

Will my current username and password continue to work for the new online banking platform?

You will need to enroll for the new platform and create a new username and password when the new online banking platform is **available on November 7th**. This is to ensure you are taking advantage of the enhanced security features.

How do I pay my bill after November 7th?

You can pay your bill through the new online banking platform or if you prefer to make your payment by check, **effective November 7th, all checks should be mailed to the address below:**

Farm Bureau Bank
Business Card Services
PO Box 37035
Boone, IA 50037-0035

If I am enrolled in autopay, will my payment still process on the new platform?

If you are currently enrolled in auto-pay, you won't have to adjust a thing – your payments will continue to process as usual.

Can I make payments on a subaccount?

Yes, subaccounts can make payments. Payment will apply directly to the subaccount and will be reflected on the control account.

Can I make payments during my statement cycle?

Yes. Any payment(s) made within a statement cycle will increase the available credit line according to the dollar amount of the payment(s) posted.

Will I be able to access my statements online?

Your “*previous statements*” will not be available on the new online banking platform until December 20th. After that, you will only be able to view your most recent three statements.

I currently receive e-statements – will I continue to?

If you are currently setup to receive e-statements or would like to start receiving e-statements versus paper statements, please be sure to select the e-statement option while registering for the new online banking platform.

Can I download account transaction activity?

Beginning November 11th, transaction activity will be available to download in one of four new formats of your choosing: Excel, Comma Delimited, Quicken (QFX), or Microsoft Money (OFX).

Will my Business Member Rewards Balance transfer over?

Your current Business Member Rewards **will be unavailable to view or redeem for a short period of time** after the launch. You will continue to earn rewards as you use your card and an updated balance of your old and new rewards will be visible and ready to spend by December 4th!
