tri counties bank

Service With Solutions®

Your Transition Guide to **Trico Business Express**



Visit **TriCountiesBank.com/welcome**

Welcome to Trico Business Express

Trico Business Express is a simple, modern, easy-to-use business online banking platform designed to meet the needs of small businesses. In this guide, you will find resources to assist you with the transition to Tri Counties Bank.

Please review this guide for instructions to help you get started. Additionally, many online resources are available to you at **TriCountiesBank.com/welcome**.

Should you need further assistance, our customer care agents are also available to help you throughout the transition at 1-800-922-8742.

WE'RE HERE TO HELP

Put the experience and knowledge of your local Tri Counties Bank team to work for you.
For Trico Business Express support call 1-800-922-8742.

Important Dates

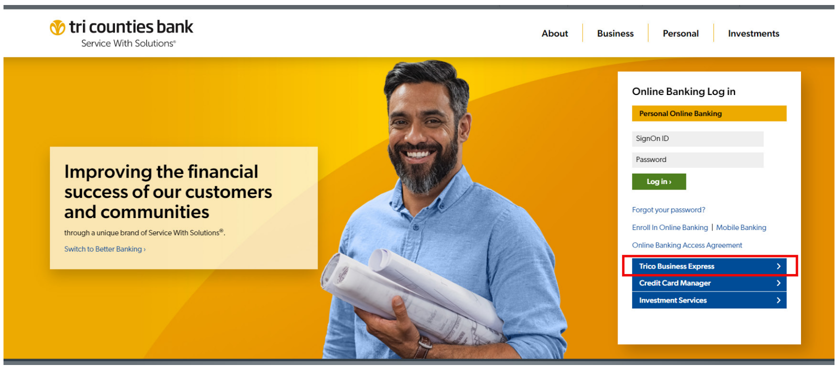
March 25, 2022
Access to myVRB Online Banking ends

