



Online and Digital Banking Upgrade **Territorial Savings FAQs**

Why is Territorial Savings, a division of Bank of Hope changing my online banking?

We are upgrading our online banking system as part of our ongoing effort to provide account holders with state of the art banking functionality, convenience, and security. Our new online banking system offers robust online banking functionality on all of your devices, and will enable you to bank anytime, anywhere like never before.

When will the upgrade take effect?

The online banking upgrade is scheduled for **Friday, October 23rd, 2026**. Please note that as part of the upgrade, Online and Mobile Banking will be unavailable beginning Friday, October 23rd at Noon, until we come back online on Monday, October 26th. We will send another update as we get closer with more detailed information. While the system is offline, any scheduled payments and transfers will still be processed, but new payments and transfers cannot be scheduled. Similarly, any automated withdrawals such as streaming service memberships, or deposits such as Payroll will still post to your account without any interruptions.

Is there any action required to start using the new experience?

Yes, it is important that you either update or validate your contact information before **Saturday, October 10th, 2026** in order to enable you to log into the new system. You can update your contact information online, by phone, or in-branch.

Will I have to re-register for online banking?

No, if you already registered, you will still have access. You will need to setup a new password. You may use your current password, or choose a new password.

Will my scheduled transfers convert over to the new system?

Yes, your scheduled transfers will convert over to the new system.

Will my scheduled bill payments convert over to the new system?

Yes, your scheduled bill payments will convert over to the new system, along with your payee list and payment history.

Will my scheduled external transfers convert over to the new system?

Yes, your scheduled external transfers will convert over to the new system.

Will my transaction history transfer over to the new system?

Yes, you'll have access to 2 years of transaction history.

Are there minimum browser requirements for this new system?

We recommend updating your browser to the latest version available—not just to ensure compatibility with the new

online banking experience, but also to ensure that your online banking is as secure as possible. We support the current and previous two major versions of the following browsers: Google Chrome, Mozilla Firefox, Microsoft Edge, and Apple Safari.

Can I use this on my phone/tablet?

Absolutely. Our new online banking system will provide you the ability to bank anytime, anywhere, from any device—conveniently and securely. You can download the app on any Android (11.0 or higher) or Apple iOS (16.0 or higher), and it will provide a consistent experience with banking from your desktop. If you have biometric authentication setup, you will need to set it up again once the app is updated. If you're on a platform that isn't Android or Apple, you can always access online banking via your web browser.

What is a unified experience?

A unified experience simply means that the look and feel of your online banking is consistent on all of your devices. It does not mean that the exact same features and functions are available on every device. It is intended to improve your experience by making navigation simple and familiar regardless of device.

Will I have access to my statements?

Yes, you will have access to up to 24 months of statements online, which can be printed at home for your convenience. If you currently receive paper statements, there is nothing else you need to do. You can enroll in e-statements at anytime in Online Banking.

What if I don't remember my User ID or Password?

You can use the Forgot User ID and/or Forgot Password feature in Online and Mobile Banking to recover your User ID, and/or reset your password.

Will I keep my current User ID and Password?

Your User ID will stay the same. You can choose to use your existing password, or choose a new one.

What if I am not currently enrolled in Online Banking, but would like to?

You can enroll in Online Banking at any time.

What if I don't have Online or Mobile Banking, and I am not interested in it?

No action is required from you.

What if I am also using Business Online Banking?

Business Online Banking will also be upgraded, and you will receive a separate communication regarding your business accounts.