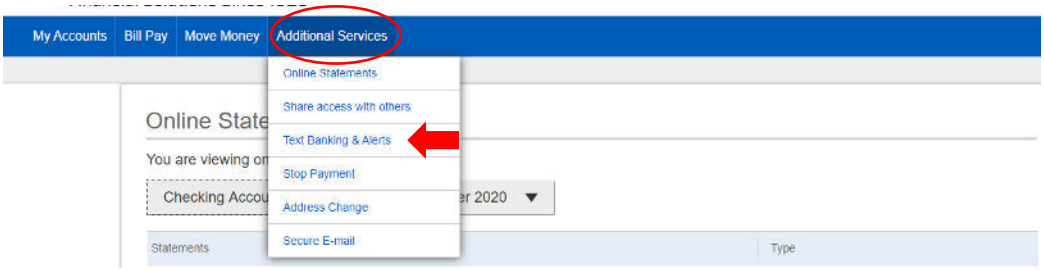
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Frequently Asked Questions – Alerts

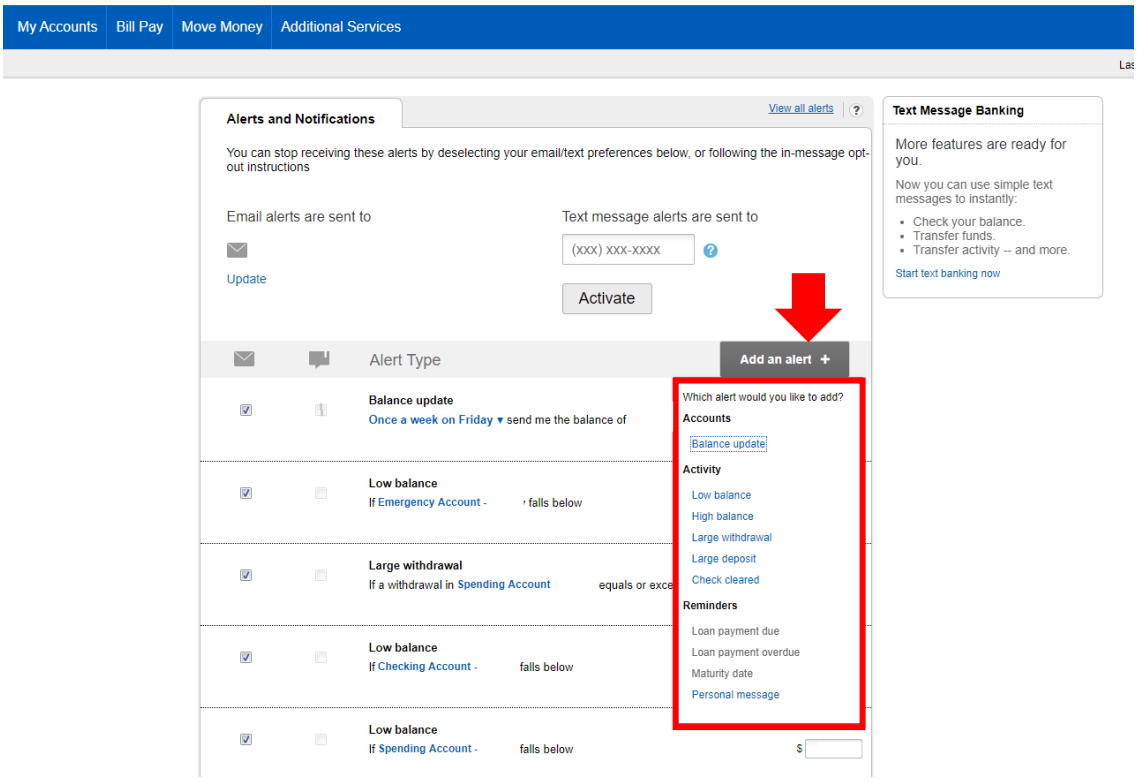
Q: How do I set up Alerts or Notifications in Digital Banking?

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



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.



