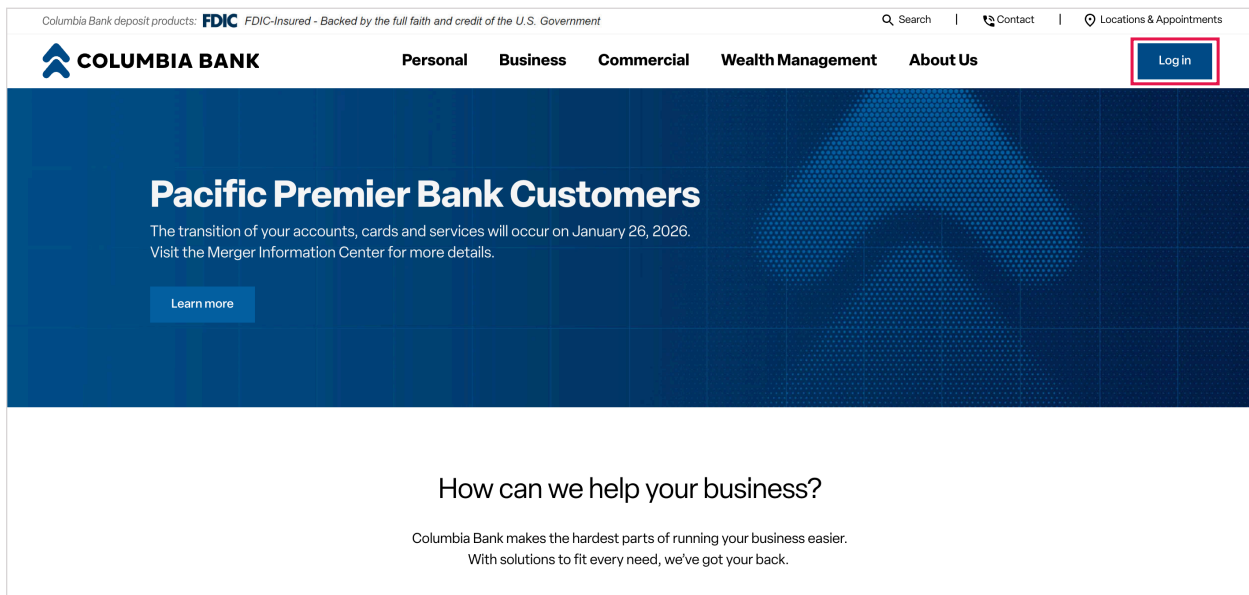


First-Time Login Instructions

Follow these instructions to log into Personal Online Banking.

If you need help with your login, please contact our Customer Care Team at 1-866-486-7782 or use the Chat feature on ColumbiaBank.com.

1. **(Desktop)** Navigate to www.columbiabank.com and select the 'Login' link from the upper right corner.



Columbia Bank deposit products: **FDIC** FDIC-Insured - Backed by the full faith and credit of the U.S. Government

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COLUMBIA BANK Personal Business Commercial Wealth Management About Us **Log in**

Pacific Premier Bank Customers

The transition of your accounts, cards and services will occur on January 26, 2026. Visit the Merger Information Center for more details.

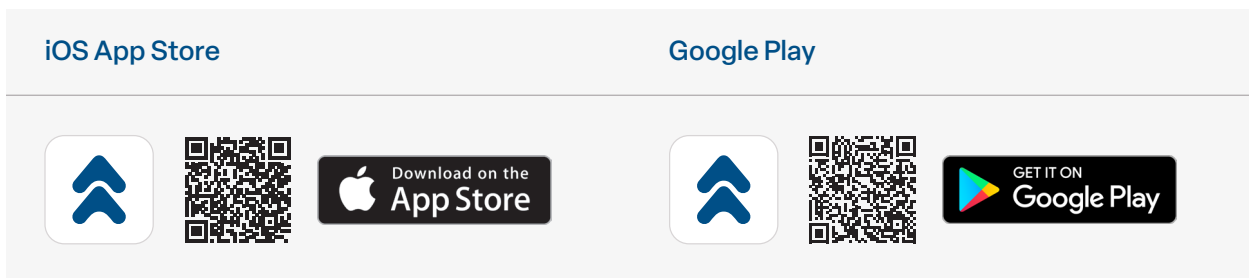
[Learn more](#)

How can we help your business?




