

FREQUENTLY ASKED QUESTIONS

➤ Enhanced Secure Sign In - Client FAQ

The enhanced Associated Connect® **Secure Sign In** experience upgrade is part of Associated Bank's broader digital banking modernization initiative and is designed to improve security, reliability and overall client experience.

What's the change to the Associated Connect sign-in process?

Associated Connect is moving to a new Secure Sign In experience. This enhanced experience is designed to improve security and create a more modern sign-in process.

Will I still use Associated Connect?

You'll continue to use Associated Connect® for business banking services. Only the authentication and sign-in experience are changing.

Will my User ID change?

No, in most cases, you'll continue using your existing User ID.

Will my password change?

You may be required to create a new password as part of your first sign-in after migration.

Will Multi-Factor Authentication (MFA) still be required?

Yes, multi-factor authentication will continue to be required and may include enhanced verification methods for added security.

Will my bookmarked sign in page still work?

We recommend updating bookmarks after migration using the official login URL provided by Associated Bank.

Will Associated Bank ever ask for my password?

Associated Bank will never ask for your password through email, phone call or text message.

Will Face ID or fingerprint sign-in still work?

Yes, biometric sign-in capabilities are expected to remain available after re-authentication on your mobile device.

Will user entitlements or permissions change?

No, changes to user entitlements are expected solely because of the authentication migration.

Can administrators reset user access?

Yes, existing administrative capabilities for managing user access will continue, subject to your organization's permissions and security policies.

Do I need to take any action before the migration weekend?

Yes, please do the following:

- Verify contact information.
- Ensure mobile numbers and email addresses are current.
- Download the latest mobile app version.
- Watch and review communications for more information.

Will the mobile app change?

You may need to update your Associated Connect® mobile app to the latest version available in your device's app store.

Will there be any downtime during the migration?

Minor service interruptions may occur during the migration window. Planned downtime details will be communicated in advance.

Where can I find updates and additional information?

Associated Bank will continue providing updates through:

- Email communications
- Associated Connect announcements
- Treasury Management representatives
- Customer Care support teams