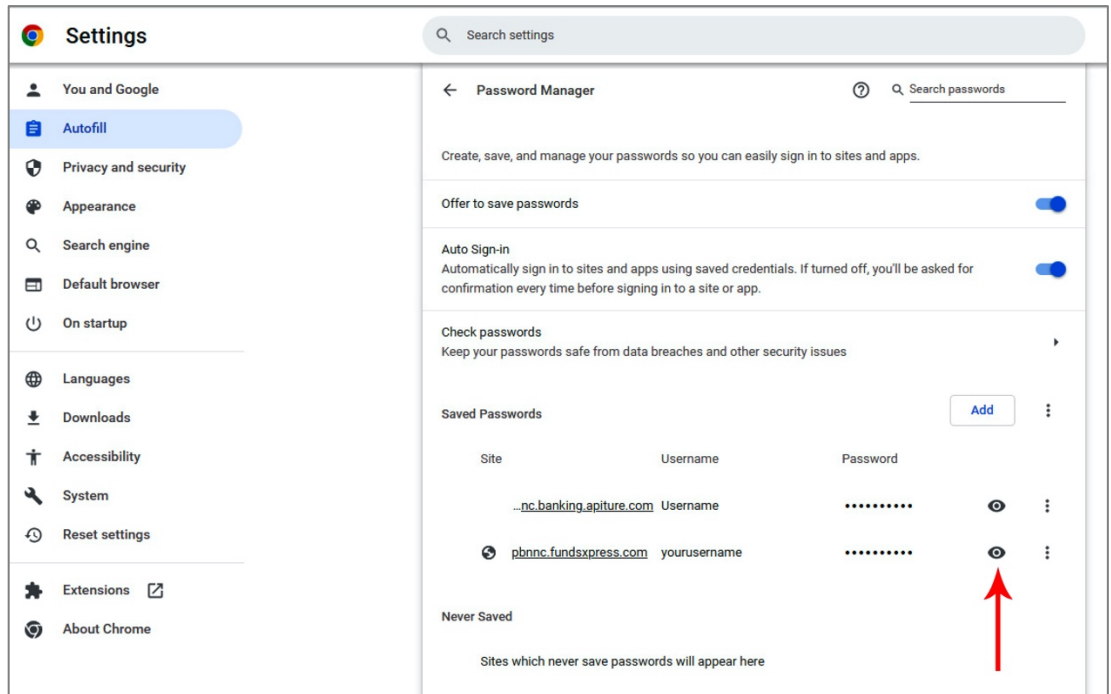


Important update regarding online banking passwords and Safari web browsers.

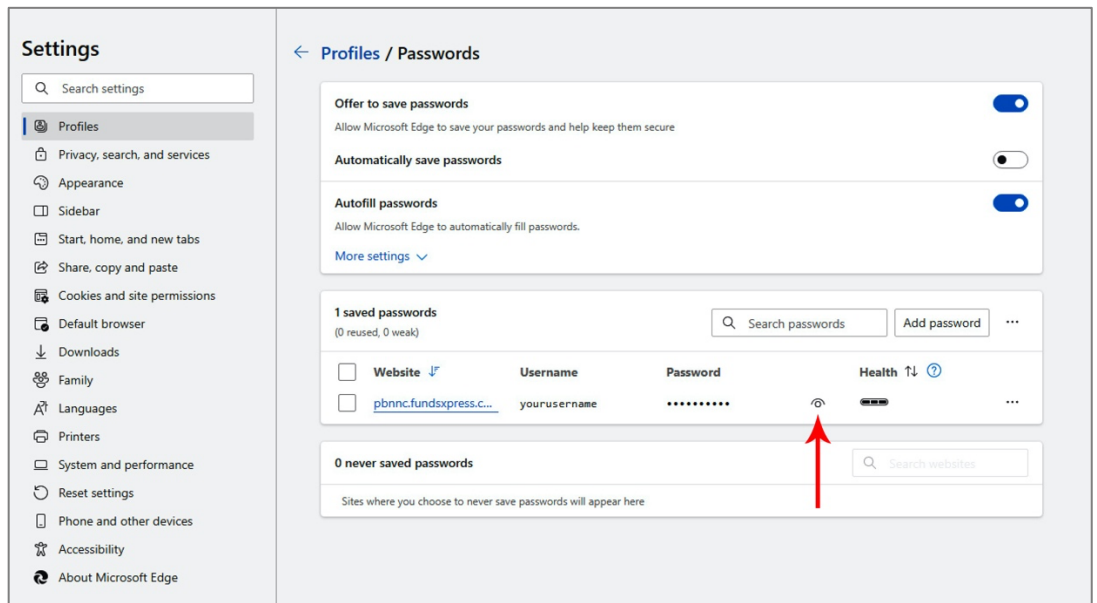
Some online banking users have experienced an issue since the recent URL change from fundsxpress.com to apiture.com. Technicians are working to correct these issues, but below is information for temporary solutions. We apologize for any inconvenience.