Columbia Bank makes the hardest parts of running your business easier. With solutions to fit every need, we've got your back.




1. **(Mobile)** If you are a Mobile app user, you will need to download the Columbia Bank Mobile Banking app on or after January 26, 2026.

- The Columbia Bank mobile banking app can be found in either the Play Store or App Store by searching for 'Columbia Bank' and has the following icon:

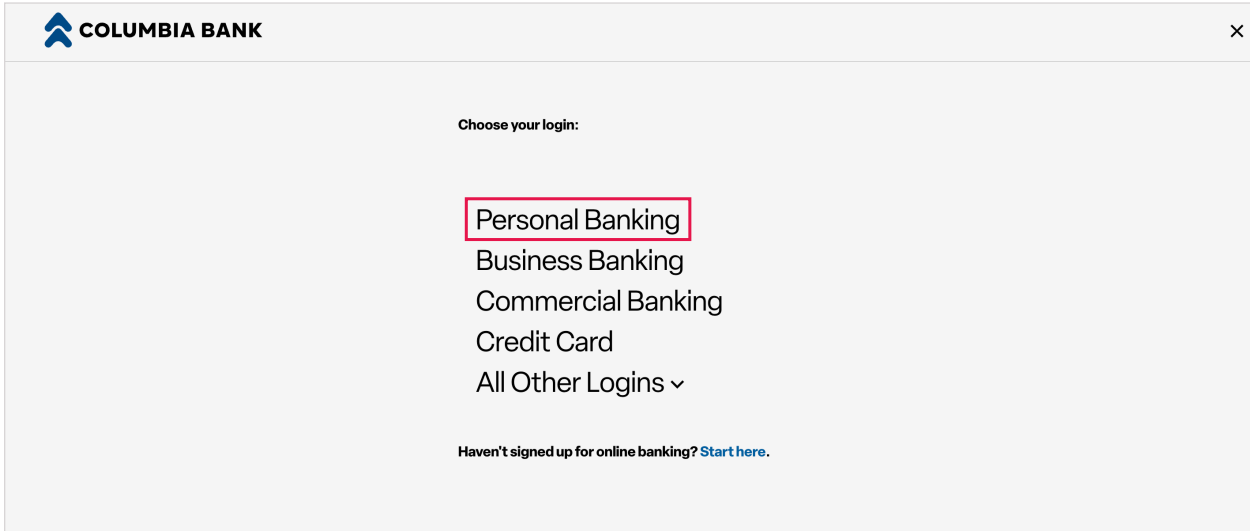


iOS App Store Google Play

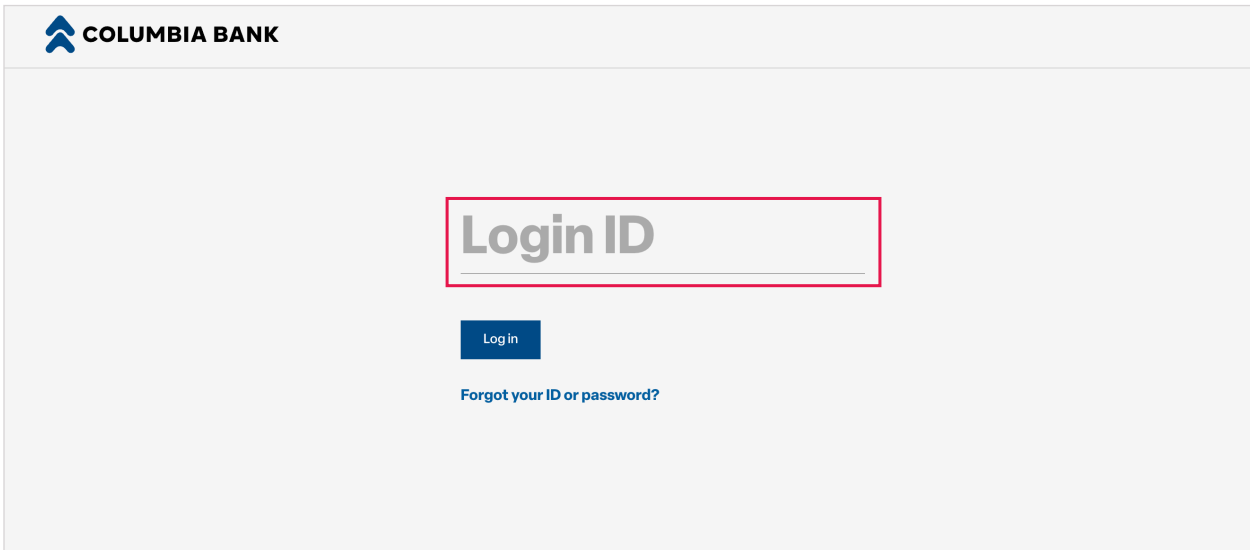
  

2. **(Desktop)** Select 'Personal Banking' from the options presented on the next screen.



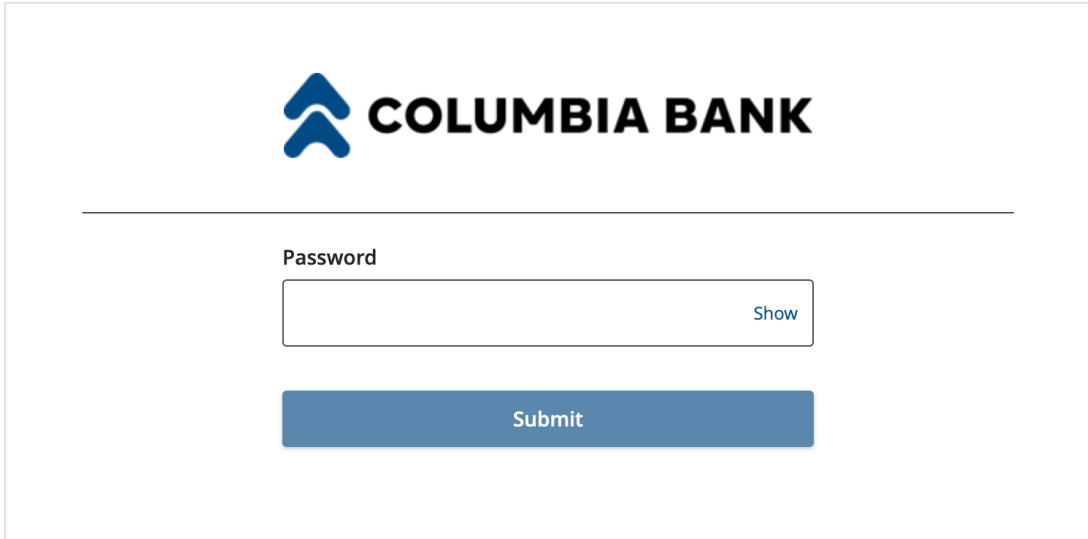
The screenshot shows the Columbia Bank login interface. At the top left is the Columbia Bank logo and name. At the top right is a close button (X). The main content area is titled "Choose your login:" and lists five options: "Personal Banking", "Business Banking", "Commercial Banking", "Credit Card", and "All Other Logins" with a downward arrow. The "Personal Banking" option is highlighted with a red rectangular box. Below the list is a link: "Haven't signed up for online banking? [Start here.](#)"

3. **(Desktop)** Enter your existing Username that you've used for Pacific Premier Personal Online Banking - this is now your Login ID. Select "Log in".



