

# Welcome to our New and Improved Mobile Banking App!

First Financial Bank is proud to introduce our new and improved mobile banking app! With enhanced security, new features, and improved functionality, mobile banking offers convenient access when and where you need it, across all of your devices.

Our top priority is making the transition easy for you. This information was designed specifically to guide you through the steps necessary to log in and get started. The table on the right highlights some new app enhancements and features.

We appreciate your business and hope you enjoy our new, enhanced mobile banking app that puts YOU FIRST.

Sincerely,



Ron Butler  
Executive Vice President  
Chief Administrative Officer  
First Financial Bankshares, Inc.

## New Features

- Add and transfer funds to external accounts
- Bill-pay integrated with online banking platform
- Pay a friend (*coming soon*)
- Debit card controls
- Alerts via text message, voice, email and secure inbox
- Stop payments
- Address change
- Statement delivery preference
- Bill-pay management from selected accounts
- Order checks

Please see additional information inside and important dates below.

## IMPORTANT FACTS ABOUT MOBILE BANKING ACCESS DURING THE UPGRADE

WHAT DO YOU WANT TO DO?	WED 10/17/18	THURS 10/18/18	FRI 10/19/18	SAT 10/20/18	SUN 10/21/18	MON 10/22/18
View Account Balance and Transactions	YES	YES	YES	YES	YES	YES
Transfer Funds and Make Loan Payments	YES through 4:00 p.m.	NO	NO	NO	NO	YES
View and Print Front and Back Images of Paid Checks	YES through 4:00 p.m.	View Only	View Only	View Only	View Only	YES
Place Stop Payment on Specific Checks	YES through 4:00 p.m.	NO	NO	NO	NO	YES
Access Online Bill Payment	YES through 4:00 p.m.	NO	NO	NO	NO	YES
Schedule Bills to be Paid Through Online Bill Payment	YES through 4:00 p.m.	NO	NO	NO	NO	YES
Add New Payee	YES through 4:00 p.m.	NO	NO	NO	NO	YES
Change Existing Payee Information or Payment Amount	YES through 4:00 p.m.	NO	NO	NO	NO	YES

PLEASE NOTE: Internal transfers can still be made by calling our Customer Care center during regular care center hours or First Voice Telephone Banking 24/7 at 800-588-4925.

## QUESTIONS?

Call customer support  
at 1-855-660-5862

Mon - Fri 8 a.m. - 7 p.m. CST  
Sat 9 a.m. - 5 p.m. CST

Find helpful  
videos and tutorials  
at [ffin.com/mobile-banking](http://ffin.com/mobile-banking)

**FIRST  
FINANCIAL  
BANK**

YOU FIRST | [FFIN.com](http://FFIN.com)

## Things to Do to Get Ready

In order to ensure that you will have a smooth transition, please follow the steps below **PRIOR** to the upgrade.

- Take screenshots or print a copy of your recurring transfers and alerts before 4:00 p.m. on Wednesday, 10/17/18.
- Any funds transfers, stop payments, bill or loan payments that you want to process by 10/18/18 should be initiated and scheduled before 4:00 p.m. on Wednesday, 10/17/18.
- On Monday, 10/22/18, if you are currently using online banking at [www.ffin.com](http://www.ffin.com), you may use the same credentials to login to the new mobile banking platform.

If you are not a current online banking user at [www.ffin.com](http://www.ffin.com), please login to the new mobile app using your existing mobile app username and password and then follow the instructions.

If you have any questions or issues, please call our Customer Care center at 855-660-5862.

If you have any questions or concerns before, during, or after the conversion, please call Customer Care at 1-855-660-5862, Mon - Fri 8 a.m. - 7 p.m. CST, Sat 9 a.m. - 5 p.m. CST, and we will be happy to assist you.

## Facts and Key Dates

As you might imagine, it will take time to move your mobile banking and bill payment information to our new mobile banking platform. Please keep the following key dates in mind and plan your mobile banking activity accordingly.


### Wednesday, October 17th

- Funds Transfer and Loan Payments will be unavailable after 4:00 p.m. and available again Monday, 10/22/18, when you download the new app.
- Access to Bill Payment will be unavailable after 4:00 p.m. We strongly recommend that you take screenshots or print a copy of your bill-pay history prior to this time and keep this information for your records.

### Thursday, October 18th through Sunday, October 21st

- The following mobile app features will be available as view only until Monday, 10/22/18, at 8:00 a.m.
  - Account Balances & Transactions
  - Check Images
- Internal transfers can still be made by calling our Customer Care center during regular care center hours, or First Voice telephone banking 24/7 at 800-588-4925.

### Monday, October 22nd at 8:00 a.m.

- Your new mobile banking app is available by going to the app store and downloading First Financial Bank Texas. 
- Review carefully to ensure that all accounts and payees have converted successfully and that your e-mail address is current.
- Setup any additional or recurring transfers.
- Review new features and functions for a more robust mobile app experience.



First Financial Bank Texas