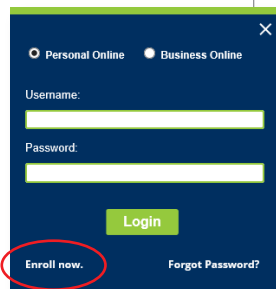


# Hanover Bank Digital Banking Services What You Need to Know

## Personal Online Banking

- All customers must reenroll in Online Banking
- Enrollment can begin Monday, July 19th at 9:00 AM
- Access the online banking application by visiting HanoverBank.com
- Click the Green “Sign In” box
- Click “Personal Online”
- Click “Enroll Now”
- You will be prompted to answer various questions. Please have your account number available (just one account if you have multiple accounts with the bank)
- All personal accounts associated with your social security number will be available to you in online banking including checking, savings, time deposit, and loan accounts



## Mobile Banking

- The Hanover Bank Mobile Application must be downloaded from the app store – Search for “Hanover Bank Personal”
- If you have already enrolled in online banking, use the same user ID and password you set up for online banking access
- If you have not yet enrolled in online banking, you can do so through the mobile application by clicking “enroll now” on the login screen
- You will be prompted to answer various questions. Please have your account number available (just one account if you have multiple accounts with the bank)
- All personal accounts associated with your social security number will be available to you in online banking including checking, savings, time deposit, and loan accounts

## Person-to-Person Transfers (Zelle®)<sup>1</sup>

- This feature enables you to send funds from your Hanover Bank account to friends or family using their email address or mobile phone number
- Access through the “Bill Payment” menu
- Choose “What else can I do?”
- Choose “Send money to friends and family”

## Account-to-Account Transfers (Transfer Now)<sup>1</sup>

- This feature allows you to transfer funds from your Hanover Bank account to a like-titled account at another domestic bank
- Access through the “Transfer” menu

## eStatement Delivery<sup>1</sup>

- If you prefer eStatement delivery, you must enroll and accept Hanover Bank’s Terms and Conditions. You can sign up for eStatements by:

Accepting eStatement delivery when you are enrolling in the Online Banking service for the first time

Or

If you have already enrolled in Online Banking, you can sign up by going to “Profile” and clicking “Edit” on the electronic statement option



## Bill Pay

- **Any bill payments scheduled to be paid after July 19th, 2021 must be rescheduled on the new system**
- **Any recurring bill payments must be re- set up on the new system**
- **Your vendors will need to be re-set up on the new system**
- Once you are enrolled in online banking, you can self-enroll in Bill Pay
- Choose “Bill Payment” from the blue menu bar
- Click “Enroll”
- Follow the prompts to set up new payees and payments
- Please note that when setting up payments, set it up using the payment due date. The payment will be sent early enough to meet the due date entered. Funds will be deducted from your account on the due date of the payment, not when your payment is accepted

**For assistance with any of our Digital Banking solutions, please visit:** <https://hanoverbank.com/digital-banking/>  
Here you will find videos walking you through how to use our array of Digital Banking solutions



<sup>1</sup> All services may not be available on all accounts. Services are subject to separate service agreements. For mobile banking and person to person transfers (Zelle®), your carriers standard message and data charges may apply.