

The Dime Bank

Prepare for your Dime Bank bill pay service upgrade on September 19, 2018.

Great news! To give you more control over your payments, The Dime Bank is upgrading your bill pay service to make paying bills better, easier, and more convenient than ever, giving you more freedom to enjoy life.

Here's what you can expect when Bill Pay upgrades on September 19, 2018:

- The tab will say **Bill Pay** (currently says Pay On Line). Updated with a contemporary, more user-friendly look.
- Your **payees and any scheduled payments will automatically carry over** to the new system.
- You will be able to set up **eBills** for your payees. With eBill you can view, pay, and track bills online.
- Convenient **"Help"** tab available for information about adding payees and scheduling payments.
- **Add-on service options** available such as rush payments, gift payments, and charity donation payments.

IMPORTANT INFORMATION:

- During conversion, Bill Pay will be **unavailable from September 17, 2018 at 1:00 PM ET through September 19, 2018 8:00 AM ET**. We apologize for the inconvenience.
- Your current payment history will be reset as of September 19, 2018 and will not be available online after the upgrade. We recommend you **print or copy and save to your hard drive any payment history that is important to you prior to September 17, 2018**.
- You will be prompted to answer a **challenge phrase** the first time you log in after upgrade.

Please [view a short demo](#) to see the enhanced simplicity and convenience of The Dime Bank's upgraded Bill Pay. We are excited to serve you even better with this improved service. We are here to help and we want to make the entire upgrade as easy and seamless as possible for you. Contact The Dime Bank's Electronic Banking department at 570-253-1970, Option 2 with any questions about your account.

**The Dime Bank is committed to bringing you the best in banking.
Thank you for choosing The Dime Bank.**

