

October 12, 2021

## Welcome to Business Online Banking at Kinecta

Dear Member:

When your Xceed business accounts and services transfer to Kinecta over the weekend of October 30-31, 2021, so will your online services – and we have some very good news to share:

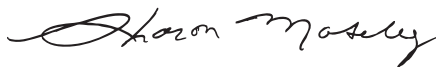
**Your current Business Online Banking platform at Xceed will transfer in its entirety to [kinecta.org](https://kinecta.org), with your personalized settings and account details intact. For the most part, your online experience will look the same and work the same.**

In this letter, we're including a few helpful items to ensure a smooth transition for you.

- Please refer to the **Digital Transition Calendar** on the next page, which describes a brief service outage and other adjustments that will take place on transition weekend.
- Then beginning on Monday, November 1, follow the simple **First-Time Login Instructions** to get started.

Making banking easy and accessible is one way we deliver **banking done different** to our members, and we're delighted to provide you with such a simple and straightforward transition in your online services at Kinecta.

Sincerely,



Sharon Moseley  
Chief Information Officer

Most online services will function the same as they do now.

All your settings, account details, and account history will transfer seamlessly.

You will be able to keep your current user credentials for online access at [kinecta.org](https://kinecta.org).

You will have an improved Bill Pay experience.

### Questions?

Call the Kinecta  
Member Contact Center at  
**800.854.9846**

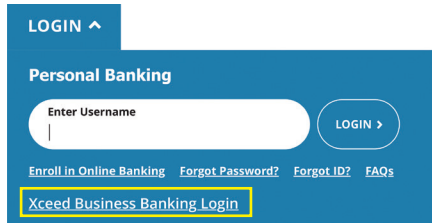
# Your Digital Transition Calendar and Checklist:

## October 28 – November 1

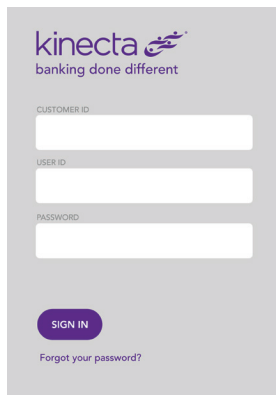
|   | What's Happening   | Your Checklist  |
|---|--|---|
| <b>Thursday</b><br><b>October 28</b>                                | Your Xceed Business Online Banking services end at 9 p.m. PT.                                    | <input type="checkbox"/> Xceed bill payments scheduled for payment on October 30-31 will be paid on <b>November 1</b> , so be sure to manage your balance levels accordingly.                             |
| <b>Saturday-Sunday</b><br><b>October 30-31</b>                      | Xceed branches will be closed.<br><br>No access to online banking transactions during this time. | <input type="checkbox"/> You can still use your Xceed debit cards for purchases and cash withdrawals.   |
| <b>Monday</b><br><b>November 1</b><br><br><b>WELCOME TO KINECTA</b> | Business Online Banking services will resume at Kinecta at 6 a.m. PT.                            | <input type="checkbox"/> Your login credentials, active payees, scheduled and recurring transfers, personal settings, as well as your complete Xceed transaction history, will be transferred to Kinecta. |

# Business Online Banking Login and Setup: November 1, 2021 or after

1. Starting Monday, November 1, go to **kinecta.org** and click on the "Login" box in the upper left corner and click on "Xceed Business Banking Login."



2. On the Login screen, enter your current Customer ID, User ID, and Password. Click "Sign In."



3. Review and accept our Online Agreement.
4. Your Business Online Banking experience will look and work the same as Xceed.
5. If applicable, review any sub-user accounts to ensure the list is current and valid, and inform your users that the login site is now kinecta.org.

**Starting November 1, for questions or assistance with first-time login, call the Kinecta Member Contact Center. We're here to help!**

**800.854.9846**

5 a.m. - 6 p.m. PT, Monday-Friday

6 a.m. - 3 p.m. PT, Saturday