



1) What are the key changes and benefits to the new Butterfield Online and Mobile Banking App?

- **New URL:** The web address for Butterfield Online has changed from www.butterfieldonline.ky to www.butterfieldonline.com.
- **One-time verification upon login:** When you login to the new Butterfield Online for the first time, you will receive a one-time verification code which will be sent to your e-mail address.
- **Same functionality on desktop and app:** Butterfield Online and Butterfield Mobile Banking will be seamless in that they will look and function in the same manner.
- **Call-to-verify secure callback service:** This service will no longer be used as we've enhanced automated system security.
- **Open accounts online:** Butterfield Online users can now open savings, chequing and fixed deposit accounts online.
- **Reset your password:** Users may reset their passwords without contacting the Call Centre.

2) What steps should I follow for the first time login?

- Input your existing Butterfield Online login ID and password.
- Accept the Terms and Conditions.
- Create a new password.
- You will then be logged out. Log back in with existing login ID and new password, and then you will be prompted with the one-time verification screen to enter the code that has been delivered via email.

3) I haven't used my account recently. Will I be able to access my accounts on the new system?

Any Butterfield Online users that haven't accessed their accounts within the last 18 months must reapply for access.

4) Where can I go to download the Butterfield Mobile Banking App?

For iPhone users, the app can be downloaded from the App Store. For Android users, the app can be downloaded from Google Play.

5) I've been locked out of the system after inputting my verification code. What should I do?

You must wait 15 minutes until your account is unlocked and request a new code.

Information Classification: Public

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6) What steps do I follow to reset my password?

- Once logged in to Butterfield Online, click on the menu bar in the upper left corner of your screen.
- Select the Security settings.
- Enter your current password, along with your selected new password. Ensure that you follow all of the requirements for a new password.
- Once you submit a new password, the screen will confirm your successful change and you will be required to login using your new password.

7) What should I do if I forget my password?

- Go to www.butterfieldonline.com and click on Forgot Password located under the Login button.
- Input your Username and Date of Birth in day/month/year format.
- If you are unsure of what date of birth is noted on our records, please contact the Call Centre to confirm the date of birth on record.
- Once you successfully complete all fields, you will be asked to login again using your password.

8) Can I open a new account online in any currency?

Yes, but only if the account you are funding is the same currency.

9) Can I open a new account online with multiple account holders?

Yes, but only using the same account holders as the funding account.

10) What transactions does "Your Spending" in the last 90 days include?

"Your Spending" includes any debits and credits within the last 90 days in all of your accounts.