

Jan. 3, 2018

Dear DSB*connect* user,

Happy New Year from Denison State Bank. We will continue to improve our digital banking in 2018 so that you have more options and control during your online/mobile experience with us.

Here are some changes and reminders about the DSB*connect* digital banking services for 2018:

DSB ONLINE BROWSER LOGINS:

If you login to DSB Online on a web browser at www.dsbks.com (not on our mobile banking app), you will note that it looks different. The page contents configure to whatever screen size you are using: Large for most desktop and laptop monitors, Medium for tablets, Small for tablets and large phones, and Extra Small for phones. The colors and some wording labels in the top menu bar have changed for consistency. The elements on the online banking are more streamlined, with minimal icons. Digital banking is gravitating towards smaller mobile screens, and web sites must be configured to fit those smaller sizes.

This means that all of the three main digital ways you can access the bank – DSB Online on a browser login, DSB Mobile on our app login, and our public web site www.dsbks.com – are configurable to whatever screen size you use.

ENABLE RESET CODES TO BE TEXTED:

If you reset your login password, the default settings are for the one-time passcode to be sent to your listed phone number(s) or email address. If you want codes to be texted to you, you must enable that choice by clicking “My Settings” in upper right of main page. Next page, click “Security Options | Edit,” and there you can enable text delivery. This is a setting only on the end-user’s side; the bank cannot enable it.

RECOMMENDED BROWSERS:

The updated list of recommended browsers and settings to use for accessing DSB Online/Mobile are posted at <https://www.dsbks.com/home/dsbconnect/help>. It is recommended to frequently go into your browser settings and do a Clear Browser History and/or Clear Cache, which aids in faster page navigation on web sites.

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EARLY SUNDAY MAINTENANCE:

System updates and maintenance are scheduled for the most non-peak times possible, which usually is early Sunday mornings from 2:00 to 6:00 a.m. If you try to login during those times, a message will be presented saying to login later in the day.

FINANCE WORKS:

The personal finance management program (PFM), FinanceWorks, will be replaced by MX Money Management in the next two months. Customers who have used FinanceWorks will get a personal email from DSB about this before the conversion is made. Money Management has proven to be a better program to use for PFM. It is similar to what can be done in Quicken and Quickbooks, and it is a free function within DSB Online/Mobile.

BILL PAY NAMES/ADDRESSES:

If you use DSB Bill Pay, make sure the names and addresses of your payees match what is listed on the statements, bills and invoices you get from your billers to ensure accurate payment delivery. When companies go through mergers and acquisitions, the payment remittance address often changes. One payee to mention here is St. Francis Hospital in Topeka, which now has a new name and billing address – make sure any Bill Pays are named and addressed exactly as billed.

If you have any questions about DSB*connect* digital banking services, feel free to ask me. This email message is posted on the front page of the bank web site at www.dsbks.com.

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