



Personal Banking

# Welcome to Personal Online Banking at Pacific Premier Bank



PACIFIC PREMIER BANK®

# Important Dates and Setup Steps

All times are Pacific Time

## Thursday, October 1: Bill Pay and Zelle® Services End

- Any bill payments and transfers you schedule with Opus Bank before 6 a.m. PT on October 1 will be honored.

## Friday, October 2: Access to Opus Online Banking Changes to “Inquiry-Only”

- Opus Mobile Deposit ends at 11 a.m. PT, therefore all mobile deposits must be made before 11 a.m. If you need assistance with a deposit, visit your local branch. **Note:** Deposits at former Opus ATMs will not be available until October 5.
- You will have “Inquiry-Only” access to Opus online and mobile banking through the weekend.
  - If you need more than the last 24 months of account history, download your history from Opus Bank before service ends. We will automatically transfer the last 36 months of statements for you.
  - Log into your Opus online banking before the conversion to ensure you have the correct phone number and email address on file, which will facilitate your first-time login at Pacific Premier. See login instructions on the next page.
  - Make note of any account alerts you have established at Opus Bank, as they will not transfer.

## October 3 – 4: Conversion Weekend

- No access to online or mobile transactions during this period.
- Your Opus debit cards and ATMs will continue to work over the weekend and beyond. ATM deposits will be unavailable.

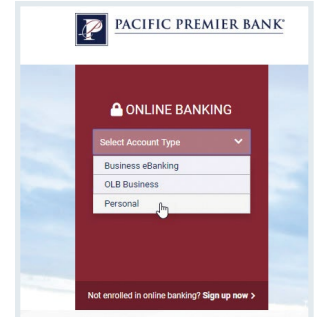
## October 5: Welcome to Pacific Premier Personal Online Banking



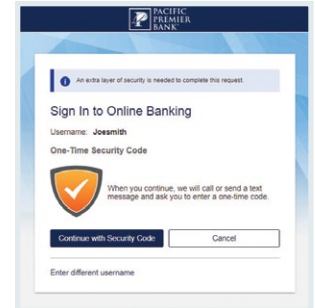
- Opus online and mobile “Inquiry-Only” services are deactivated at 6 a.m. PT.
- All Pacific Premier online banking services including Bill Pay will be available via PPBI.com **beginning at 9 a.m. PT, so please plan accordingly.**
- You can begin accessing your new Pacific Premier account(s).
  - Verify the successful conversion of your accounts as well as any future-dated or recurring payments and transfers.
  - Reestablish any alerts you had at Opus Bank, along with any eBills you currently receive.
  - Reenroll in eStatements to receive future statements electronically. (The past 36 months of statements will be transferred automatically.)
  - To establish mobile access, simply download the Pacific Premier Bank Personal mobile banking app from the Apple App Store or Google Play, then log in using the same credentials you establish for online access. **Note:** You will need to log into Online Banking before using the mobile app. Delete your Opus Bank mobile banking app.

# Initial Online Banking Login Instructions

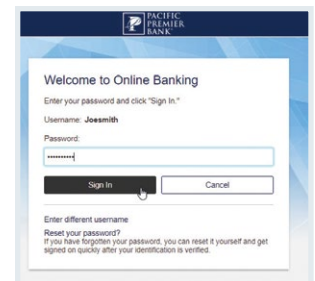
1. Starting Monday, October 5, at 9 a.m. PT, go to PPBI.com. Below Online Banking, click **Select Account Type**, then select **Personal** from the dropdown menu. Enter your existing Username and click **Continue**.



2. For security purposes, complete the One-Time Security Code procedure. Click the **Continue with Security Code** button. Next, select the method you would like to receive the security code. Click **Continue** and then follow the instructions to complete the security code process. **Note:** The phone number on file with Opus Bank will be used to send you this Security Code, which helps us confirm your identity.



3. Enter your existing password. Your password will work for first-time access, but you may be asked to adjust it for ongoing use in order to meet our security requirements. Password must be 8 – 64 characters, at least one number, and must contain at least one special character. Special characters allowed: ! @ # \$ % ^ & \* , . < >
4. Click **Sign In** to continue to our Online Banking Home Page, then take a moment to complete the remaining Setup Steps listed in the calendar to the left. You're ready to bank online at Pacific Premier!



## Problems logging in?

Try once more, making sure you have entered your existing Opus Bank Username correctly. Usernames are case sensitive. If a problem persists, or if you have forgotten your Username, we can help.

**Call our Conversion Hotline at 855.816.5706. Extended hours available from October 5 through November 1.**

Monday to Friday, 7 a.m. to 9 p.m., and Saturday to Sunday, 7 a.m. to 7 p.m. PT.

## Your Online Security

Your online security is our highest priority. Pacific Premier Bank will never provide your account information or password over the phone or via email. We will never ask for your online login credentials or password through unsolicited emails, texts, or phone calls. If you receive an email or pop-up window on your computer, or an unexpected phone call that is not part of the Online Banking login process, contact us at 855.816.5706 before you click on any link or file download.

# What you need to know

All times are Pacific Time

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## Online Bill Payments

- You can schedule new bill payments starting at 9 a.m. PT on Monday, October 5.
- You will have immediate access to your Opus Bank Payee information.

**Note:** Funds will be deducted from your account on the date you schedule an electronic payment, not when your payment is accepted/deposited.

- Any eBills you receive through Opus Bank will need to be reestablished at Pacific Premier on or after October 5.

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## Person-to-Person Payments

- You will need to enroll with *Zelle* through the Pacific Premier Bank Personal mobile banking app to continue making person-to-person payments.
- Your *Zelle* payees and transaction history will not transfer. You will need to reestablish payees within the Pacific Premier mobile app.

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## Account Transfers

- Automatic account transfers you have arranged at Opus Bank will continue without interruption.

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## eStatements

- You will need to reenroll in eStatements via Online Banking.
- Your last 36 months of Opus Bank statements will be available at Pacific Premier.
  - Beginning Monday, October 5, statements for the period prior to June 4, 2020, will be available.
  - More recent statements will be made available approximately 10 weeks after conversion. Print or save current statements if needed for immediate reference.

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## Quicken®/QuickBooks®

- You can arrange for direct downloads of your account data. Full instructions for accessing Quicken or QuickBooks Direct Connect or Web Connect are available at [PPBI.com/personalservices](http://PPBI.com/personalservices).

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## Mobile Banking and Check Deposit



- Once you have logged into Online Banking at [PPBI.com](http://PPBI.com), you can then download our Pacific Premier Bank Personal mobile banking app and use the same credentials to establish mobile access.
- Mobile Check Deposit limits are \$2,500 daily.

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## Alerts

- You can reestablish or set up new account alerts once you're logged into Personal Online Banking.

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## Questions?

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Personal Online Banking tutorials are available at [opusbank.com/conversion](http://opusbank.com/conversion).



Web: [PPBI.com](http://PPBI.com)

