

NetTeller® Online Banking™

NetTeller Retirement

frequently asked questions

What is happening with NetTeller Online Banking solutions?

Jack Henry will be retiring all NetTeller Online Banking solutions, including NetTeller Online Banking and NetTeller CashManagement™ (Small Business and Commercial Cash Management), on July 1, 2027. This retirement applies to financial institutions currently using SilverLake and CIF 20/20 cores.

Note: This will not be for Core Director®

Why is Jack Henry retiring NetTeller solutions?

Significant advances in mobile and digital technologies have been made since NetTeller was introduced more than 25 years ago. To ensure our financial institutions have access to the most advanced and unified digital banking experience, we are focusing on the next generation of platforms. We're confident that a next-generation, digital banking solution like the Jack Henry Banno Digital Platform™ will provide substantial benefits for your organization, your digital banking presence and, ultimately, your accountholders.

How will this retirement impact SilverLake and CIF 20/20 banks and their users?

The retirement of NetTeller is a front-end change for your end users. It will not impact the underlying components that integrate directly into your core systems. The NetTeller subsystems and libraries that have the deep core integration have been modernized and refactored and will remain part of their SilverLake or CIF 20/20 core.

Will my financial institution be charged to turn off NetTeller?

Depending on your financial institution's chosen migration path, the following will be associated with their transition:

- If your institution decides to transition to **Banno**, there will be no fees or charges associated with an early termination.
- If your institution decides to transition to an **alternative solution** (outside of Jack Henry products), there will be standard fees and charges associated with an early termination applied.

We strongly encourage you to begin planning your migration to an alternate solution well before July 1, 2027.

If my financial institution migrates to Banno, will we need to sign a new contract?

Yes, a new contract will be required for the Banno Digital Platform.

When will my financial institution receive the last monthly invoice for NetTeller?

The last monthly invoice for NetTeller will be sent in early July 2027 for June 2027 activity.

Will the NetTeller service remain the same until its retirement?

Yes, Jack Henry is committed to the same service level currently in place for NetTeller through July 1, 2027.

What if my financial institution's NetTeller contract extends beyond July 1, 2027?

All NetTeller front-end services will be turned off on July 1, 2027, and NetTeller and Cash Management contracts will not be renewed, expiring on this date.

Will this have any impact on ESI?

This retirement will not impact the product's foundational elements. ESI will remain active and continue to be enhanced.

What does this mean for Core Director customers?

For Core Director customers, NetTeller and its corresponding NetTeller Cash Management products will remain in the market. As we begin building out Banno Business for Core Director, it will have a very similar functionality to CIF 20/20, but with completely new technology. Timelines for Banno Business for Core Director remain to be determined for now.

What happens to "in-flight" or recurring transactions scheduled in NetTeller?

Transfers or transactions entered to and scheduled to settle before the NetTeller retirement will be processed as usual. Those scheduled to settle on or after July 1, 2027 will be canceled or converted – if you choose to convert to our Banno solution.

Will there be any changes or updates to NetTeller ahead of the retirement on July 1, 2027?

New feature development for NetTeller has ceased. Effective immediately, NetTeller and Cash Management are in "maintenance mode." Additionally, all IdeaLab submissions for any NetTeller offerings have been closed. All that said, rest assured that these products will continue to be supported and receive any critical bug fixes.

Will NetTeller still receive regulatory compliance and security maintenance ahead of retirement?

Absolutely! Jack Henry is committed to our financial institutions' security and regulatory compliance, and we will continue to diligently address any related issues for NetTeller until it is officially retired on July 1, 2027.

we're here for you every step of the way

Our team is here to help you. Reach out to us on the [ForClients Portal](#) with 'NetTeller Retirement' in the summary and we'll be in touch.

For more information about Jack Henry, visit jackhenry.com.