

# Business Online Banking and Bill Pay

Over the weekend of May 15-18, Two River Community Bank Business Online Banking and Bill Pay will transition to OceanFirst Bank. Beginning Monday, May 18 at 8am, access to your accounts will resume through Treasury Management Business Online Banking here at [oceanfirst.com](https://oceanfirst.com). In preparation for the transition, please carefully review the important details regarding your services below.

## KEY DATES AND TIMES

### Mobile Check Deposit:

Access ends at **5pm on Wednesday, May 13.**

### ACH and Wire Transfers:

Last date to process ACH transactions scheduled through Two River Community Bank is **May 15.**

### Business Online Banking, Mobile Banking and Bill Pay:

Access ends at **2pm on Friday, May 15** and will be unavailable throughout the weekend as we transition your accounts and services. Beginning at **8am Monday, May 18**, access your accounts through OceanFirst Bank Treasury Management Business Online Banking.



## Bill Pay

We will transfer your payees and your recent Bill Pay history, along with any recurring bill payments and future-dated bill payments to the OceanFirst Bill Pay system automatically. Payments scheduled to be paid during or after the weekend of the transition will be processed as they are scheduled.

## Business Online Banking

Access to Business Online Banking through Two River Community Bank will end at **2pm on Friday, May 15**; service will resume through OceanFirst Treasury Management Business Online Banking at **8am on Monday, May 18**. Business Banking users will have the same features and functionality in Treasury Management Business Online Banking at OceanFirst. Please review the important information below about the transition of your Business Online Banking services.

If you are a current or former OceanFirst Bank Treasury Management customer, your Two River Community Bank accounts will not be available until **8am Tuesday, May 19**.

## Logging In

Starting on **Monday, May 18** at 8am, you can login at [oceanfirst.com](https://oceanfirst.com) by clicking on the Treasury Management button at the top of the home page. You will need the following three pieces of information:

- Company ID – found on the top of the letter mailed to the Senior Administrator
- Individual User – this is the same as your current Business Online Username
- Temporary User Password – this was mailed to your Senior Administrator; you will be prompted to change your individual Password the first time you log in.

**Please Note:** If you use ACH or Wire services at Two River Community Bank, you will need to activate your OceanFirst Security Token at login. If you do not have an OceanFirst Security Token, please reach out to your Relationship Manager or contact Treasury Client Services at 1.888.623.2633 ext. 2215.

## Transaction History and eStatements

A limited amount of transaction history will be available Tuesday, May 19 within the OceanFirst Treasury Management Business Online system, but eStatements and check images will not be available.

### ACTION ITEMS:

- Print or download any e-statements, transaction history or check images you would like to keep before **2pm on May 15**.
- Will need to enroll or re-enroll in eStatements on or after **May 18** to avoid a \$5.00 monthly paper statement fee. (This fee will be waived until June 30, 2020.)

## Recurring Transfers, Online ACH and Wire Transfers

ACH transactions with an effective date through May 15 will be processed as usual. Please do not upload ACH files with an effective date after May 15 through Two River Community Bank; these will not be processed. All current ACH and wire templates will be automatically transferred to OceanFirst.

### ACTION ITEMS (On or After May 18):

- Re-establish any recurring internal transfers or loan payments using your new loan number and re-register for eStatements.
- We highly recommend that you verify template information prior to processing a transaction on the new system. **Please note:** OceanFirst Bank does not support recurring ACH transactions. These will need to be initiated at your designated intervals, i.e. monthly, quarterly, annually.

- ACH transactions with an effective date later than **May 15** will need to be initiated on the OceanFirst system on or after **May 18**. Be sure to update ACH transaction files to reflect our bank name (**OceanFirst Bank**) and routing number (**231270353**). In some cases, you may need to contact your ACH software vendor (payroll processor) to have your files updated with the new bank information. **Please do not make this change until May 18 or later.**

## QuickBooks®

### ACTION ITEMS:

- Connect to Two River Community Bank for your final transaction download before **May 15 at 2pm**
- You will need to modify your setting within QuickBooks® to re-establish links to your accounts. **[Click here](#)** for detailed instructions.

## Remote Deposit Capture

Beginning **May 18**, go to [oceanfirst.com](http://oceanfirst.com), click the Treasury Management box and then click the link for Remote Deposit Capture. Enter the new User ID and Temporary Password that we will be emailed to you on **Sunday, May 17** (emails will come from [admin@fiserv.com](mailto:admin@fiserv.com)); Temporary Passwords will only be valid for two weeks. Your existing scanner and scan driver will continue to work.

## Mobile Banking

Mobile Banking for Treasury Management customers is not available at OceanFirst Bank at this time. If you are a small business customer and mobile banking is important to you, reach out to Treasury Client Services for alternate solutions.

## Waived Fees

- Monthly service fees related to Treasury Management Business Online Banking and additional services will be waived for Two River Community Bank customers through June 30, 2020.

**If you have any questions regarding your accounts or access, please contact Treasury Client Services at 1.888.623.2633 ext. 2215 or [treasuryservices@oceanfirst.com](mailto:treasuryservices@oceanfirst.com). Specialists are available Monday – Friday 8am – 5pm. Extended hours will be offered from 5/18 – 5/29; please see the login page for details.**