



Website Enhancement

Frequently Asked Questions (FAQ)

- 1. Why is Oregon Pacific Bank updating its website?** We're updating our website to provide you with a more modern and intuitive online experience. The refreshed design aligns with current trends and user expectations, making it easier for you to navigate and find what you need. Additionally, the new platform allows for future improvements and better data analytics capabilities.
- 2. When is the enhancement taking place?** The new site is scheduled to go live on Wednesday, May 15th. On that day, you can access our website at www.oregonpacificbank.com. Please note that the previous domain, www.opbc.com, will automatically redirect to the new site.
- 3. What changes can we expect to see in the design?** The updated design features a modern look and feel, with streamlined navigation, faster load times, and improved responsiveness for mobile viewers. We're also replacing stock imagery with local images to better reflect our community.
- 4. Why is the domain changing from www.opbc.com to www.oregonpacificbank.com?** The domain change reflects our evolving identity as Oregon Pacific Bank. Using our full business name in our domain enhances clarity and recognition for you, our valued clients. It also improves our visibility in search engine results, making it easier for you to find us online.
- 5. Will my banker's email be changing?** No, your banker's email will remain the same for now. You can continue to reach them at employee.name@opbc.com.
- 6. Is Online Banking and Mobile Banking changing?** No, this enhancement only affects the Bank's website. The look and feel of Online and Mobile Banking will not change at this time. You can access Online Banking using the same link as before.
- 7. How will the transition to the new domain affect existing links and bookmarks?** To ensure continuity, existing links and bookmarks will automatically redirect to the corresponding pages on the new domain. You shouldn't experience any disruption in accessing our website's content.
- 8. Will there be any downtime during the transition period?** We anticipate minimal to no downtime during the transition. Any necessary updates or maintenance activities will be scheduled to minimize disruption. If there's a need for downtime, we'll notify you in advance.
- 9. How can you provide feedback or report issues with the new website?** We value your feedback! If you have any suggestions or encounter technical issues, please use the feedback form provided on the website new website after launch. Your input helps us improve the user experience for you and our entire community.