

National Grand Bank
What?! More Web Site Changes?

More Web Site changes?

- Yes. We just re-implemented our bank web site using a different programming language.
- We believe that the new web site version will cause very little usage or operational disruption. We hope most customers and users won't even notice.
- The new site is, as nearly as we could make it, a carbon copy of the prior one. Several clean-up edits have been made and several menu items have been removed. Otherwise, the look and feel is virtually identical.

If You Have Problems:

We honestly believe that this version of the web site will not cause you problems. So, if it does cause problems, it will surprise us and we will need your help to understand what went wrong. Please call so we can help resolve your issues and so we can learn how to help others.

You can try the following before calling:

- If you access www.ngbank.com using a favorite/shortcut/bookmark, delete your old bookmark, connect to the site by entering www.ngbank.com in the address bar at the top of your browser and immediately make a new bookmark once you see the bank's home page.
- Clear out your browser's cache/history BUT **DO NOT DELETE COOKIES**. If you use online banking and if you delete cookies, you will have to re-register your PC using the Secure Access Code process. Not all that hard, but an annoyance to be avoided if you can. There may also be other important data preserved in cookies related to other web sites you visit, please be careful when clearing your cache.
- If neither of the above steps gets you connected, please make careful note of any error messages that appear (screenshots are very helpful) and then call 781-631-6000 for help.

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What We Did To Change:

- The prior site made heavy use of Adobe FLASH ... and quite a large number of devices (Apple mobile devices for example) don't support FLASH.
- This new version uses almost all HTML5 and almost no FLASH. HTML5 (or at least HTML) is part of the vast majority of browsers on the vast majority of devices.
- Using HTML5, we worked very hard to make a carbon copy of the old site ... and we believe that we achieved this goal.
- The HTML5 version of the site adapts itself to (is responsive to) the type of device that comes to connect to it ... desktop PC or tablet or smartphone/PDA.
- The only components of the new site that still require FLASH are the calculators. And we are hopeful that HTML5 versions of those calculators will be available to us in the not-too-distant future.

Why We Decided To Change:

- With the old site, all types of devices could display the bank's web site, BUT those that did not support FLASH got a text-based version (written in HTML) of the site which was unsatisfying and somewhat limited in functionality.
- The FLASH and HTML versions of the old site were very different, so the user's experience was not consistent. Our Apple users were the least well-served by the old site.
- So we wanted ALL of our customers to have a browsing experience that was consistent, and that was well-displayed on any of their devices ... from large screen PC's to the smartphone.
- At the time we committed to the development of the old site, we thought FLASH would become the dominant web site programming language and that FLASH would expand to be supported by many more devices. That was an incorrect assumption. HTML5 has re-established the dominance of HTML as the most widely supported web site programming language. So we felt that we had to get back in step with the dominant approach to web site implementation.