March 28, 2022
Start using Trico Business Express

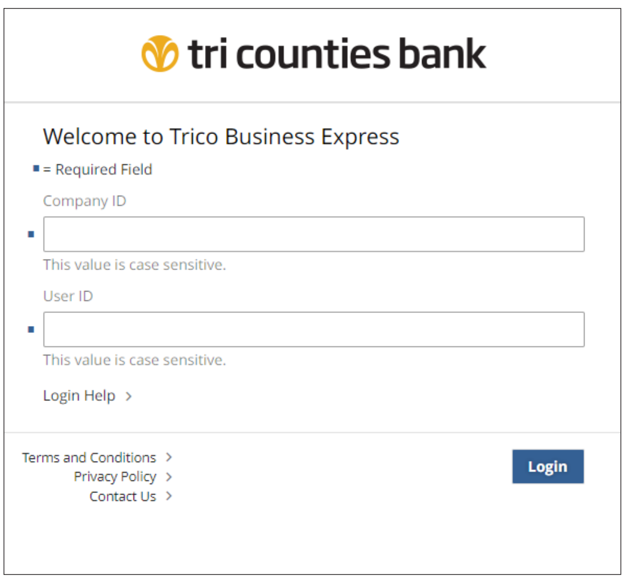
Table of Contents

Starting at 8:00 AM on March 28: Log in to Trico Business Express

1. Go to www.tcbk.com
2. Select Trico Business Express



It will take you to the Trico Business Express login page

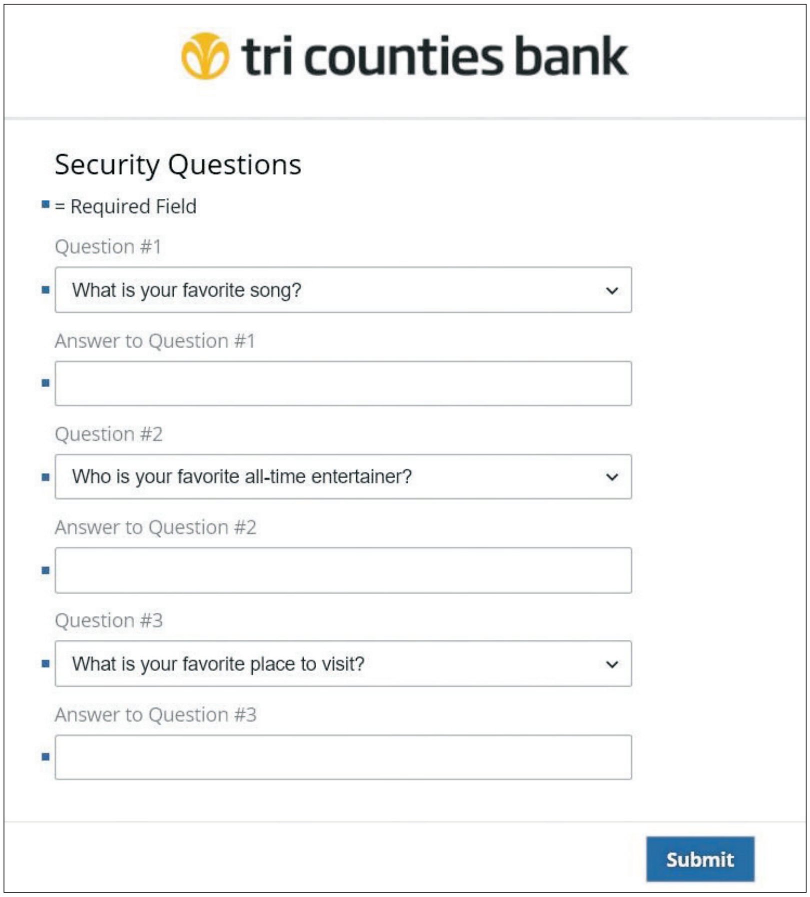


3. Input your Company ID
   - ***A letter containing your Company ID was mailed to you. If you need assistance, please call us at 1-800-922-8742.***
4. Input your User ID
   - ***Your User ID is the same as your myVRB Online Banking User ID.***
5. Click "Login"
6. Input your Temporary Password

Temporary Password = Tcbxxxx22#

Where "xxxx" is the last 4 digits of your primary phone number (as listed with Valley Republic Bank's myVRB Online).

