

SECURE ALERTS

SecureAlerts will notify you with real-time alerts when certain pre-configured conditions are met. You can set up the account or transaction activity conditions and identify when you want the system to "tell you" the condition exists.

• ALERT OVERVIEW

When you access alerts, the overview consists of items and thresholds that you have personally set. An example of this is an alert when your balance on an account drops below a specific dollar amount. From this page you can also edit or delete an alert.

• ALERT OPTIONS

You may create, edit or delete alerts based on type of alert: NOTE - set up Contact Options first!

- **Security** - Receive alerts if someone changes your information or is trying to gain access to your online banking.
- **Balance** - Low balance alerts can help you avoid overdrafts or maintain balances for account requirements. High balance alerts can help you identify when you may want to transfer or invest money or when a deposit has been made.
- **Transactions** - Receive alerts when deposits, checks, or withdrawals post to your account.
- **Transfers** - Receive alerts when large incoming or outgoing transfers post to your account.
- **Loans** - Receive alerts when a payment is due, past due, has been paid, if you exceed your credit limit or when any loan activity occurs.
- **ATM/Debit card** - Receive alerts when ATM or Debit card transactions and changes occur.
- **Certificates** - Receive alerts when your Certificate of Deposit (CD) is about to mature allowing you to decide to cash or renew the CD. Additionally, you can be notified when a new CD is funded.
- **Other** - Receive alerts when something unexpected happens.

• MANDATORY ALERTS

You will receive these alerts automatically if certain events occur. These alerts cannot be disabled. Please ensure the primary email address on the account is correct by accessing: Profile → Email → Edit.

• CONTACT OPTIONS - Set before you add alerts

You have the option of receiving alerts via any or all of the following ways. In order to use each method, you will need

- to add your contact information and activate it to verify permission and compatibility. You may have multiple email or text message devices attached to a single online banking account.

- **Email**
- **Text Message** - you may also select WHEN you receive these alerts
- **Secure Inbox** - view your alerts when logged in to online banking
- **App Push Notifications** - You may also select WHEN you receive these alerts

• Additional Information for Business Online Users:

Certain ACH transactions allow you, one business day from the transaction date, to review for accuracy, dispute or return the item.

*See page 2 for details.



SECURE ALERTS

continued

• ENROLL IN SECUREALERTS

Click on the Enroll button under the alerts section

1. Add email and text message contact options. You will need to configure each contact method by sending an activation code to each method. Once you receive the code enter it in the Activation Code box and click Activate.
2. Skip to steps 2 and 3 below.

• ADD AN ALERT / REMINDER

To add an alert or reminder:

1. Click on the link labeled Alert Options, found on the top of the alert start page.
2. Select the type of alert you want to create by clicking on the **+**.
Example: Under Balance Alerts, you can select an alert if your account balance is above or below your designated threshold.
3. The first section will allow you to select an alert for ALL Accounts. Below that section you may also specify different alert thresholds for each account. When you have set your amounts and where you want the alerts sent to, click SAVE at the bottom and then click CLOSE.

When the account balance for:	Goes above this amount:	Send an alert to:
All Accounts	<input type="text" value="\$0.00"/>	<input type="checkbox"/> Option A <input type="checkbox"/> Option B <input type="checkbox"/> Option C <input type="checkbox"/> Option D <input type="checkbox"/> Option E <input type="checkbox"/> Option F <input type="checkbox"/> Option G

• SENT ALERTS

The system displays your alert messages on your sent alerts page and on your home page in the alerts section. You can view, mark as read, and delete sent alerts on the sent alerts page.

Information for Business Online Users

You may dispute certain ACH transactions up to one business day after the transaction date. These transactions contain the abbreviations CCD or CTX. If you find an error after that date, you are not able to return them, regardless of the scenario.

If you would like to be notified of ACH transactions involving these abbreviations, select the following:

- Alert Options
- Transaction
- Electronic draft deducted over threshold amount
- Select account, threshold and method of delivery
- Save & Close