Issue 1: Passwords that have been saved in a browser’s credentials directory or a separate password manager may need to be re-entered manually with the new URL domain. Below are instructions on how to retrieve a saved password from a browser:

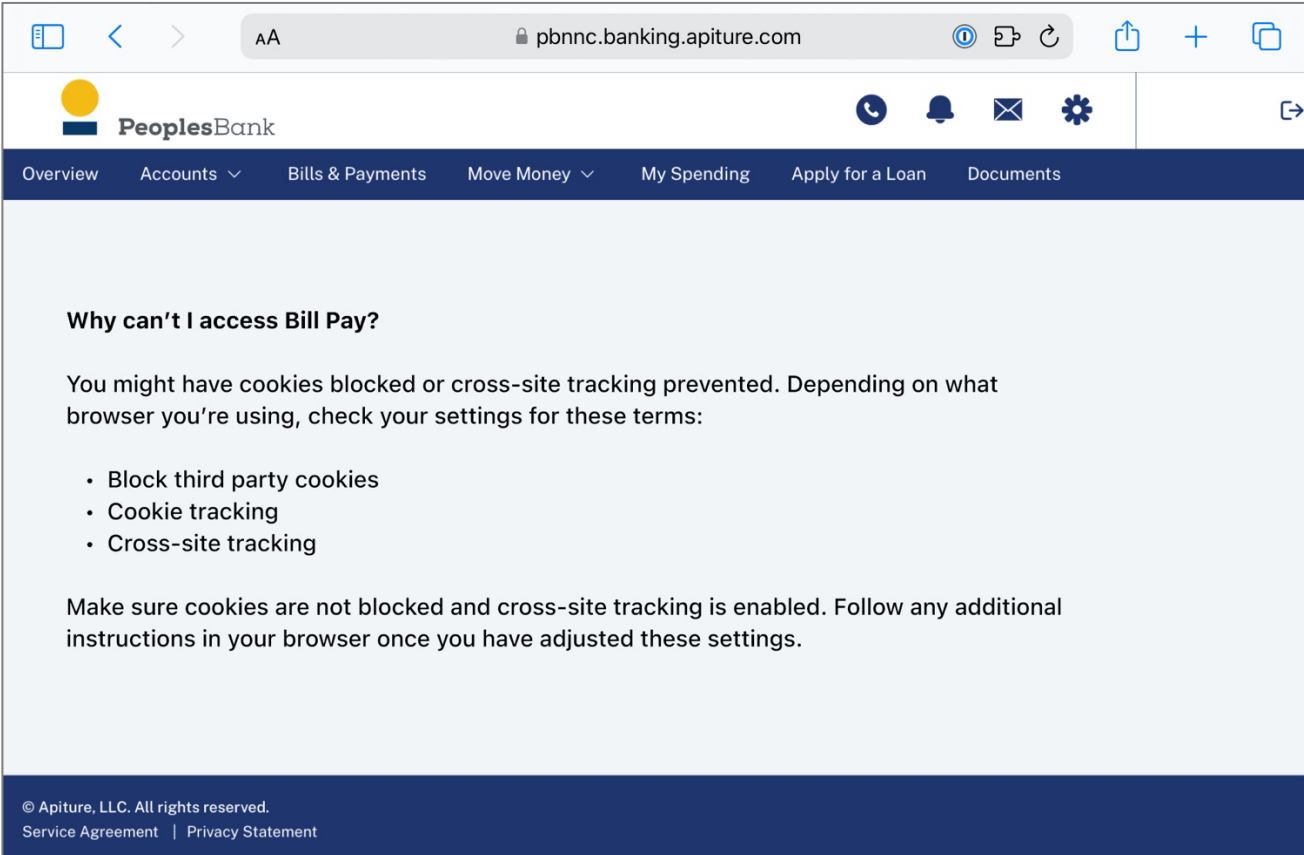
Google Chrome:
Click three dots in the top right corner of the screen, click on Autofill then Password Manager. Under Saved Passwords, click on the “eye” icon on the fundsxpress.com row to reveal the password.



Microsoft Edge:
Click three dots in the top right corner of the screen, click Profiles, then Passwords. Under Saved Passwords, click on the “eye” icon on the fundsxpress.com row to reveal the password.



Issue 2: When accessing Bill Pay on a Safari browser on an iPad or Mac computer an error message appears that says “Why can’t I access Bill Pay?”



The screenshot shows a Safari browser window on a mobile device. The address bar displays "pbnnc.banking.apiture.com". The PeoplesBank logo is in the top left. A navigation bar contains links: Overview, Accounts, Bills & Payments, Move Money, My Spending, Apply for a Loan, and Documents. The main content area features a heading "Why can't I access Bill Pay?" followed by a paragraph: "You might have cookies blocked or cross-site tracking prevented. Depending on what browser you're using, check your settings for these terms:". Below this is a bulleted list: "Block third party cookies", "Cookie tracking", and "Cross-site tracking". A final paragraph states: "Make sure cookies are not blocked and cross-site tracking is enabled. Follow any additional instructions in your browser once you have adjusted these settings." The footer contains copyright information and links to "Service Agreement" and "Privacy Statement".

The issue is caused by a privacy setting called “Prevent Cross-Site Tracking.” This feature is unique to Safari and is frequently used for targeted advertising. Peoples Bank does not track customers that visit online banking.

Until this issue is resolved, we recommend downloading and using a different web browser, such as Google Chrome.