7. Create a new Password
8. Select your security questions
9. Select Submit at the bottom of the page



10. Update your contact information under your profile
11. Validate information for additional users (if applicable)

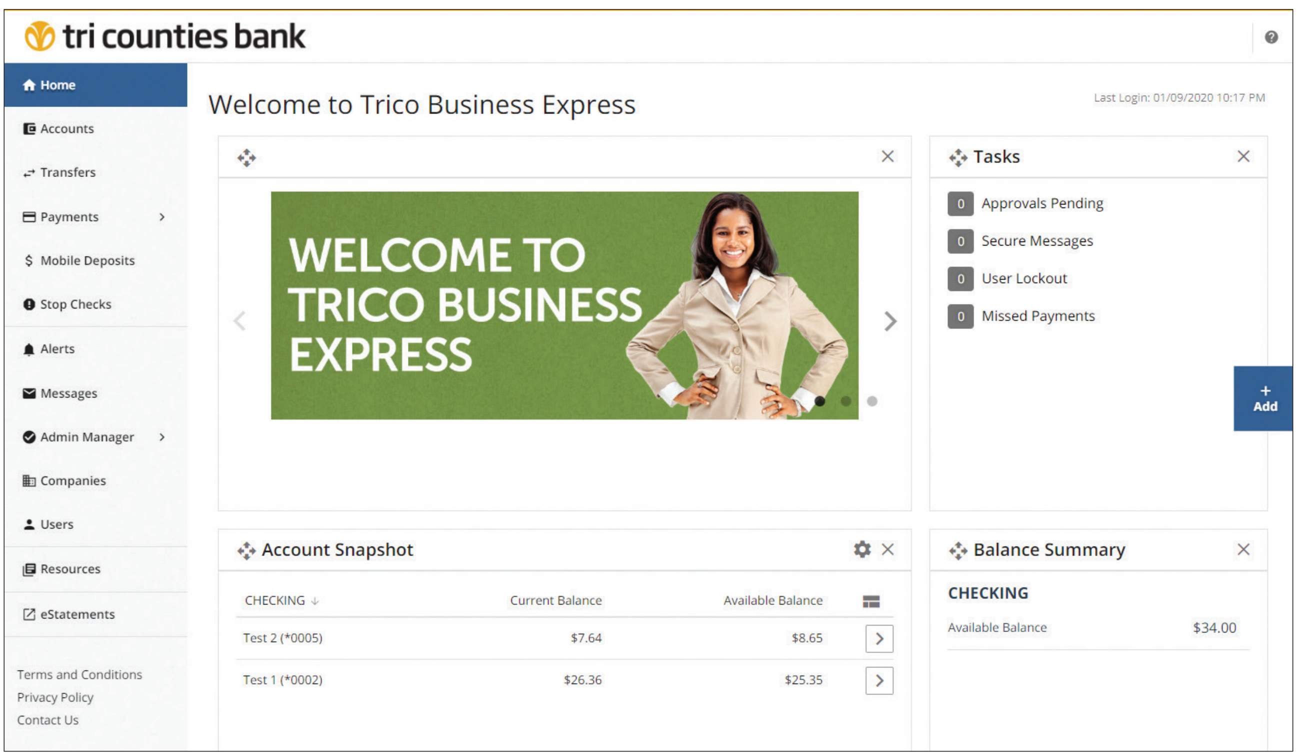
Welcome to Trico Business Express

Trico Business Express includes a user-friendly Dashboard which summarizes your account activity as well as additional features and tools to meet your banking needs.

Features and Benefits

- ✓ Customizable Dashboard allows you to modify sections to fit your needs
- ✓ Secure messaging allows you to communicate easily and securely with our Business Banking Specialists
- ✓ Dynamic design ensures your user experience is consistent across devices
- ✓ Simplified navigation and easy-to-use menu
- ✓ Alerts to communicate when action is needed within your account
- ✓ User administration allows you to manage employee access to Trico Business Express
- ✓ Add-on time-saving features such as ACH Credit Origination and Domestic Wire Transfer *(Additional fees apply. Contact your local banker for details.)*

Home



The Dashboard provides you with a quick view of the items that are important to you. You can view up to five accounts of your choice in the Account Snapshot, place a stop payment, or manage upcoming payments using the Payments Calendar. Trico Business Express uses “widgets”-sections of the web page-that can be added or moved to best meet your needs. Move the widgets to customize the view that best meets your day-to-day preferences.

Tip: Drag and drop, close and open widgets to match your preferred view.

Accounts

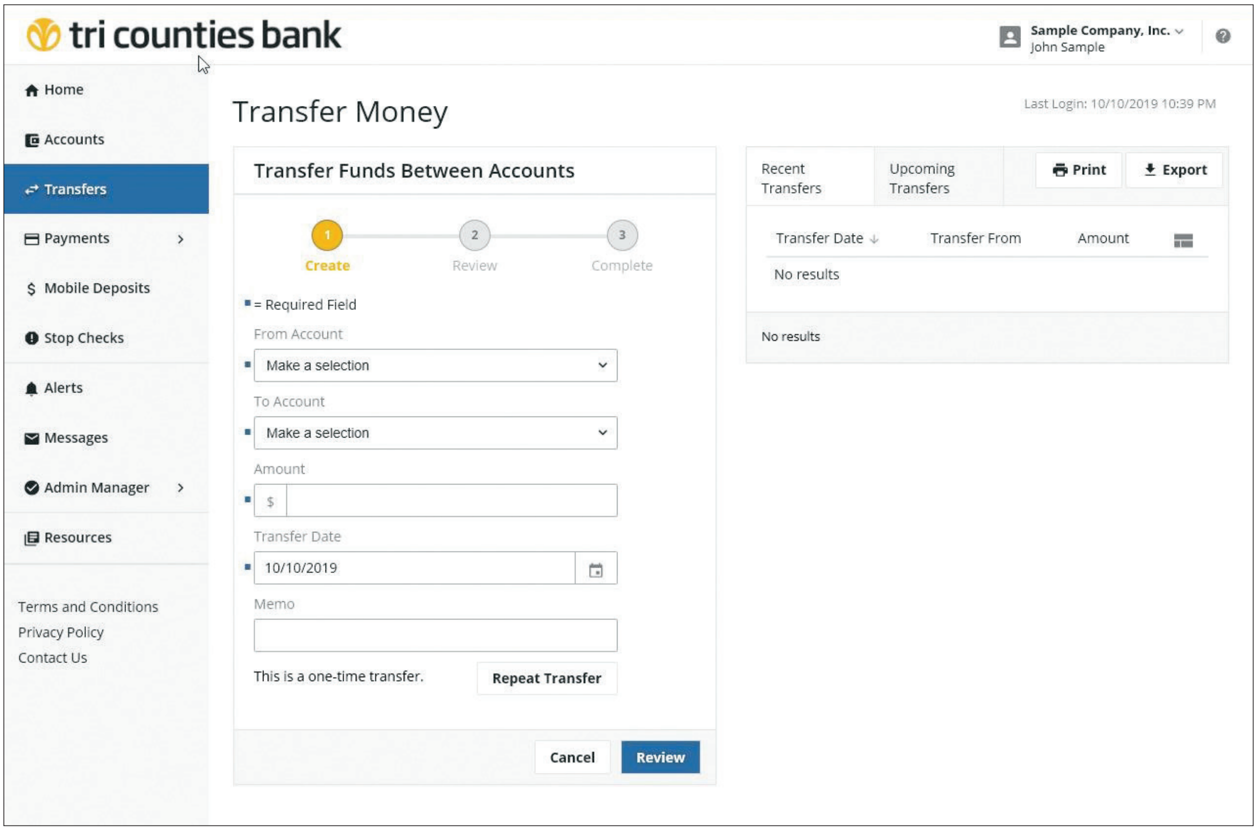
✓ Clear, easy-to-read transaction history on all your accounts.

