

Gap Analysis

To improve the overall online banking and treasury management experience, HAPO and Community First Bank have gone through an extensive gap analysis. The purpose of the analysis is to determine where there are gaps between products, services, and experience between the two organizations with the goal of closing as many of those gaps by the core conversion date.

The proposed legal closing date is still set on or around 7/31/25 with the projected core conversion date to be 11/7/25. This means that between legal close and core conversion, Community First Bank clients will still do their normal banking activities within the existing Community First Bank online platform. Once core conversion occurs, legacy Community First Bank clients, now HAPO members will do their banking in the HAPO online platform called Candescent.

Gaps and Updates

Positive Pay

HAPO does not currently offer positive pay to their business members. This feature will be offered for both check and ACH. HAPO will be converting Community First Bank's current Positive Pay platform and there should be no impact on CFB clients. This will be available by the core conversion date.

Unified View

The current version of HAPO's online environment does not allow a member to see consumer and business accounts under a single log in, while Community First Bank clients can. This is being worked on, and by the time core conversion occurs, members will be able to see all of their accounts under a single log in.

View Check Images and Deposit Tickets

Deposited check images and deposit ticket images are currently not available for members to view in the HAPO environment. By the time core conversion occurs, all check images, both deposited and checks cleared, will be available within the transaction history for members to view and download.

Transfer Ability Between Multiple Business Accounts

HAPO business accounts are not allowed to transfer between multiple TIN within online banking. For example, the owner of ABC Co., Inc would not be able to transfer money into ABC, LLC's account in online banking because the two entities have separate TINs. By the core conversion date, authorized account parties will be able to transfer between accounts with different TINs.

Online Enrollment Form

HAPO commercial members are required to fill out a form. At core conversion, there will be an online option for HAPO members.

Stop Payments

HAPO does not currently offer this feature within online banking. This will be available by the core conversion date.

Sweeps

HAPO does not currently offer Sweeps to their business members. This feature will be available by core conversion.

Analyzed Accounts

Both companies offer Analyzed Accounts, however there are some differences in features and cost. An analysis has been completed and a combination of two accounts has been developed that encompasses the best of both accounts.

Community First Bank Online Banking Conversion to HAPO Online

HAPO and Community First Bank employees are working closely with both online banking vendors to ensure a smooth and seamless transition for all clients. HAPO is dedicated to fulfilling the needs of Community First Bank clients and will be available throughout the online banking transition.