

## Common Questions & Answers - FNBO

### **Why are you changing your name and logo?**

As part of positioning our company and services for the future, we are modernizing our look and combining our businesses under one name with a single logo. This allows us to continue our commitment to provide our customers the highest-quality products and services under one brand name.

### **Will my account or credit card change?**

No, your credit card account, card, account number and terms & conditions will remain the same.

### **Does my account management web address change?**

Our account management web address will change to **card.fnbo.com** as of September 26, 2021. For several weeks, you'll be re-directed automatically to the new site. Please update any bookmarks as needed.

### **Do I need to download a new mobile app?**

Our **First Bankcard** mobile app will update to **Card by FNBO**. Look for the new app icon on your mobile device to manage your account. If you have your apps set to auto-update, the new icon below will automatically replace the First Bankcard icon on your device on September 26. If your auto-updates are turned off, you will be prompted to update when you try to open the First Bankcard app.



### **Will my User ID or Password change?**

No, you will use the same User ID and Password.

### **Will the new website recognize my User ID and Password saved in my Password Manager?**

More than likely, your Password Manager will NOT recognize your user name and password until you input the information and save it again.

### **Does this change impact both personal and business accounts?**

Yes, the update will apply to both personal and business accounts.