✓ Additional, detailed information provided on electronic transactions.

The Accounts menu gives you a clear view of all your accounts and activity. The layout allows you to navigate from account to account quickly and easily.

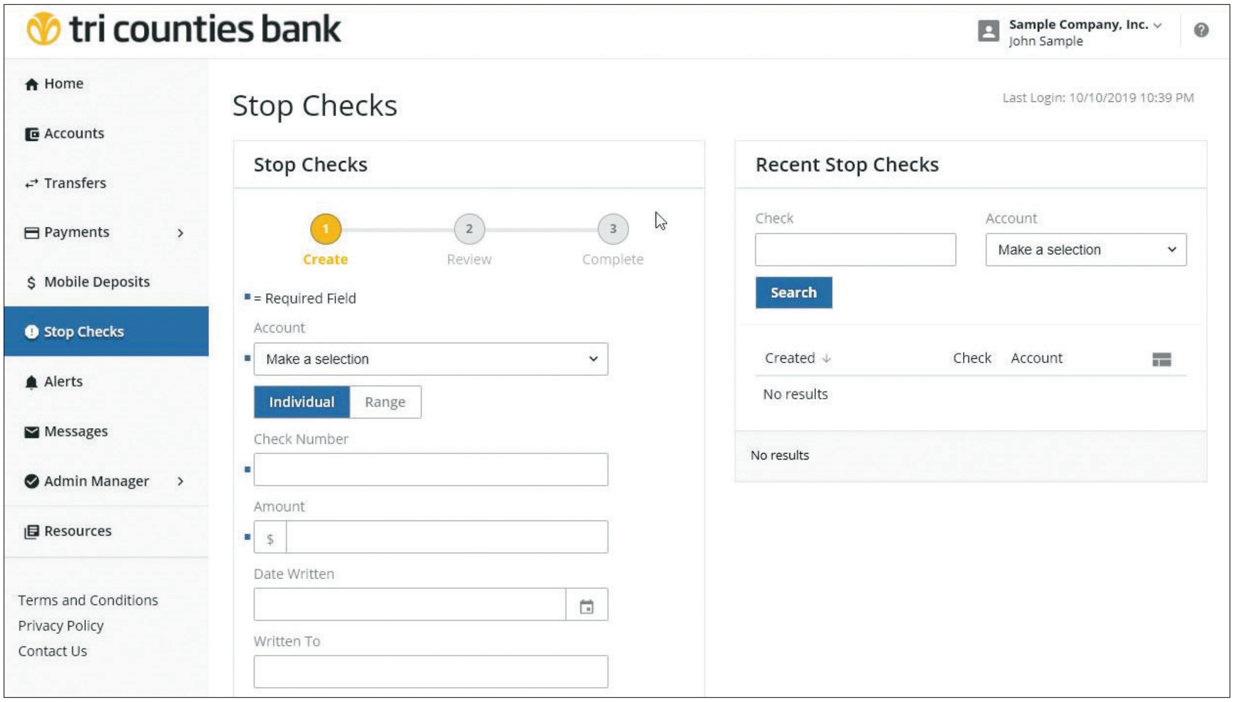
Transfer Money

Transfer money between accounts and view recent transfers.



