

Personal Online Banking Service Information



PACIFIC PREMIER BANK®

IMPORTANT DATES AND ACTIVITIES

May 4 1:00 p.m. PT	<ul style="list-style-type: none">Your current Plaza Mobile Banking service will become unavailable.
May 4 5:00 p.m. PT	<ul style="list-style-type: none">Your current Plaza Personal Online Banking system and Bill Payment service will become unavailable and you will no longer have access.
May 5 – May 6	<ul style="list-style-type: none">Conversion of all existing Personal Online Banking services.
May 7 9:00 a.m. PT	<ul style="list-style-type: none">Your new Personal Online Banking services will be online and available, including Mobile Banking and Bill Payment via our website www.PPBI.com.Download the Pacific Premier personal banking app (blue) from the Apple App Store or Google Play.



CONVERSION ASSISTANCE

Beginning Monday, May 7, 2018, you can obtain the most current information about our system conversion and assistance with your questions by:



Calling our Conversion Hotline toll-free at 855.816.5706 during the following hours: Monday–Friday, 7:00 a.m.–8:00 p.m. PT, and Saturday & Sunday, 8:00 a.m.–5:00 p.m. PT.

These extended service hours begin on Monday, May 7, 2018, and the toll-free number will be available through May 27, 2018.



ONLINE SECURITY

Your online security is of the upmost importance. **Never provide your account information or password over the phone or via email.** Pacific Premier Bank will never contact you and ask for your password, account number, or any other confidential information. If you receive an email, phone call, or pop-up window on your computer that is not part of the Online Banking login process, contact our Conversion Hotline at 855.816.5706.

CONVERSION OF PERSONAL ONLINE BANKING SERVICES

Your new Personal Online Banking services will be similar to your current services. In most cases there will only be minor differences. Any additional action required by you beginning May 7, 2018 is covered below, so please read.

Be sure to carefully review the accuracy of all your online banking accounts, functionality, and information as soon as possible on the morning of May 7, 2018.

If you notice any discrepancies, please contact our Conversion Hotline at 855.816.5706 immediately.

Service/Feature	Action Required
Future Dated and Recurring Internal Transfers	<ul style="list-style-type: none">• Verify that all recurring or future dated internal transfers in your new Online Banking services have mapped over successfully.
Electronic Statements and eStatements	<ul style="list-style-type: none">• Access electronic statements in your new Online Banking service.• Update, if necessary, the email address where you receive eStatement notifications. You may update your email address in your current online banking prior to May 4, 2018.
Bill Payment	<ul style="list-style-type: none">• Verify your recurring bill payments scheduled on or after May 7, 2018. We recommend you review and note your scheduled payments prior to conversion so that you can easily verify and re-establish, if necessary, on or after May 7, 2018. <p>Note: Funds will be deducted from your account on the date that you schedule an electronic payment. If you create a check payment, the funds will be deducted from your account when the check is paid against your account.</p>
Mobile Banking and Mobile Remote Deposit	<ul style="list-style-type: none">• Complete all check deposits by 1:00 p.m. on Friday, May 4, 2018, and delete your Plaza Bank mobile app.
External Transfer	<ul style="list-style-type: none">• Reset any established recurring transfers on or after Monday, May 7, 2018. Your daily limit for External Transfers is \$5,000.00. Your External Transfer Accounts will convert to your new Personal Online Banking.
Quicken®/QuickBooks®	<ul style="list-style-type: none">• Access the Quicken or QuickBooks Direct Connect or Web Connect instructions at www.PPBI.com/PersonalServices. <p>Note: Some procedures for deactivation may need to be completed prior to May 4, 2018.</p>

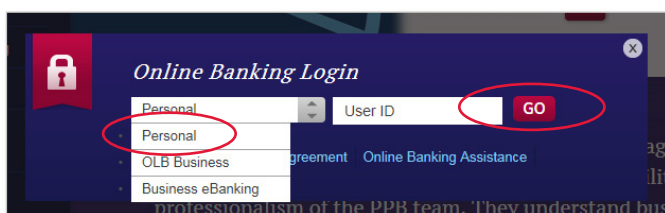
INITIAL LOGIN TO YOUR NEW ONLINE BANKING SERVICES

On Monday, May 7, 2018, follow these instructions to access your new Online Banking services:

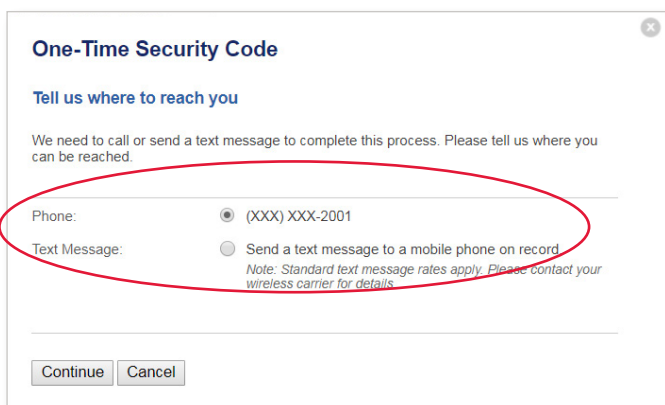
1. Go to the Pacific Premier Bank website at **www.PPBI.com**, click on the **Online Banking** button.



2. Select **Personal** from the select login type dropdown, enter **User ID** and click **GO**.



3. You will then be required to complete the **One-Time Security Code** step by selecting either **Phone** or **Text Message** and clicking **Continue** for your security code to be sent to you. **A correct phone number must be on file** to ensure that you can access your online banking services.

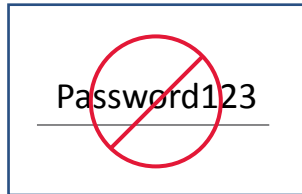


4. If you select **Phone**, you will be called at the provided number and prompted to enter the Security Code into your phone. If you select **Text Message**, the mobile phone number will be validated against our records and then you will be prompted to key in the Security Code on the computer. Then simply click the **Phone Call Completed** or **Text Message Completed** button.

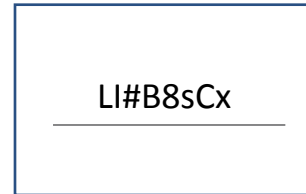


INITIAL LOGIN TO YOUR NEW ONLINE BANKING SERVICES (continued)

5. Enter your temporary password which is your **five-digit ZIP code plus the last four digits of your social security number**. Then you will be required to enter a new password. Your new password must be at least eight characters long and must include three of the following: upper case letter, lower case letter, numeric characters, or special characters (i.e. #,\$,@,%,.). Passwords are case sensitive. Click **Submit** to continue to the Online Banking Home Page.

A rectangular box containing the text "Password123". A red circle with a diagonal slash is superimposed over the text, indicating it is an invalid password.

Bad Password
(Sample)

A rectangular box containing the text "LI#B8sCx". A horizontal line is positioned below the text, indicating it is a valid password.

Good Password
(Sample)

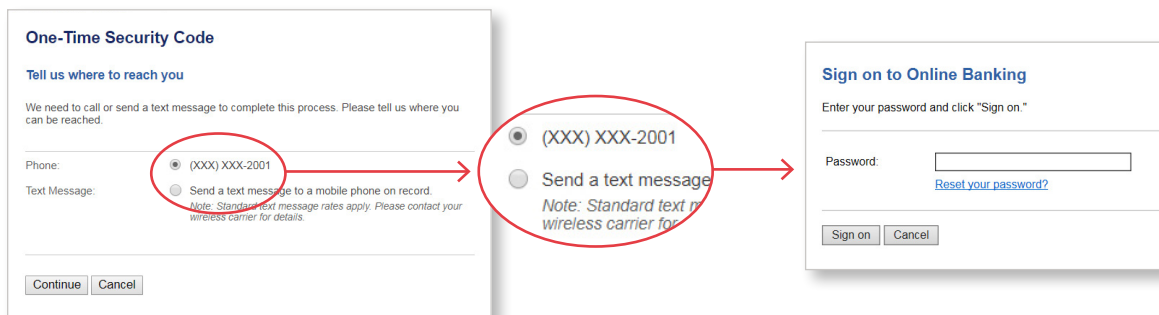
6. You can now use your new Online Banking services to view current balances, see new activity, and initiate new transactions.

