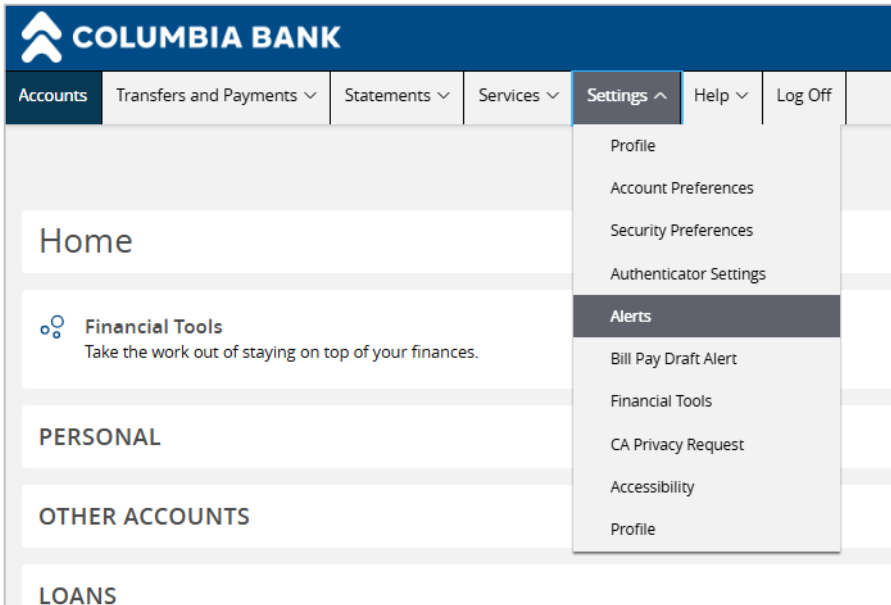


Personal Alerts Set-up Instructions – Personal Online Banking

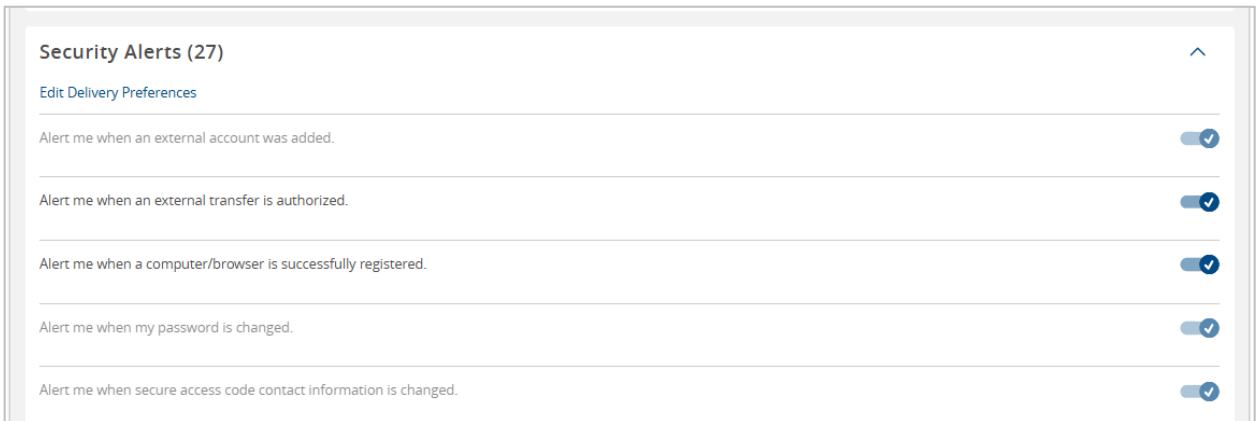
Alert options include both standard security alerts and then customized alerts. Please review below for instructions to edit both the standard alerts or create a new one.

Standard Security Alerts

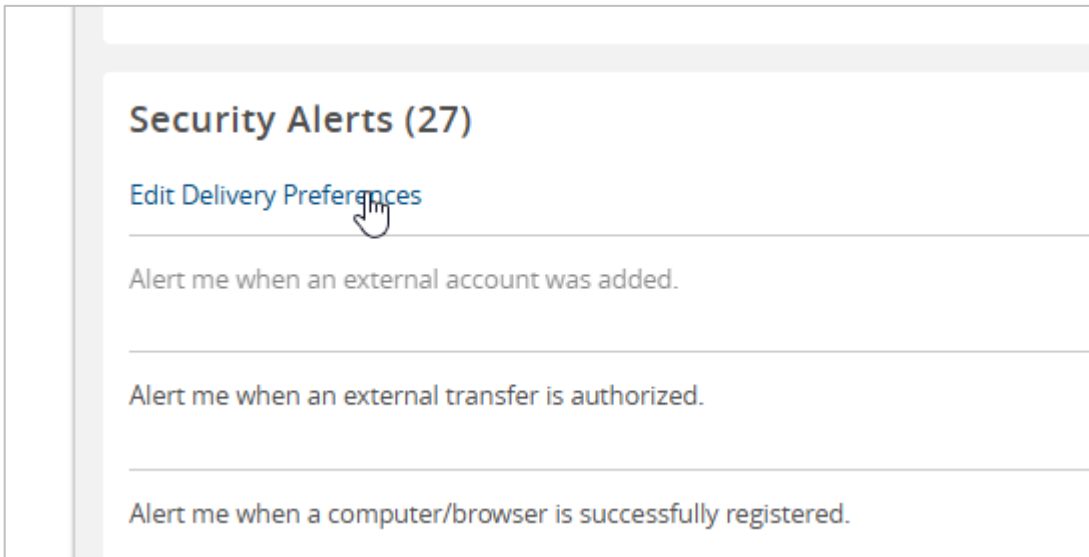
- From the Top Navigation menu, select 'Settings' and then 'Alerts'



