

## Huntington/First Merit Business Online Conversion

### Challenge:


Conversion to Business Online at Huntington required detailed customer instructions and new login credentials

Serial numbers of new authentication tokens and passwords had to be matched to individual users, which had to be matched to company administrators for distribution

### Solution:

Direct mail provided an at-a-glance Action Agenda, a temporary password and a personal security token, listing the serial number to ensure token was preassigned correctly; administrators at multi-user companies received a special mailer or box with individually packaged user tokens

Additional instructions were made available online



### HUNTINGTON BUSINESS ONLINE USER ACCESS INFORMATION

Welcome to Huntington. With the transition of your FirstMerit Online Banking services to Huntington Business Online, you will need to log in with new IDs, User Names and Passwords.

In addition to the information below, each authorized user will also need a Company ID and a User ID. If you have not already received this additional information, please contact your administrator.


User Name:

User Password:


Token Serial Number:

Note: Each user is assigned a specific token with a unique serial number. Please check to ensure you have the correct token by making sure the Token Serial Number above matches the number that appears on the back of your token.

Keynote  
Company Name

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User Access Information



January 31, 2017

HUN711 – Business Online  
Letter A – Cover Letter (E-Connect or Small Business to Business Online)  
Business Name  
Company Administrator  
123 Main Street  
Anytown, USA 00000

**Important news about your transition to online banking at Huntington.**

**ACTION REQUIRED**

Dear <Customer Name>:

Welcome to Huntington Business Online. We are pleased to provide the tools you'll need. As your Company's Administrator, you will be able to log onto Business Online to complete any tasks during the preview period. Beginning Tuesday, February 21, your Business Online profile will be fully functional.

**Your Login Credentials**  
To access Business Online, you need four items. To ensure account security, two pieces were sent to you and your other users via email, and two are included separately in this package.


1. **Company ID** was included in an email sent to you on January 31.
2. **User ID** was included in the same email referenced above.
3. **Temporary Passwords:** XXXXXXXXXX
4. **Personal Security Tokens**, which has the following serial number: XXXXXXXX. Pre-assigned tokens for each additional authorized user are also enclosed. As the Company Administrator, you are responsible for distributing these preassigned tokens along with the temporary User Passwords. We recommend that you provide them to your users as soon as possible so that they can log in to Business Online during the preview period.


The enclosed **Action Agenda** provides a handy, at-a-glance overview of the steps you need to take to prepare for the transition to Huntington's Business Online, and when you need to take them.

Detailed **Business Online Administrator Instructions** can be found in the Commercial section of [huntington.com/firstmerit](http://huntington.com/firstmerit). These provide the information needed to help ensure a smooth transition, including system requirements, authorizing users, and set-up guidelines for specific services.


A **Quick Start Guide** highlighting some of the commonly used features of Business Online is also available in the Commercial section of [huntington.com/firstmerit](http://huntington.com/firstmerit).

We appreciate your business and welcome you to Huntington.

Sincerely,  
  
Ellen H. Johnson  
Senior Vice President  
Huntington Online Services

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Business Online Letter



### ACTION AGENDA

STEP-BY-STEP OVERVIEW FOR YOUR TRANSITION TO HUNTINGTON BUSINESS ONLINE

Date	Action	Where do I find it?
<b>Before Friday, February 17, 2017</b>	<ul style="list-style-type: none"> <li>Download or print your payment and account transfer information from your current FirstMerit system so that you can compare it to the transferred information starting Tuesday, February 21. Any future-dated bill pay transactions go forward established through FirstMerit E-Connect will continue to be honored, but all other future-dated or recurring transactions will need to be re-initiated through Huntington Bank's Business Online System beginning on February 21, 2017.</li> <li>Follow the <b>Business Online Administrator Instructions</b> to log in to Business Online using the temporary credentials that were provided to you via email and within this package.</li> <li>Review Wire and ACH remittances, along with user permissions and limits, through the Payment Center on Huntington Business Online. Note: your account balances will not appear on Business Online until Tuesday, February 21.</li> <li>If you use QuickScan or QuickBooks®, complete your final download of information from your current FirstMerit Online Banking system after Friday, February 17. Software updates may be needed to ensure a continuous transaction record. Follow the instructions posted online in the Commercial section of <a href="http://huntington.com/firstmerit">huntington.com/firstmerit</a>.</li> <li>Distribute Tokens and Passwords to each employee in your company who is authorized to bank online. Note: pre-assigned Tokens and Passwords have been provided in an envelope labeled with the authorized user's name. These authorized users should have previously received an email that provided their Company ID and User ID.</li> <li>Encourage all authorized employees to log in to Huntington Business Online to make sure they are able to successfully access the service, and to familiarize themselves with the layout and tools available. Note: your account balances will not appear on Business Online until Tuesday, February 21.</li> <li>Make sure all users review the <b>Quick Reference Guide</b> noted on the cover letter, and let them know about the details of Huntington <b>Business Online User Guide</b> available online.</li> </ul>	<ul style="list-style-type: none"> <li>FirstMerit Online Banking</li> <li><a href="http://huntington.com/firstmerit">huntington.com/firstmerit</a></li> <li>Huntington Business Online Home Page/Resource Links</li> <li>FirstMerit Online Banking and <a href="http://huntington.com/firstmerit">huntington.com/firstmerit</a></li> <li>Huntington Business Online Administration Section</li> <li>Huntington Business Online</li> <li><a href="http://huntington.com/firstmerit">huntington.com/firstmerit</a> Transition Guide and Huntington Business Online Home Page</li> </ul>
<b>On or after Tuesday, February 21, 2017 at 8:00 a.m. ET</b>	<ul style="list-style-type: none"> <li>Begin using Huntington Business Online for all reporting and transaction services.</li> <li>Review the <b>Huntington Business Online User Guide</b> to get tips and answer questions. At your convenience, review this resource for making the most of every aspect of Huntington Business Online.</li> <li>Choose your default funding account to activate your Bill Pay service.</li> <li>Reestablish recurring and future-dated Internal Account Transfers, Loan Payments, and ACH Payments.</li> </ul>	<ul style="list-style-type: none"> <li>Huntington Business Online</li> <li>Huntington Business Online Home Page (after successful login)</li> <li>Huntington Business Online Payments and Transfers Tab</li> <li>Huntington Business Online Payments and Transfers Tab</li> </ul>

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Action Agenda