



Tuesday, 4 August 2020

Dear Valued Client,

Re: Important Information for Cayman Corporate Online Banking Migration to the new Butterfield Online

We are pleased to advise that we will be launching a new Butterfield Online platform for our Cayman Corporate Banking clients. All active profiles (i.e., those that have been accessed within the last 18 months) will be migrated to the new version of Butterfield Online. This is scheduled to go-live on **Monday, 17 August 2020**.

Access:

Following the migration, clients will be able to access the new Butterfield Online via URL: **www.butterfieldonline.com**

An auto-redirect will guide clients to the new platform for those that navigate to the old URL or have it saved as a bookmark.

Login:

The new site has single login functionality, meaning clients who currently have credentials as a Corporate Administrator who are also a Corporate end-user will now use their User ID to access both the Administrator and User functions. Please note that this merger will only occur if both the Corporate Administrator and Corporate end-user naming conventions are identical for both roles. In these instances, clients will log on utilising their Corporate end-user User ID, as the merge of these profiles will result in only that specific User ID being migrated.

Verification code:

Upon initial log in a One-Time Passcode alert message will be sent to your e-mail address. The code to be entered can be found within the body of the e-mail in **bold** text. To avoid any delays in receiving the code, we ask that you ensure that the e-mail address sending the verification code is accepted and not blocked.

E-mail address sending One-Time Passcode	BNTB_Admin@butterfieldgroup.com
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The One-Time Passcode is replacing the existing Call-To-Verify (C2V) functionality. You will now receive this verification Passcode to the e-mail address that we have on file for you. The code received is actively available for use once within a 15-minute time period from receipt, and you are required to enter it in order to confirm your online banking log in and/or transaction. If no e-mail address is recorded for you on our system you will not receive a verification code.

Please follow the instructions from the actions list below in order to ensure that we have correct and current e-mail address details for you on our system.



Functionality:

All functions available to the Corporate Administrator and Corporate User roles will be available by selection from the dropdown menu once you have successfully logged in.

Actions:

- Please ensure that all pending transactions (administrative and financial) are approved prior to 5:00 p.m. (GMT-5) on Friday, 14 August 2020
- Please log on to the existing Butterfield Online in order to validate and update (where necessary) your current e-mail address on our system to ensure successful receipt of your verification code*
- Corporate Administrators are encouraged to request that Corporate Users also log in to the existing Butterfield Online in order to validate and update (where necessary) their current e-mail address on our system to ensure successful receipt of their verification code*
- Due to differences in the ways user role views are configured in the current and new versions of Butterfield Online, there is a possibility that certain templates may not migrate successfully to the new platform. We therefore recommend that you record details of all templates currently in use to allow those that do not successfully migrate to be easily re-established within the new platform.

**Prior to the launch of the new Online Banking platform, the process of validating /updating information can be managed via our current Online Banking site. Clients logging in will be met with an information capture screen requesting validation of contact details. If a client has already performed this validation process and their contact details are updated, the screen will not be displayed. Post launch, Corporate Administrators will retain the ability to update Corporate User contact information; however, they will need to contact the Butterfield Call Center for the updating of their own contact information.*

The Call Centre will be able to assist you between the hours of 8:00 a.m. - 5:00 p.m. (GMT-5), Monday through Friday, should you have any questions or concerns that require attention. Please contact us via the following channels:

E-mail	corporatebankingCAY@butterfieldgroup.com
Telephone	(345) 949 7055 [and dial 5 when prompted]

For access to our User Guide and FAQs please visit the Online Banking page, under the Business & Corporate section, on our website at www.butterfieldgroup.com.

Please remember that Butterfield will never e-mail you a link that asks for your online banking credentials or passwords. Suspicious e-mails should be forwarded to phishing@butterfieldgroup.com.

Sincerely,

Electronic Banking Team | Electronic Banking

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