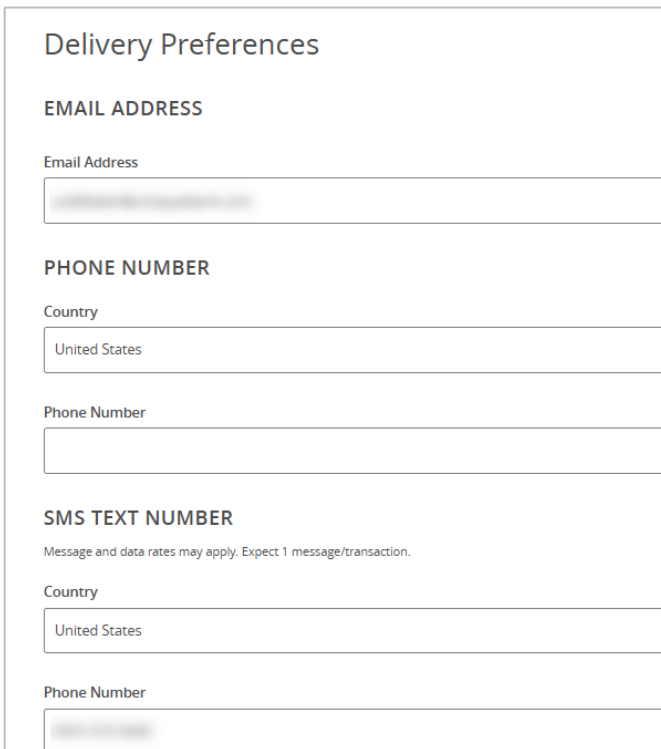
- Default Security Alerts will display. Greyed out Security Alerts are 'always on' and cannot be modified. All others can be turned on or off by the right-hand toggle:



- Security Alert delivery preferences can be updated by clicking on 'Edit Delivery Preferences' at the top of the list:



- Security Alerts always deliver as Secure Messages within online banking. They can also be delivered via Email, Phone (Voice) and SMS Text Messages:

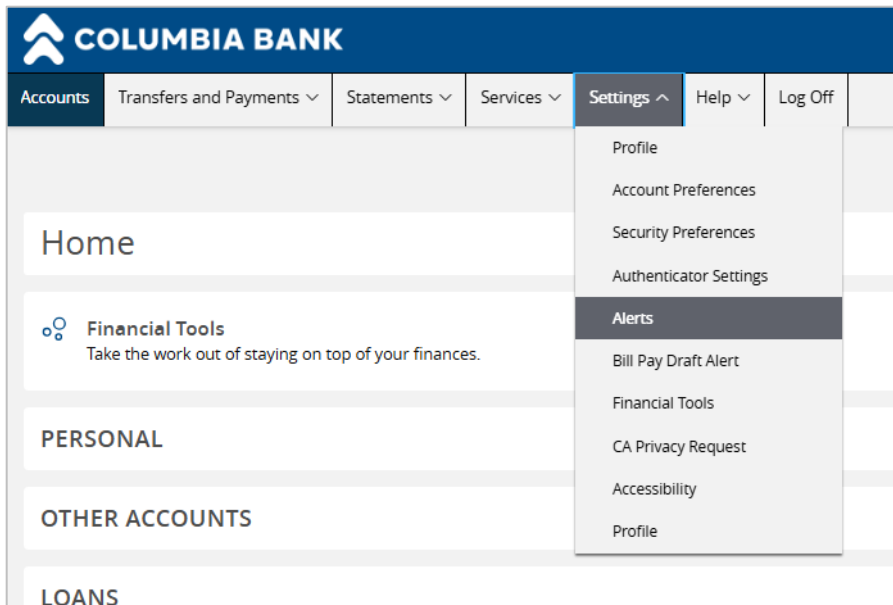
A screenshot of a "Delivery Preferences" form. The form is divided into three sections:

- EMAIL ADDRESS**: A label "Email Address" above a text input field.
- PHONE NUMBER**: A label "Country" above a dropdown menu showing "United States", and a label "Phone Number" above a text input field.
- SMS TEXT NUMBER**: A note "Message and data rates may apply. Expect 1 message/transaction." above a label "Country" with a dropdown menu showing "United States", and a label "Phone Number" above a text input field.