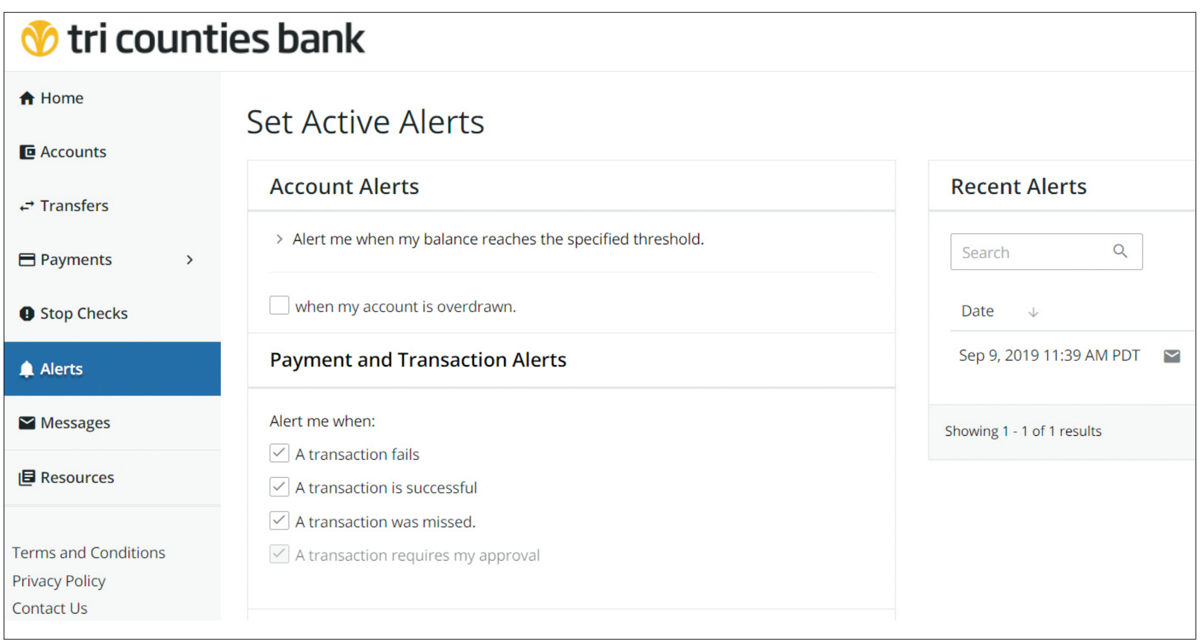
Stop Payments

Place a stop payment when it is convenient for you. Requests must be submitted individually.