Troubleshooting: Logging Into Online Banking Services

If you have forgotten your User ID or your temporary password is not working for you, call our toll-free Conversion Hotline at 855.816.5706.

If your User ID is not accepted, go back to the beginning process steps and try again.

Note: If you do not recognize the last four digits of the numbers that appear on the One-Time Security Code screen, they have been system-generated because the User ID was entered incorrectly. Please cancel and try to login again. If you cannot sign into the system, call the Conversion Hotline at 855.816.5706.

Two screenshots of the online banking login process. The left screenshot, titled "One-Time Security Code", shows a "Tell us where to reach you" section with radio buttons for "Phone: (XXX) XXX-2001" and "Text Message: Send a text message to a mobile phone on record." The right screenshot, titled "Sign on to Online Banking", shows a "Enter your password and click 'Sign on.'" section with a password input field and "Sign on" and "Cancel" buttons. Red circles and arrows highlight the flow from the security code selection to the password entry screen.

PERSONAL ONLINE BANKING CONVERSION FAQ

1. Q. When will my new Online Banking service be available?

A. Your new Online Banking service will be available Monday, May 7, 2018 at 9:00 a.m. PT.

2. Q. How will I access my new Online Banking and Bill Payment services?

A. Go to **www.PPBI.com**, click on the red **Online Banking** button, then select **Personal** from the drop-down menu, and enter your User ID. You will then be prompted through the new login steps. Your User ID will remain the same as your current User ID. Your temporary password is your ZIP code plus the last 4 digits of your Social Security number.

3. Q. What do I need to know about my new Bill Payment service?

A. Your new Bill Payment service is accessible through Online Banking. You will need to verify and re-create, if necessary, any recurring bill payments scheduled on or after May 7, 2018.

4. Q. Will electronic statements continue to be available through Online Banking?

A. Yes. You will continue to receive electronic statements in your new Online Banking service for accounts established in your current Online Banking service. If you would like to enroll in eStatements and discontinue paper statements with Pacific Premier Bank, please contact your local branch or call our Conversion Hotline at 855.816.5706.

5. Q. Will all my previous Online Banking information be available in my new Online Banking service?

A. Online Banking activity from the prior 13 months or the length of time that is available in your current online banking will be available in your new Online Banking service. Your eStatements will be available within three weeks after conversion.

6. Q. How can I access my current Online Banking services after conversion?

A. Your current Online Banking service will not be accessible after the conversion. However, your current Online Banking activity from the prior 13 months or the length of time that is available in your current Online Banking will be available in your new Online Banking service.

7. Q. I import my banking information into QuickBooks®. Will I still be able to use this service?

A. Pacific Premier Bank offers our clients Direct Connect and Web Connect for Quicken®/QuickBooks®. Use this link for the complete Conversion instructions: www.PPBI.com/PersonalServices. Some procedures for deactivation may need to be completed prior to May 4, 2018.

8. Q. Will I have Mobile Banking and Mobile Check Deposits, and how do I access it?

A. Yes, you will have Mobile Banking and Mobile Remote Deposit. To establish your Mobile Banking link, you will need to delete your Plaza Bank mobile application and download the Pacific Premier personal banking app (blue) from the Apple App Store or Google Play. In addition, you will now have access to People Pay through your Online Banking and Mobile Banking app. With People Pay, you can make payments directly to an individual's account and send recipients an email or text with payment instructions.

9. Q. Will I be charged a fee for Online Banking services?

A. There is no charge for basic Personal Online Banking, Personal Bill Payment, or Mobile Banking services. Additional service fees may apply. For additional information, refer to the Personal Banking Products and Services information, Personal General Fees, and Disclosure Information and Agreement. To request a copy, please contact your local branch or call our Conversion Hotline at 855.816.5706.

10. Q. Where can I get more information on other products and services offered by Pacific Premier Bank?

A. Please contact your local branch, visit our website at www.PPBI.com, or call our Conversion Hotline at 855.816.5706.

Thank you for your business.



Phone: 855.816.5706 **Web:** PPBI.com