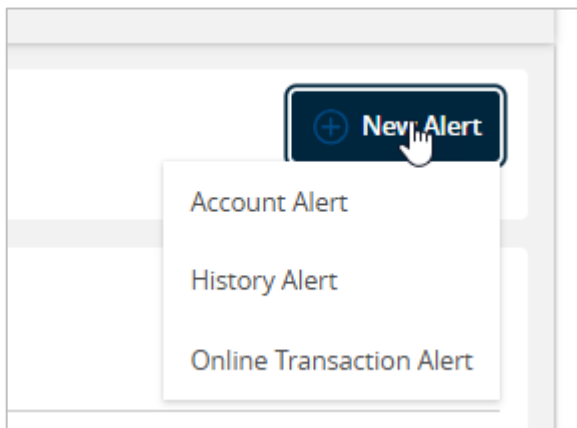
- After any changes are made, click on 'Save' at the bottom

Creating New Alerts

- From the Top Navigation menu, select 'Settings' and then 'Alerts'



- Select 'New Alert' from the upper right corner:



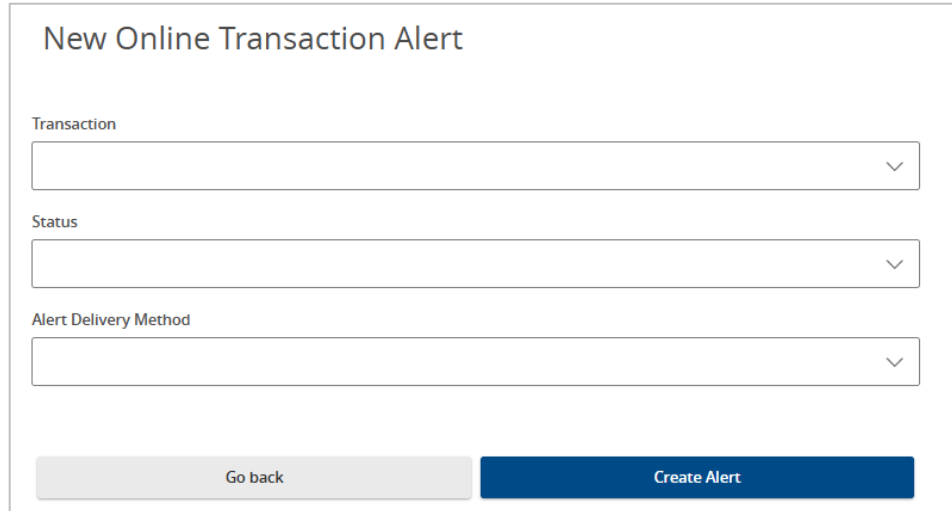
- Choose either **Account Alert, History Alert or Online Transaction Alert**
 - Account Alerts will send once-daily alerts regarding the balance for a specific account:

The screenshot shows a form titled "New Account Alert". It features a dropdown menu for "Account". Below this, a message reads "Please select an account to see available fields." The "Amount" section includes three buttons: "More than", "Less than", and "Exactly". A text input field for the amount is shown with a dollar sign on the left and "0.00" on the right. The "Alert Delivery Method" is a dropdown menu. At the bottom, there are two buttons: "Go back" (grey) and "Create Alert" (blue).

- **History Alerts** will send once-daily alerts regarding specific transactions on the account chosen.
 - Transactions can be identified by the amount of the transaction (credit or debit) or by check number or keywords in the transaction description

The screenshot shows a form titled "New History Alert". The "Transaction Type" section has four buttons: "Debit Transaction", "Credit Transaction", "Check Number", and "Description". The "Amount" section includes three buttons: "More than", "Less than", and "Exactly". A text input field for the amount is shown with a dollar sign on the left and "0.00" on the right. The "Account" is a dropdown menu. The "Alert Delivery Method" is a dropdown menu. At the bottom, there are two buttons: "Go back" (grey) and "Create Alert" (blue).

- **Online Transaction Alerts** send real-time alerts regarding activities performed within the Online Banking system directly
 - Eligible transaction types include regular (internal) funds transfers, external account funds transfers, check re-orders and stop payments
 - Alerts can be configured based on the status of the transaction, including when then the transaction is Drafted (created), Authorized, Processed, Cancelled or Failed



New Online Transaction Alert

Transaction

Status

Alert Delivery Method

Go back Create Alert

- **Account Alerts** will always deliver as Secure Messages within online banking, and can also be delivered via Email, Phone (Voice), SMS Text Messages or Push Notifications
- **Account Alerts** can be sent to separate delivery contact points than other alerts, and can be set individually per alert