



Your Personal Checklist

This checklist will help ensure you're prepared for a smooth transition to First Mid.

Before November 30, 2023

- If you have a Home Mortgage Loan, watch for a Welcome Letter with payment option details to arrive on or around Nov. 15.
- Add communications@firstmid.com to your contacts to ensure our emails land in your inbox.
- Print/archive your Bill Pay history, payees, and recurring payment information *for validation purposes only*.

Before December 1, 2023

- Update your contact information with Blackhawk Bank (email, phone & mailing address).
- Watch for your new First Mid debit card and activation instructions to arrive by the third week of November.
- Activate your new debit card & choose a PIN by calling 800-992-3808 - save your card and PIN until it's time to begin using it.
- Print/archive your Blackhawk Bank eStatements, check copies, etc.
- Download your transaction history for Quicken & QuickBooks®.
- Download information from your Blackhawk Bank personal financial management tool, if needed. First Mid does not support a financial management tool, but you will be able to categorize your transactions in Online Banking.

Friday, December 1, 2023

- Begin using your new First Mid debit card **after 5:00 p.m. (CT)**.
- Destroy your old Blackhawk Bank debit card once you begin using your new First Mid card.

Monday, December 4, 2023

Online Banking

- Sign in to Personal Online Banking at: www.firstmid.com Click the blue Personal button at the top of the home page for login area.
 - Your username will remain the same
 - Temporary password is: B(last 6 digits of your SSN)Hawk\$ *Example: B123456Hawk\$*
- Validate all transfers established within Online Banking.
- Set up Online Banking account alerts.
- Sign up for eStatements, if you are not already enrolled. Loan eStatements will need to be re-established.
- Reconnect with sites or apps requiring your Online Banking login to connect your accounts as these will not automatically update. (Examples: Mint, Acorns, Plaid, and other Banks or Credit Unions.)

Mobile Banking

If you were enrolled in Mobile Banking with Blackhawk Bank, you will need to re-enroll in Mobile Banking with First Mid. **Please note:** First Mid Mobile Banking and Bill Pay are directly connected to our Online Banking system. Within Mobile Banking, you will also have access to mobile deposits.

- Download First Mid's personal banking app: First Mid Bank & Trust Mobile.
- Log in to the app using your Online Banking credentials, or you may enroll directly from the mobile app.
- Set up debit card alerts on your new First Mid debit card.

Bill Pay & Zelle®

- Begin using Bill Pay within First Mid Online Banking. Once your Bill Pay service is set up, you may also pay bills using the mobile app.
- Verify your Bill Pay payees and recurring payments are accurate.
- Re-establish eBills.
- Zelle®** - within First Mid's Bill Pay, re-establish your Zelle® contacts to use this service through our Bill Pay platform

Other

- Update your direct deposits, automatic payments, transfers, or loan payments with First Mid's routing number. **It is critical that you DO NOT update this information before December 2, 2023. First Mid's routing number is 071102076.**
- Update your merchant/service providers with your new First Mid debit card number for automatic payments. **This should be done after December 2, 2023, but before your next automatic payment is due.**
- Set-up Telephone Banking credentials at 800-500-6085.
 - Your telephone banking PIN is last 4 digits of your Social Security number.



Have questions?
We're here to help!

Customer Support: 877-888-5629
Monday – Friday 7:30 a.m. – 5:30 p.m. (CT)
Saturday 8:00 a.m. – 1:00 p.m. (CT)

