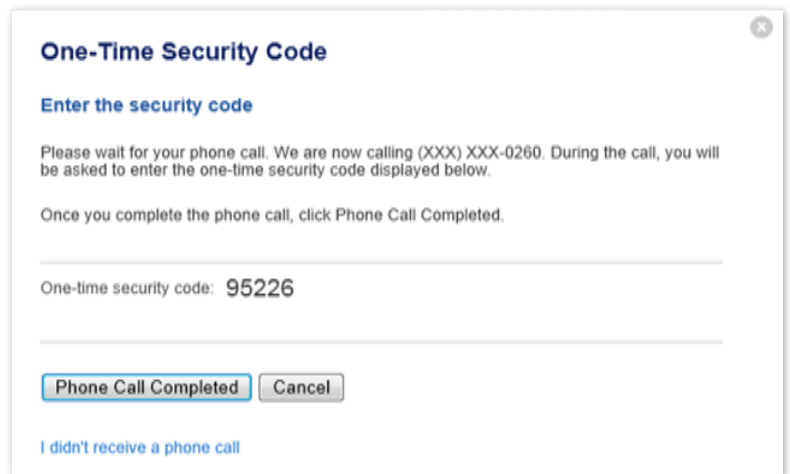
PHONE: If you chose to receive a phone call, once you select a phone number the security code will appear on your screen. You will receive an automated phone call during which you will be prompted to enter the 5 digit code. After the code has been entered, click “Phone Call Completed.”

TEXT: If you chose to receive a text message, a security code will be sent to your mobile phone. You will need to open the text message to receive the code and enter it into the applicable field on your computer and click “Continue.”

Please note that this number must be listed as a mobile phone on our system.



The screenshot shows a pop-up window titled "One-Time Security Code" with the sub-header "Tell us where to reach you". The text says: "We need to call or send a text message to complete this process. Please tell us where you can be reached." There are two sections: "Phone:" and "Text Message:". Under "Phone:", there are six radio button options: (XXX) XXX-5938, (XXX) XXX-5777, (XXX) XXX-5780, (XXX) XXX-5436, (XXX) XXX-8338, and (XXX) XXX-5776. Under "Text Message:", there is one radio button option: "Send a text message to a mobile phone on record." Below this, a note states: "Note: Standard text message rates apply. Please contact your wireless carrier for details." At the bottom are "Continue" and "Cancel" buttons.

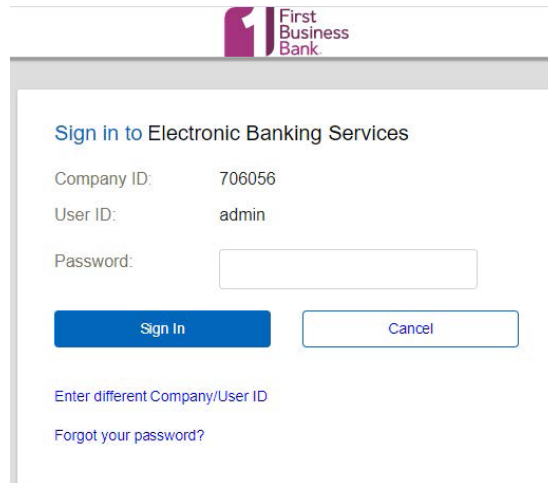


The screenshot shows a pop-up window titled "One-Time Security Code" with the sub-header "Enter the security code". The text says: "Please wait for your phone call. We are now calling (XXX) XXX-0260. During the call, you will be asked to enter the one-time security code displayed below." Below this, it says: "Once you complete the phone call, click Phone Call Completed." There is a text input field containing the "One-time security code: 95226". At the bottom are "Phone Call Completed" and "Cancel" buttons. A link "I didn't receive a phone call" is at the very bottom.

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5. PASSWORD

Once you have successfully entered in your security code, you will move on to the password screen. If this is your first time logging in, you will need to enter the password given to you by First Business Bank and you will be prompted to change your password at sign in. We recommend you use a strong password with 8 - 12 characters, and a combination of two of the following: 1.) Letters, 2.) Numbers, or 3.) Special Characters.



The screenshot shows the 'Sign in to Electronic Banking Services' interface. It includes fields for 'Company ID' (706056), 'User ID' (admin), and 'Password'. Below the password field are 'Sign In' and 'Cancel' buttons. At the bottom, there are links for 'Enter different Company/User ID' and 'Forgot your password?'.

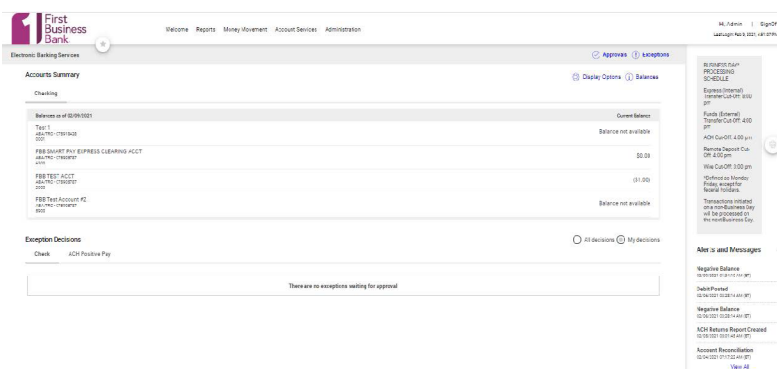
TOKEN INSTRUCTIONS

If you are using a token, please click the following link for further instructions:

https://firstbusiness.bank/wp-content/uploads/2021/01/BB_TM_Hardware_Token_Quick_Start_Guide.pdf

6. HOME PAGE

Once you have completed all steps in the log in process, you will be taken to the Welcome page.



The screenshot displays the 'Accounts Summary' page. It features a table of accounts with columns for 'Checking', 'Current Balance', and 'Last Updated'. The table lists several accounts, including 'First Business Bank', 'First Business Bank', and 'First Business Bank'. To the right, there are links for 'Accounts Summary', 'Accounts Summary', and 'Accounts Summary'. At the bottom, there is a section for 'Exception Decisions' with a table showing 'Check', 'Action', and 'Status'.

7. SECURITY TIPS

For tips to help you maintain the latest security best practices, please visit:

http://www.firstbusiness.bank/security/security_procedures/