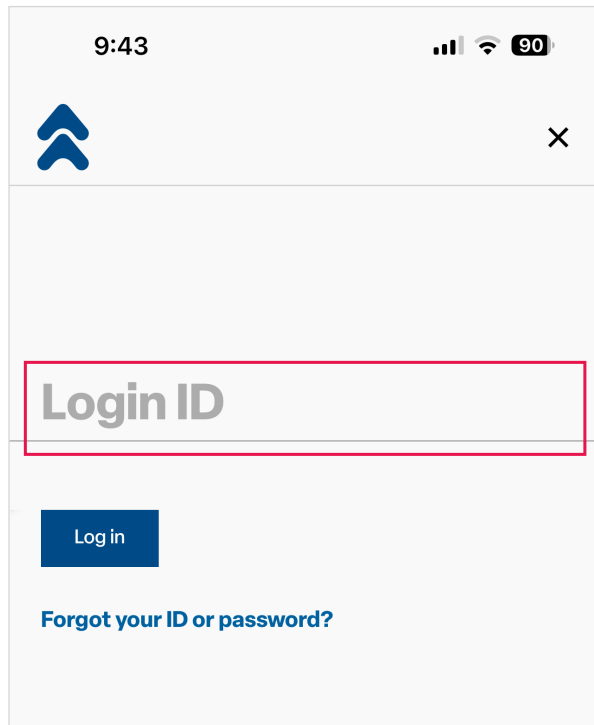
The screenshot shows the Columbia Bank login interface. At the top left is the Columbia Bank logo and name. The main content area features a large input field labeled "Login ID" with a red rectangular box around it. Below the input field is a blue "Log in" button. At the bottom of the input field area is a link: "Forgot your ID or password?"

4. **(Desktop)** Use your existing password and select 'Submit'



The image shows a desktop login form for Columbia Bank. At the top, there is the Columbia Bank logo and name. Below this is a horizontal line. Underneath the line, the word "Password" is displayed above a text input field. To the right of the input field is a "Show" link. Below the input field is a blue "Submit" button.

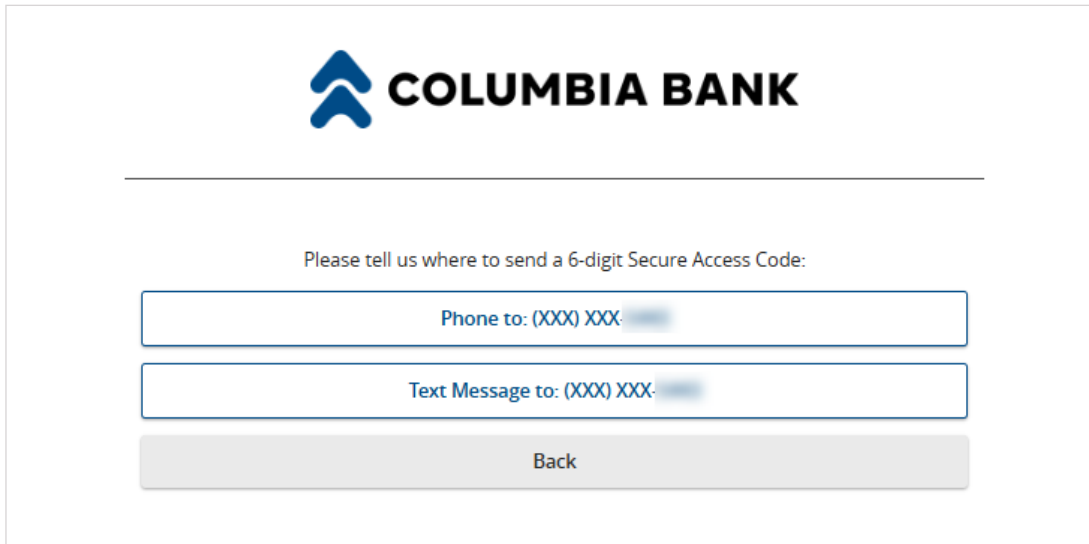
5. **(Mobile)** Enter your existing Username that you've used for Pacific Premier Personal Online Banking - this is now your Login ID. Select "Log in".