Alerts

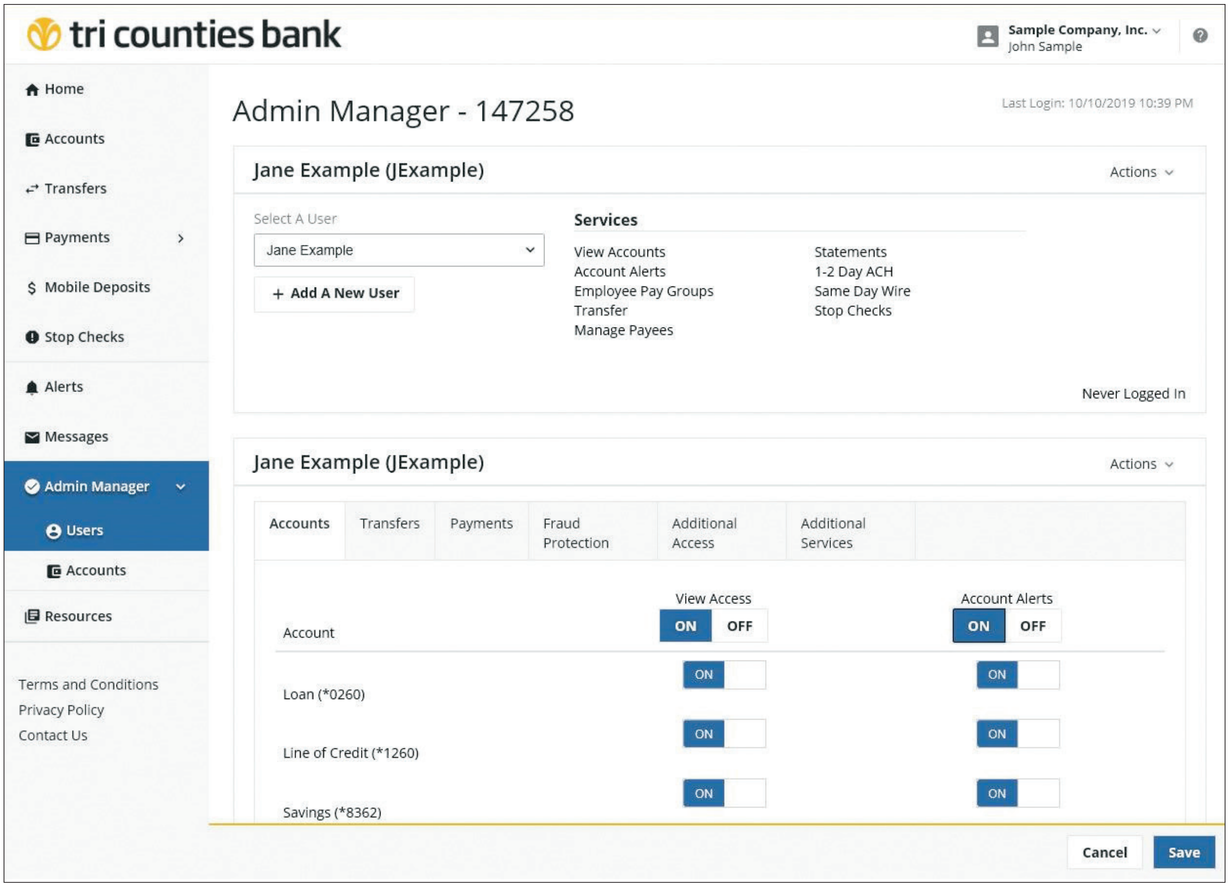
Your security is important! Trico Business Express offers a range of Alerts and Notifications to protect your business while you focus on more important things.



Admin

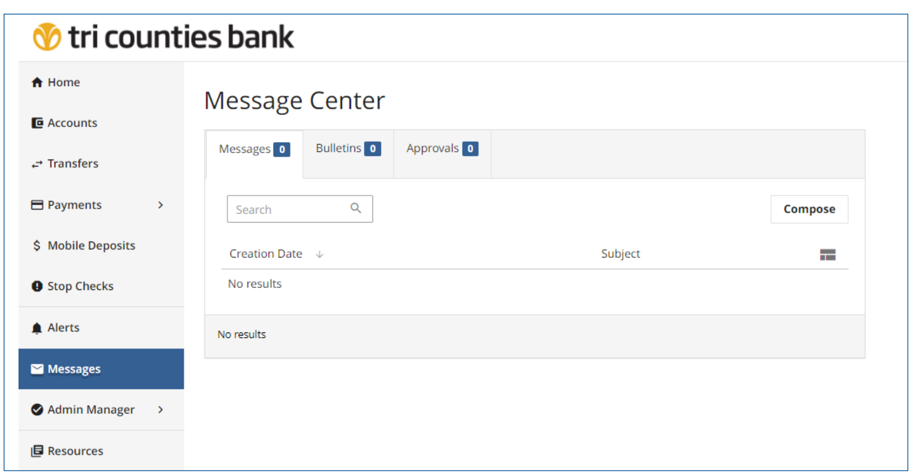
Create and maintain users, modify permissions, or reset passwords within the Admin tab.

***NOTE:** To edit your profile, click on your profile from the dropdown in the upper right hand corner.*



Message Center

✓ Within the Message Center you can send us secure messages and view bulletins and outstanding approvals.



