

Santa Barbara Bank & Trust - 1/18/2009

"For immediate release"

IMPORTANT INFORMATION FOR PROSERIES CUSTOMERS

As the tax season has begun, we would like you to consider a few things as you begin filing bank products:

USER MANUAL, DISCLOSURES and FORMS - Most of the forms you need from us are available through your software or on our Client Information Support Center (CISC) at www.sbbtral.com. Once you log in, you will find them under the "Downloadable Forms" link. Our User Manual covers product offerings and how they work, as well as office procedures and practices that you need to follow precisely for compliance and regulatory purposes. PLEASE DOWNLOAD AND READ IT SINCE THERE HAS BEEN CHANGES FOR 2009. You should also go through our "Review Compliance Info" link on the website to prepare you for the season. You can generate reports online throughout the season using the "Business Reports" link as well.

LIVE SUPPORT NUMBERS -Tax Professional Support: **(800) 779-SBBT [7228]**, 24 Hour Automated Support: **(800) 455-SBBT [7228]** and Taxpayer Support: **(800) 901-MONEY [6663]**.

CHECK STOCK - New check stock has been shipped to you. DO NOT use last year's check stock as they are expired.

RALs and RTs - All bank products must only be offered with returns that are complete and ready to be e-filed to the IRS. You should have verified ID from your client, use only company issued W-2s and have all other signed documents in the taxpayer file BEFORE submitting a RAL or RT request. PLEASE DO NOT USE pay stubs or substitute W-2s in place of company issued W-2s as the IRS does not allow those returns to be filed until February 15th.

OFFICE RECORDS LOCKED - For security reasons, once you submit your office record (z-record) to SBBT through your transmitter, the bank account portion of the record cannot be edited. If you need to make a change for any reason, you must contact us directly. Be prepared to fax a request of change with your new account information along with an IRS EFIN approval letter (or two pieces of identification if the IRS letter is unavailable) to our Enrollment department at 858-430-3102. We will then give you instructions on how to update your account information.

CHECK PRINT RECORDS – As you begin printing checks for your clients, please make sure you send in check print records to Intuit's filing center as quickly as you can during the course of the day. We need to complete the bookkeeping process so it can help resolve issues should they arise.

HIGHLIGHTS FOR THIS YEAR:

- We have posted a press release on the front page of our website that says "Important Information about RALs". This will help you understand our position on the product and prepare you for any inquiries regarding RALs.
- We have national check cashing agreements with a few merchants and financial institutions. Some have increased the check cashing limits, so check our website for details and procedures on how to utilize them.
- Quick verification of our cashier's checks can be done on our website for financial institutions actually cashing the check. This will help speed up the process for your clients.
- For security purposes, if you need to call in and ask for your PIN for the website, please know that our reps have been trained to talk to EFIN owner or a person in your tax office authorized by the EFIN owner.

We hope you have a great tax season and we thank you for your business relationship with us!

Team SBBT