

Checklist: What You Need to Do

Here's a checklist to help ensure your Online Banking information transfers seamlessly to Cambridge Trust's Online & Mobile Banking.

Week of April 3

- Receive:** Online & Mobile Banking package in the mail.

Anytime Before Monday, April 17

- Verify that your email address and phone number are correct** in Online Banking. This information must be accurate to ensure access to Cambridge Trust's Online & Mobile Banking beginning **Monday, April 24**. If the information is incorrect, please contact us at **978-686-9100**.
- Download your Online Banking account history, should you require this information.** Cambridge Trust online transaction history will include all transactions beginning **March 1, 2023**, and will eventually build to 18 months of transactions.

Friday, April 21, at 2 p.m.

- Online & Mobile Banking Transfers:** Complete all of your transfers before 2 p.m.
- Bill Pay:** Online & Mobile Bill Pay are discontinued at 2 p.m. Make any changes to payees or payments before that time.

Monday, April 24, at 8 a.m.

- Follow the directions on the reverse side or refer to the Cambridge Trust Online & Mobile Banking User Guide** that you will receive in early April to set up Cambridge Trust Online & Mobile Banking.
- Download the Cambridge Trust Mobile App** at the Google Play™ Store or Apple® App Store.



In early April, you will receive detailed information about transitioning to Cambridge Trust's Online & Mobile Banking.

You will be able to access Cambridge Trust's Online & Mobile Banking beginning on Monday, April 24, 2023, at 8 a.m.

How to Log in to Your Online Banking Account

Follow these steps to activate your Online Banking access **before** downloading the Cambridge Trust Mobile Banking App.

- 1) Visit **CambridgeTrust.com**, click "Login", then select "Online Banking."
- 2) **Enter your existing Northmark Bank User ID using all lowercase characters** in the Online Banking User ID field.
- 3) **Receive, enter and submit a one-time security code.**
 - By phone:** You will receive a phone call with a security code to enter on your computer screen.
 - By text:** You will receive a text message with your security code.
- 4) **Enter your Temporary Password**, which is the combination of the last 6 digits of your Social Security or tax identification number, and the lowercase word "trust" (e.g., 555555trust).
- 5) **Change your Password.** You will be prompted to create a new password, which you will use for future logins.
- 6) **Read and accept the terms and conditions** of Online Banking.

Please visit CambridgeTrust.com/OnlineBankingTutorials for a quick video tour, or contact our Client Resource Center at 844-251-4244.

How to Set Up Mobile Banking Access

Follow these three steps to benefit from the convenience of the Cambridge Trust Mobile App.

- 1) **You must first log in to Online Banking** using your browser and create a new password before using Mobile Banking.
- 2) **Download the Mobile App** at the Google Play™ Store or Apple® App Store.



- 3) **Log in and verify your identity.** You will need to go through an additional security verification process when you first log in to the Cambridge Trust Mobile App.



**CambridgeTrust.com/
WelcomeNorthmarkBank**



**Client Resource Center
844-251-4244**



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