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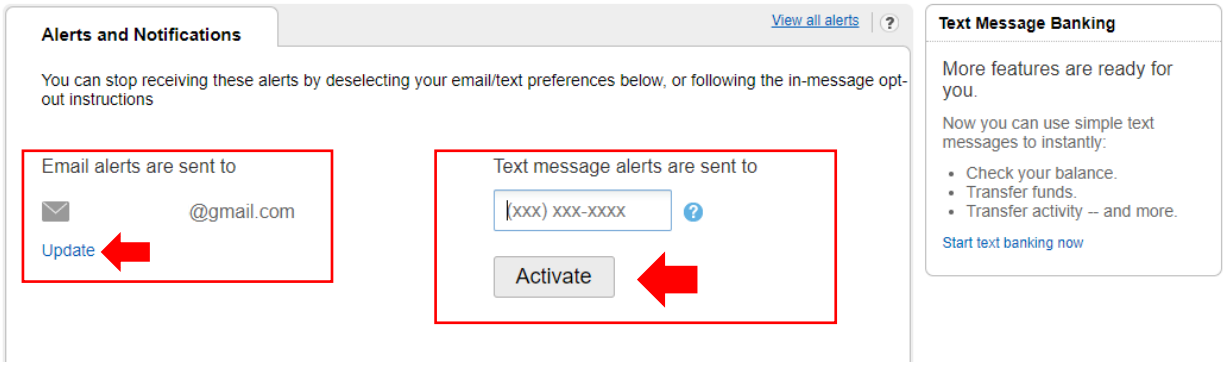
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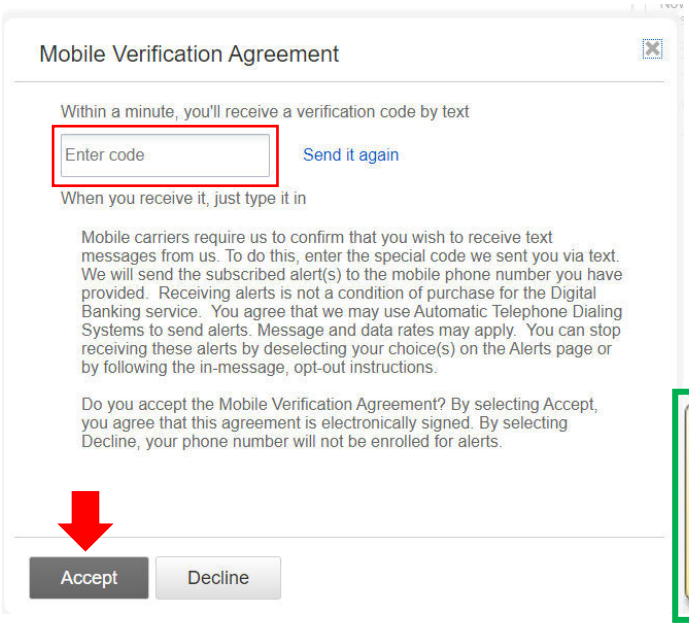
Q: Where will my alerts and reminders be sent to?

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.





