

QUICK START GUIDE

Below are the latest updates on service timing and important details as Sandy Spring Bank systems fully move to Atlantic Union Bank (AUB). Services will be limited beginning **Thursday, October 9** until updates are completed on **Tuesday, October 14**.

On October 14, Sandy Spring Bank is becoming Atlantic Union Bank



Before Friday, October 10:

1. Confirm your contact information:

Log into Online Banking through your computer or mobile app to confirm that your contact information is correct.

Personal Digital Banking: In the app, go to “More” and then select “Profile” to confirm or update. For Online Banking, select “Self Service” and then “My Profile” to confirm or update.

Business Online Banking: From your computer, go to “Administration”, then “Self Administration” and then select “Personal Preferences” to confirm or update.

2. Know your login information:

Personal Accounts: know your username and password.

Business Accounts: know your company ID, username and password.

Biometrics will not work for your first login. If you use biometrics or facial recognition, please be sure to know your login information.



Download the AUB mobile app

You may use your existing Sandy Spring Bank app until October 9. If you are currently an Online Banking customer, you will not need to re-enroll.



On or after Tuesday, October 14:

1. Log into your NEW online banking experience from the AUB mobile app or by selecting LOGIN on AtlanticUnionBank.com.

a. Enter your credentials:

For **Personal Accounts:** use your existing username and password. *If your username needs to change, you'll receive a separate communication from us.*

For **Business Accounts:** your login will be your existing CompanyID+Username. *E.g., If your company ID is 12345 and your username is ABCbiz, you'll enter 12345ABCbiz for your username with your existing password.*

b. Verify your account by entering a one-time passcode that will be sent to an email address or phone number that you previously provided. **Reminder:** Do not share this passcode with anyone. We will never call, text or email you asking for it.

c. Upon signing in, you'll create a new password and accept the Online Banking Agreement and Electronic Consent.

2. Confirm important transactions:

Personal Accounts: Confirm recurring transfers and payments.

Business Accounts: Confirm all ACH and wire templates.



Branches and the Customer Care Center will reopen on **October 14**. The Customer Care Center can be reached at **800.990.4828** starting at 7am.

For the latest details on specific services and timing, visit AtlanticUnionBank.com/Welcome