

## **NBD Begins Offering Online Banking, Bill Payment Using Popular Personal Finance Software**

DETROIT, June 16, 1997 -- NBD Bank announced today that its Michigan, Indiana and Florida customers can now use their personal computers to conduct online banking and make bill payments using Microsoft Money and Intuit's Quicken and QuickBooks software.

"These popular software programs provide customers fast and easy ways to check balances, transfer funds between accounts and schedule payments," said Senior Vice President James Grant, head of Remote Banking Services. "The ability to download account information without keying it in helps customers take advantage of the software's power to collect, sort and analyze data."

Both consumers and small business customers access online banking and bill payment through private telephone lines. They may access most NBD checking, savings and money market accounts, lines of credit and First Card and NBD Visa and MasterCard accounts. Customers also may make payments to any company or individual in the United States.

The Quicken and Money softwares create screens that look like a checkbook. Customers can input transactions directly into the software, or wait and download the information online. They also can reconcile an account with the click of the mouse.

Quicken and Money also allow customers to assign categories to transactions and payments. Customers can then query the software to generate reports, charts and graphs of their financial history and spending habits. Various financial calculators help customers plan for a home purchase, college education and retirement.

Users of QuickBooks, which is geared for small business owners, can track receivable and payable accounts, do payroll, maintain an audit trail and create customized financial reports, such as income statements, balance sheets and cash flow.

By early 1998, the bank also plans to offer these services through the Internet as part of its strategy to let customers choose how they want to conduct their banking.

To use online banking and bill payment at NBD, customers will need:

- An NBD checking or money market account.
- A personal computer running Windows 3.1 or Windows 95, or a Macintosh computer
- A modem with a speed of 2400 baud or higher,
- One of the three supported software programs.

NBD has offered online banking and bill payment via NBD Express since 1989, and currently has more than 5,000 customers performing transactions and paying bills online. Another 25,000 customers do their banking online through NBD's sister bank, The First National Bank of Chicago, which was among the first three banks in the nation to go online with Microsoft Money in 1994. Already, nearly 3,000 NBD customers have requested information about Quicken, Money and BankNow through NBD. BankNow will be available soon.

Online banking and bill payment is especially convenient for NBD customers who spend part of the year in Florida. They can transfer money between their NBD accounts in Florida and Michigan or Indiana. They even can pay bills from either account.

Online instructions and transactions are sent via modem over privately-leased, dedicated phone lines. The service uses two levels of encryption, and customers choose a personal identification number, which is required to authenticate each banking session.

Customers receive their first two months of online banking and bill payment for free. After that, retail customers pay \$3.95 per month for online banking and \$9.95 per month for online banking and bill payment. New users of Quicken and Microsoft Money who sign up for online service can automatically receive free software from the bank; the version of Money requires Windows 95. BankNow can be downloaded free from America Online.

For business customers using QuickBooks, NBD charges \$9.95 per month for online banking and \$17.95 for both online

banking and bill payment. New users receive a trial version of QuickBooks that is good for 25 uses.

More information about online banking and bill payment is available NBD's AOL site (keyword: fcncb), its Internet site at [www.fcncb.com](http://www.fcncb.com) or by calling toll-free 1-888-PC-BANK-0.

NBD Bank is a subsidiary of First Chicago NBD Corporation, the nation's 8th largest bank holding company and the Midwest's number one provider of financial products and services to consumers, middle market companies and large corporations.

America Online, Inc., based in Dulles, Va., is the largest consumer online service in the world, with 6.2 million members worldwide.

Intuit Inc., based in Mountain View, Calif., develops and markets the Quicken, QuickBooks and TurboTax families of PC-based financial solutions. BankNOW is a trademark and Quicken and Intuit are registered trademarks of Intuit Inc.

Microsoft is a registered trademark of Microsoft Corp.

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The following may answer the most-asked questions about online banking and bill payment through these various software packages.

Q. Is online banking and bill payment hard to use?

A. Most consumers and small businesses find it relatively easy to use because the Quicken, Money and BankNOW software create screens that look like a checkbook. The screens also have easy-to-understand icons and instructions.

