Frequently Asked Questions – Alerts

Q: How do I set up Alerts or Notifications in Digital Banking?

A: From the blue navigation bar select Additional Services and click Text Banking & Alerts.

My Accounts	Bill Pay Move Money	Additional Services	
		Online Statements	
	Online State	Share access with others	
	Offinite State	Text Banking & Alerts	
	You are viewing on	Stop Payment	
	Checking Accou	Address Change	ər 2020 🔻
	Statements	Secure E-mail	Туре

Q: What alert types are available for me to set up?

A: You are able to select from Account or Activity alerts, and/or reminders by selecting the gray add an alert button and choosing the blue alert or reminder hyperlink you would like to select.

y Accounts Bill Pay	Nove Money	Additional Se	rvices			
	Alerts a	and Notification	ns		View all alerts	Text Message Banking
	You can out instru	stop receiving th uctions	ese alerts by deselecting your er	mail/text preferences belo	ow, or following the in-message opt	More features are ready for you.
	Email a	lerts are sent t	0	Text message aler	ts are sent to	Now you can use simple text messages to instantly:
				(xxx) xxx-xxxx	2	Check your balance. Transfer funds. Transfer activity and more.
	Update			Activate		Start text banking now
	\sim	ų.	Alert Type		Add an alert +	
	V	1	Balance update Once a week on Friday v send n	ne the balance of	Which alert would you like to add? Accounts	
					Balance update	
			Low balance	lis helow	Activity Low balance	
					High balance Large withdrawal	
			Large withdrawal	int organic or exce	Large deposit Check cleared	
			in a wardrawar in spending Accou	equals of exce	Reminders	
			Low balance		Loan payment due Loan payment overdue	
			If Checking Account - falls	below	Maturity date Personal message	
	_		Low balance			
	V		If Spending Account - falls	below	s	

Q: Where will my alerts and reminders be sent to?

A: You are able to have your alerts or reminders sent to your email address or your mobile phone number by activating text banking.

Alerts and reminders sent to your email address will come from noreply@brannenbanks.com .

To activate text message alerts enter your mobile phone number and select activate. You will be asked to complete the Mobile Verification Agreement by entering the activation code you received on your mobile number and clicking accept. Once accepted you will receive a message stating that you will now see all your current alerts by text message.

Alerts and Notifications		<u>View all al</u>	Text Message Banking	
You can stop receiving these alerts by deseled out instructions	ecting your email/text preferences t	below, or following the in-mes	ssage opt- More features are ready you.	
Email alerts are sent to @gmail.com Jpdate	Text message a	Text message alerts are sent to		
		1903		
Nobile Verification Agreement				
Within a minute, you'll receive a verification	code by text gain			
when you receive it, just type it in Mobile carriers require us to confirm that messages from us. To do this, enter the We will send the subscribed alert(s) to th provided. Receiving alerts is not a cond Banking service. You agree that we may Systems to send alerts. Message and do receiving these alerts by deselecting you by following the in-message, opt-out inst	t you wish to receive text special code we sent you via text. e mobile phone number you have ition of purchase for the Digital y use Automatic Telephone Dialing ata rates may apply. You can stop ur choice(s) on the Alerts page or tructions.			
Do you accept the Mobile Verification Ag you agree that this agreement is electron Decline, your phone number will not be o	greement? By selecting Accept, nically signed. By selecting enrolled for alerts.	You will n current al message	now see all your lerts by text . Make changes or	
		add more		

Q: I did not receive a text alert that I set, how do I see if it was sent?

A: From the Alerts & Notifications page select the blue View all alerts hyperlink to confirm what alerts were sent.

Alerts and	d Notificatio	ons		View all alerts ?	Text Me	ssage Banking
You can sto out instruct	op receiving t ions	these alerts by deselecting your	email/text preferences below, or followin	ng the in-message opt	Activated	d numbers
					Add a se	econd number
Email ale	rts are sent	to	Text message alerts are sent	to	Primary	account 🕜
\searrow			iji i			
Update			Change or add number		Transfer	account 🕜
					Transfe	ers disabled
\geq		Alert Type	A	dd an alert 🕂		Undate
		Large withdrawal				opuale
		If a withdrawal in	equals or exceeds	\$ 100	Text Co	mmands
					Text the	following
		Balance update	Balance update		commar	nds to 454545
		Once a week on Friday V send	me the balance of		BAL	Primary balance
		Balance update			LAST	Last 5
v	\checkmark	Once a week on Friday ▼ send	me the balance of			transactions
					TRANS	Transfer funds to primary account
		Low balance				· · ·
	<u>v</u>	If Emergency Account - v f	alls below	\$ 500	STOP	Deactivate service
		l ow balance			HELP	Help keywords
✓		If Checking Account - v fal	Is below	\$ 100		
		Low balance				
		If Spending Account - v fal	Is below	\$ 50		
					1	

Accounts	Bill Pay	Move Money	Additional Services
Alert	s History]	
Receive	d Recently		
Fri	Wee	ekly balance upd	ate balance is \$123.84
Receive	d Earlier		

Q: I activated text banking when setting up my alerts; what type of transactions can I complete?

A: Text Banking will allow you to receive balances, get the last 5 transactions of your primary account, AND Transfer money from your designated account to your primary account by texting
454545 with the commands listed on your Alerts & Notifications page in Digital Banking.

From the Alerts & Notifications page you can also update you primary account and your designated "transfer from" account by selecting the gray Update button.

My Accounts Bill Pay Mor	ve Money Additional	Services				
						Last Visit Nov 9, 2020
	Alerts and Notificat You can stop receiving out instructions	these alerts by deselecting your en	mail/text preferences below, or follow	View all alerts (?)	Text Message Banking Activated numbers	
	Email alerts are ser	nt to Igmail.com	Text message alerts are sen	t to	Add a second number Primary account @ Checking Acc	
		Alert Type Large withdrawal If a withdrawal in Spending Account	nt - requals or exceeds	Add an alert + S 100	Emergency Ac Update	
		Low balance If Checking Account - falls	i below	\$ 500	Text the following commands to 454545 BAL Primary balance	
		Balance update Once a week on Friday ▼ send r	ne the balance of Spending Account -		LAST Last 5 transactions TRANS Transfer funds to	
		Low balance If Emergency Account fa	lls below	\$ <u>1500</u>	STOP Deactivate service	
		Low balance If Spending Account - falls	below	\$ 50	HELP Help keywords	
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