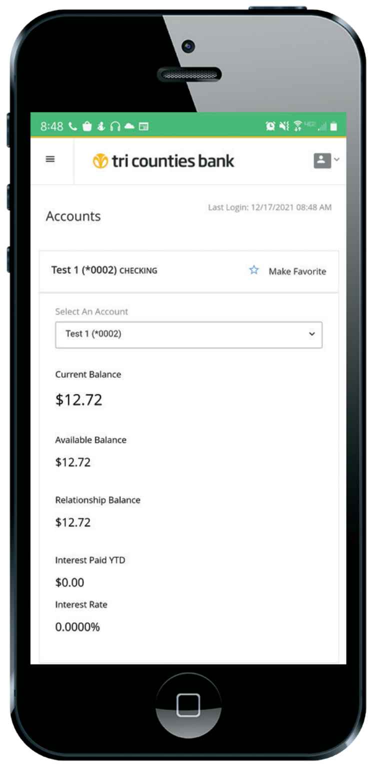
Download the Mobile Banking App

Mobile Banking

Keep tabs on your balances and activity directly from the mobile app!

After you have logged into Trico Business Express, download the mobile app:

1. Visit App Store or Google Play and Search for **"Trico Business".**

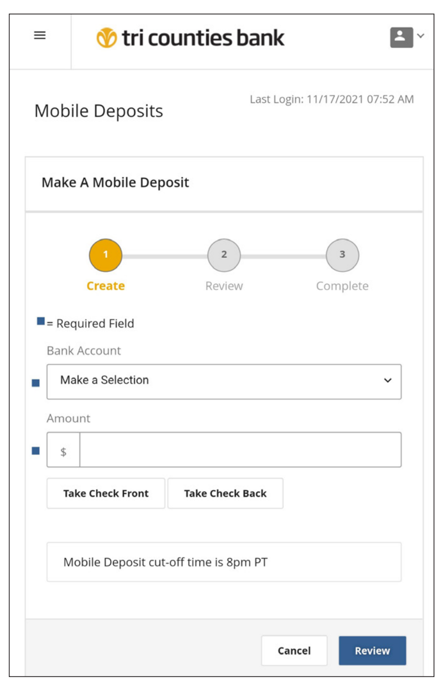


2. Log in to Trico Business Express from your desktop to retrieve your **Activation Key**, which can be found in My Settings > My Profile.
3. To get started, log in to the app from your phone using your desktop credentials and your **Activation Key**.

For detailed instructions, please see the Mobile App Registration Guide at https://www.tcbk.com/welcome/business-online-and-mobile-banking-services

Mobile Deposits

Make deposits on-the-go from your phone or tablet.



Frequently Asked Questions

How do I access Bill Pay?

Select Payments>Make a Payment> 3-5 Business Days Standard Bill Pay. This will launch the Bill Pay window where you can add payeess, schedule payments, or view history.

See page 3 for complete instructions about logging into the new system.

Will there be any changes to Mobile Deposit?

The only change is that Tri Counties Bank offers a later cut-off time at 8:00 PM PT for crediting of mobile deposits on the same business day.

Are eStatements available?

If you wish to receive statements electronically, please enroll in eStatements on or after March 28. Instructions were included in the letter which was mailed to you. If you need assistance, please call 1-800-922-8742.

How are new accounts added to Trico Business Express?

To add accounts, please contact Tri Counties Bank at 1-800-922-8742. Account permissions are entitlement based. Your designated company Administrator will need to grant access to any additional users.

Terms and Conditions

Please take time to review the Trico Treasury Center and Trico Business Express Terms and Conditions. They're available on our website at **TriCountiesBank.com/welcome**. By using Business Express, you agree to the updated Terms and Conditions.

WE'RE HERE TO HELP

Put the experience and knowledge of your local Tri Counties Bank team to work for you.
For Trico Business Express support call 1-800-922-8742.

We would like to hear from you.

We want to ensure your transition to Tri Counties Bank goes smoothly. Please do not hesitate to contact us with questions or for assistance.

- Speak with a banker: 1-800-922-8742
- Find us online: Visit TriCountiesBank.com/welcome for the latest conversion information and updates.

tri counties bank

Service With Solutions®

1-800-922-8742 | TriCountiesBank.com

Rev. 02/22