Q. What's the attraction to online banking and bill payment?

A. Customers enjoy the convenience of banking and paying bills right from their home or office computer. They also don't have to write out bills and hunt down postage stamps. In addition, customers can download account information without keying it in, which helps them take advantage of the software's power to collect, sort and analyze data.

Q. What bank accounts will customers have access to?

A. Customers can access most NBD checking, savings and money market accounts, lines of credit and First Card Visa and MasterCard accounts

Q. How do customers access their account information?

A. They use a modem to connect their personal computer to the bank via a telephone line. BankNOW users go through First Chicago NBD's site on AOL, keyword "fcncb."

Q. How does online bill payment work?

A. Using their computer and one of the software packages the bank supports, customers send instructions to make payments to any business or person in the United States. The payment will be sent electronically to the individual or business if possible. If not, paper checks will be generated and mailed by CheckFree Corporation.

Q. What do customers need to bank and pay bills online?

A. To use online banking and bill payment at NBD, customers will need:

- An NBD checking or money market account,
- A personal computer running Windows 3.1 or Windows 95, or a Macintosh computer
- A modem with a speed of 2400 baud or higher,
- One of the four supported software programs.
- Online service agreement with NBD Bank

BankNOW users also will need AOL 3.0. Required RAM and Hard Drive space vary by software product.

Q. What does online banking and bill payment cost?

A. The first two months are free for both retail customers and businesses. After that, online banking costs retail customers \$3.95 per month and online banking with bill payment is \$9.95. Business customers using QuickBooks can get online banking for \$9.95 a month and banking and bill payment for \$17.95 a month.

Q. What are Quicken and Money software?

A. Both are easy-to-use personal finance software; Quicken is from Intuit Inc. and Money is from Microsoft Corporation. Both Quicken and Money allow users to conduct online banking and bill payment as well as assign categories, generate reports, charts and graphs, and plan for the future. Customers use the software to access their online banking and bill payment services.

Q. What is BankNOW software?

A. BankNOW, available only to America Online subscribers, is the easiest online banking software. (It will be available to NBD Bank customers soon.) The all-in-one-screen format created by Intuit Inc. allows customers to use their personal computer to check bank account balances, transfer funds between accounts and make payments without switching screens. It's ideal for customers who don't have the need for comprehensive tracking and managing of their finances.

Q. What is QuickBooks software?

A. QuickBooks was designed by Intuit Inc. for small businesses. QuickBooks 5.0 for Windows and QuickBooks Pro 5.0 for Windows allow small businesses to do online banking and bill payment as well as track receivable and payable accounts, do payroll, manage accounting needs, maintain an audit trail and create financial reports such as income statement, balance sheets and cash flow.

Q. Which software is best for online banking?

A. That depends on a customer's needs and comfort with software. Quicken and Money provide online banking and bill payment plus the added financial management of categorization, financial planning and reporting. BankNOW provides all-in-one-screen banking without the bells and whistles of planning, tracking and graphic features. QuickBooks is suggested for small businesses with annual sales of \$5 million or less.

Q. How do customers get the software?

A. New users of Quicken and Microsoft Money who sign up for online service through NBD receive free software. BankNOW can be downloaded free from America Online. New users of QuickBooks receive a trial version that is good for 25 uses.

Q. How is customers' financial information protected?

A. Transaction and payment instructions for Quicken, Money and QuickBooks are sent via modem over privately-leased, dedicated phone lines. These software packages and BankNow also use two levels of encryption. In addition, customers must use a personal identification number to authenticate each banking transaction.

Q. How soon can a customer start using online banking and bill payment?

A. NBD customers can apply electronically over the Internet from First Chicago NBD's Web site at [www.fcncbd.com](http://www.fcncbd.com), at a branch, by mail or over the phone by calling Online Customer Service toll-free at 1-888-PC-BANK-0. Customers can begin banking once they receive the welcome kit, usually within 7 to 10 business days.