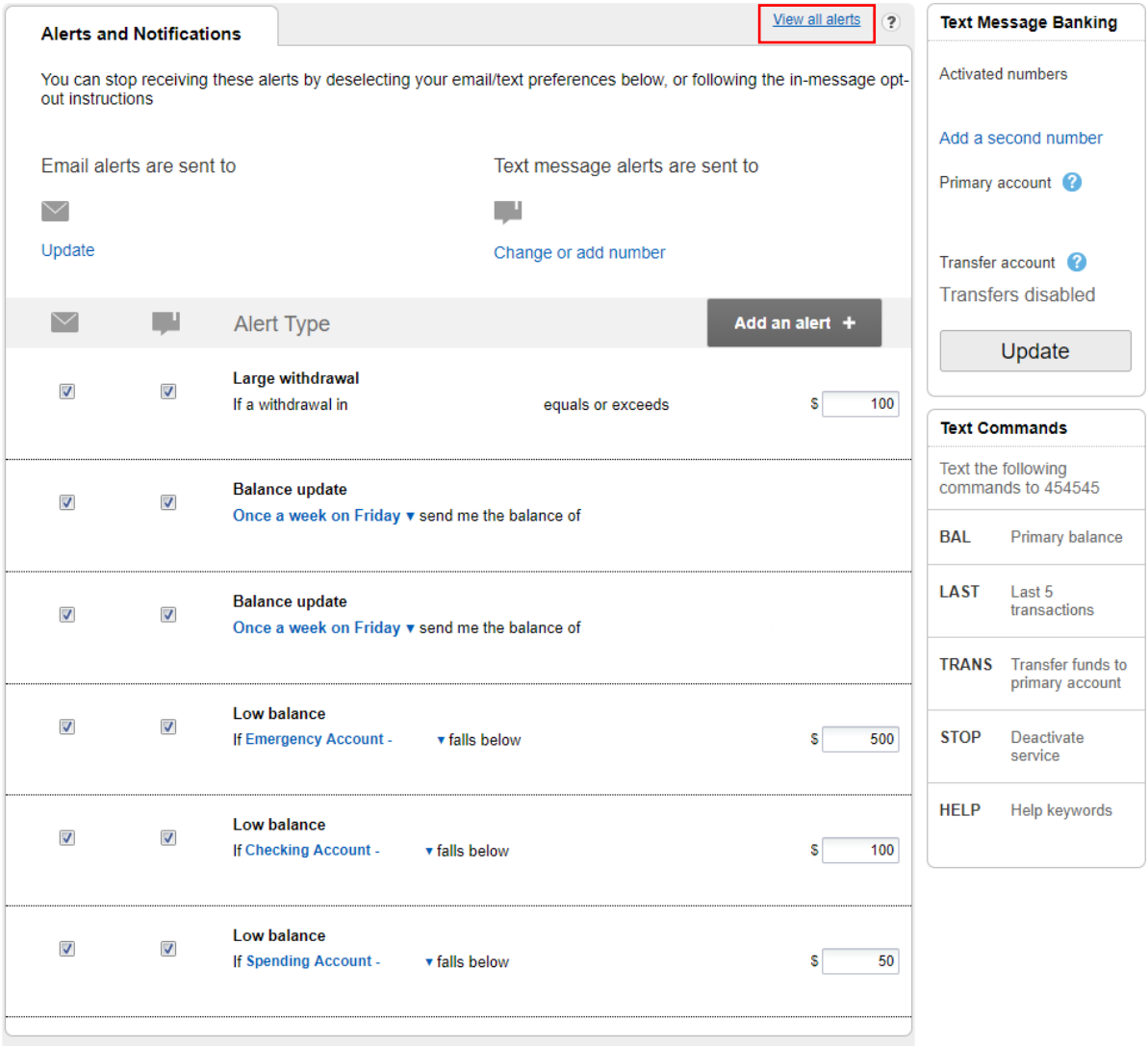


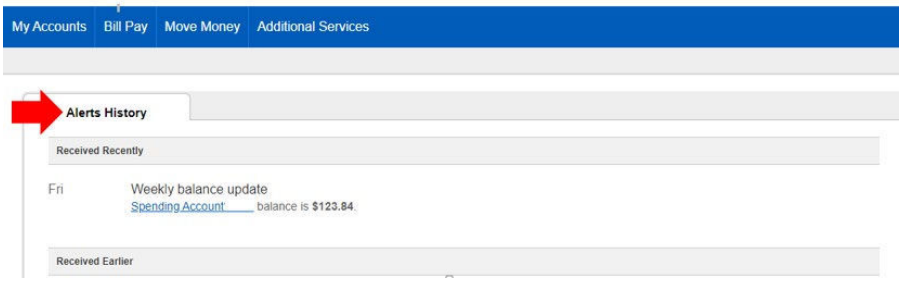
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Q: I did not receive a text alert that I set, how do I see if it was sent?

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





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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.