The image shows a mobile login form for Columbia Bank. At the top, the time is 9:43, and there are icons for signal strength, Wi-Fi, and battery (90%). Below this is the Columbia Bank logo and a close button (X). The main content area is a light gray box. Inside this box, there is a text input field labeled "Login ID" which is highlighted with a red border. Below the input field is a blue "Log in" button. At the bottom of the box, there is a link that says "Forgot your ID or password?"

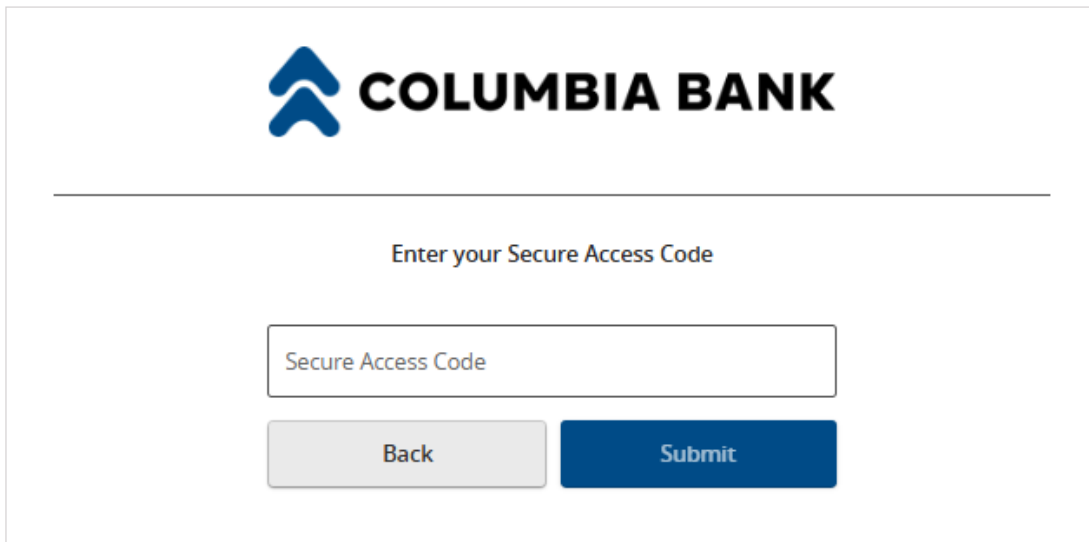
6. **(Desktop and Mobile)** The first time you log in, you'll be asked to:

- Select a target delivery location (phone, SMS/text) for a secure access code.



The screenshot shows the Columbia Bank logo at the top. Below the logo is a horizontal line. Underneath the line, the text reads "Please tell us where to send a 6-digit Secure Access Code:". There are two input fields: the first is labeled "Phone to: (XXX) XXX" and the second is labeled "Text Message to: (XXX) XXX". Both fields have a blue border and a small blue icon on the right side. Below these fields is a grey button labeled "Back".

- **(Desktop and Mobile)** Enter the six digit Secure Access Code



The screenshot shows the Columbia Bank logo at the top. Below the logo is a horizontal line. Underneath the line, the text reads "Enter your Secure Access Code". There is a single input field labeled "Secure Access Code". Below this field are two buttons: a grey button labeled "Back" and a blue button labeled "Submit".

7. **(Desktop and Mobile)** Define a new, go-forward password for online and mobile banking. Your new password can be the same as your old password as long as the password requirements are met.

 **COLUMBIA BANK**

Please set your new password:

i Password Requirements:

- Must be between 8 and 99 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.

8. **(Desktop and Mobile)** Review your profile information and re-attest the online banking terms and conditions.

- Your accounts and bill payments will be waiting, however you will need to re-establish any internal transfers, account nicknames or account groups.