

Important Dates & Events

Please pay careful attention to the dates and events below. Our system conversion will occur the weekend of March 31st thru April 2nd, 2023. System conversion will be complete on Monday, April 3rd, 2023 at which time you can begin using your new products and services with The First Bank

Debit/ ATM Cards

Current Heritage debit/ ATM cards will no longer work on Monday, April 3rd. Start using your NEW debit/ATM card Monday, April 3rd at 8 a.m.

Online Banking

Online Banking will not be available after Friday, March 31st at 6:00 p.m. until Monday, April 3rd at 8:00 a.m.

Bill Pay & Transactions

Changes or new additions to Bill Pay will not be available after Wednesday, March 29th at 6:00 p.m. until Monday, April 3rd at 8:00 a.m.

Mobile Banking

Mobile Banking will not be available from Friday, March 31st at 6:00 p.m. until Monday, April 3rd at 8:00 a.m.

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Mobile Banking

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Debit/ATM Cards

From now until Monday, April 3rd at 8:00 am, please continue to use your current Heritage debit or ATM card for all transactions.

New Cards

If you are an active card holder, you will be receiving a new debit/ ATM card from The First Bank in the mail by Friday, March 17th. Your current Heritage card will no longer be active after Monday, April 3rd at 8:00 a.m.

Start using your The First Bank debit card on Monday, April 3rd after 8:00 a.m. You may use your card along with your new Personal Identification Number (PIN) at any establishment that accepts Master Card.

Please begin using this card at 8:00 a.m. on Monday April 3rd, by one of the following ways:

Visiting any of our ATM's, Calling our 24 hour telephone banking platform at 855-257-2265 or Call our direct PIN reset number at 888-891-2435.

Should you be traveling outside of the USA, please give us a call before you leave so we can ensure that you will have access to your cash while abroad. All new cards will have a new card number and expiration date. If you use your debit card for automatic payments, you will need to update the card information with these merchants.

Statements and E-Statements

You will continue to receive monthly statements as usual. We will be sending a special statement on March 31st. Personal accounts will have a new statement cycle. Beginning in April, you will receive your monthly statements on the 22nd of every month. Business customers will continue to receive their statements on the last day of every month.

If you are currently enrolled in E-Statements, you will also be receiving a paper statement on March 31st. Your e-statements will continue as usual going forward. There is no need to re-enroll in e-statements if you are currently enrolled.

Online Banking

To ensure a smooth transition of your accounts, Online Banking will be UNAVAILABLE starting at 6:00 p.m. on Friday March 31st, 2023. On Monday, April 3rd, Heritage customers will be able to access their Online Banking at www.TheFirstBank.com

First Time Log in

Beginning Monday, April 3rd, you can access your Online Banking at www.TheFirstBank.com, click on The FirstConnect button located in the upper right corner, using your current user ID. Your current password will function, but you will be prompted to change it upon your first login. Unless we contact you, your user ID will not change.

Please update any previous bookmarks or favorites you had set to the new www.TheFirstBank.com URL.

Online Billing

Online Bill Pay with Heritage will end Wednesday, March 29th at 6:00 p.m. The system will be completely UNAVAILABLE starting at this time. On Monday, April 3rd, Online Banking Bill Pay customers will be able to access The First Bank's Bill Pay system at www.TheFirstBank.com. We apologize for this interruption, but it is necessary to ensure a smooth transition of this service.

Payments March 29th-April 3rd

All scheduled and recurring payments set to process on or after Wednesday, March 29th will process as scheduled. Please be sure to plan accordingly and set needed payments for this time period prior to 6:00 p.m. Wednesday, March 29th. There will be no access to the Heritage bill payment system after this time. It is recommended that you print or download your activity before Wednesday, March 29th for your records and login after Monday, April 3rd to review and confirm. Beginning Friday, March 31st, The First Bank will process any remaining or recurring bills scheduled.

Bill Pay- First Time Access Post Conversion

To access the Bill Pay system starting Monday, April 3rd, Online Banking customers will first need to login to Online Banking and follow the security prompts. Once this is complete, Bill Pay can be accessed by clicking on the Pay & Transfer tab within Online Banking.

Mobile Banking

Mobile Banking via the Heritage mobile app will end at 6:00 p.m. on Friday, March 31st. On Monday, April 3rd, Heritage customers will be able to enroll and use The First eBank Solution mobile banking app.

Using Mobile Banking- First Time Access Post Conversion

To bank on your mobile device(s) Monday, April 3rd, Heritage Bank customers will need to download and set up the appropriate mobile app on their device. You can download our Apple or Android mobile banking app by searching for [The First eBank Solution](#) while on your smartphone or tablet.

Mobile Check Deposit

To access Mobile Deposit, you must have already downloaded and set up The First eBank Solution app. Once completed, simply login to your mobile app, and click on Mobile Deposit.

Telephone Banking

Don't have a smart phone or tablet? No worries! Starting on Monday, April 3rd, customers may access The First Bank's 24-hour telephone banking by calling 1-866-362-6477 to check balances, transfer funds, or review transaction history.

Using Telephone Banking- First Time Post Conversion

When the new system is available Monday, April 3rd at 8:00 am, you will use your account number and the last four digits of your social security number to login. When you call, you will hear "Welcome to The First 24-hour voice experience."

You will be required to reset your personal Identification number (PIN) in order to access your account information. You can do this easily by following the voice prompts the first time you call.



The First

Just the bank *for you!*