

IMPORTANT INFORMATION

Logging in for the first time

If you currently use online banking, we're transferring your banking profile, settings and history into our portal so you're ready to go on day 1. All users should be set up and able to log in to our online banking platform beginning August 24.

Here's how to log in for the first time:

1. Go to parknationalbank.com on a computer or the browser on your phone. Your first time login won't work on the mobile app.
2. Click or tap "Login" in the top right corner and select "Personal Banking" as the account type.
3. Enter your existing First Citizens online banking username and password then click login.
4. If your username doesn't meet our security requirements, you'll be prompted to create a new one.

Username requirements: *Must contain 8 to 26 characters using only numbers and letters. It cannot contain your first name, last name, date of birth or SSN. Special characters cannot be part of your username.*

5. To protect your account, you'll verify your identity using multi-factor authentication as an additional security step. You can get your verification code by text, phone call or email using the contact information we have on file.
Now is a great time to check with your banker and make sure we have the correct information on file! If it's changed recently, please get in touch with us.
6. When multi-factor authentication is complete, you'll see the first-time login page.
7. Now you'll be asked to create a new password that meets our security requirements.

Password requirements: *Must be 8 to 32 characters and contain all of the following: an uppercase letter (A-Z), a lowercase letter (a-z), a digit (0-9) and a special character (~!@#\$%^&*()[{}<>_+-=/\|.,:;'"?).*

 **ACTION ITEM** Please save your username and password for future logins.

8. You'll be prompted to review and agree to Park's Digital Banking Service Terms and Conditions. After you accept, you will redirect to the Account Summary screen. You can navigate through the new platform to explore the features. To view video tutorials, go to parknationalbank.com, click "Resources," then "Online Resource Center."

 **ACTION ITEM** While you're here, click in the chat to pick your personal banker.



Download our app & use your phone or tablet to access your account any time

1. Scan the QR code and install the app.
2. Sign in using your **new** online banking credentials and you're ready to go.



We're here to help

If you need help or have questions, we want to connect with you. Please visit or call your local banking office during regular hours or contact our Customer Care Center at 888-474-7275 or live chat on our website from 7:00 a.m. to 7:00 p.m. ET, Monday through Saturday.

Want to try online banking?

If you're not using online banking, now is a great time to give it a try and it's easy to enroll. Simply visit parknationalbank.com and click "Register Now for Online Banking" in the login box and follow the prompts.