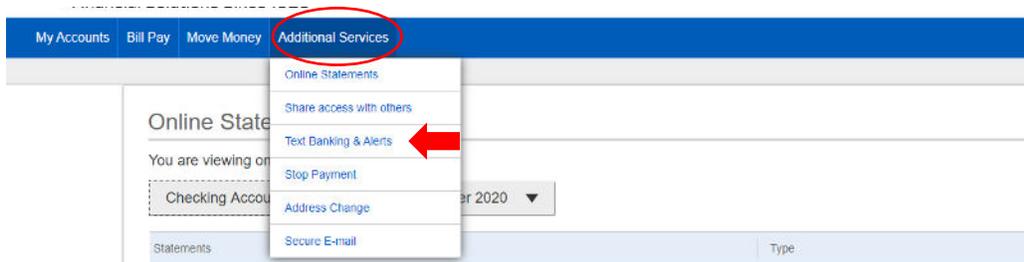


Frequently Asked Questions – Alerts

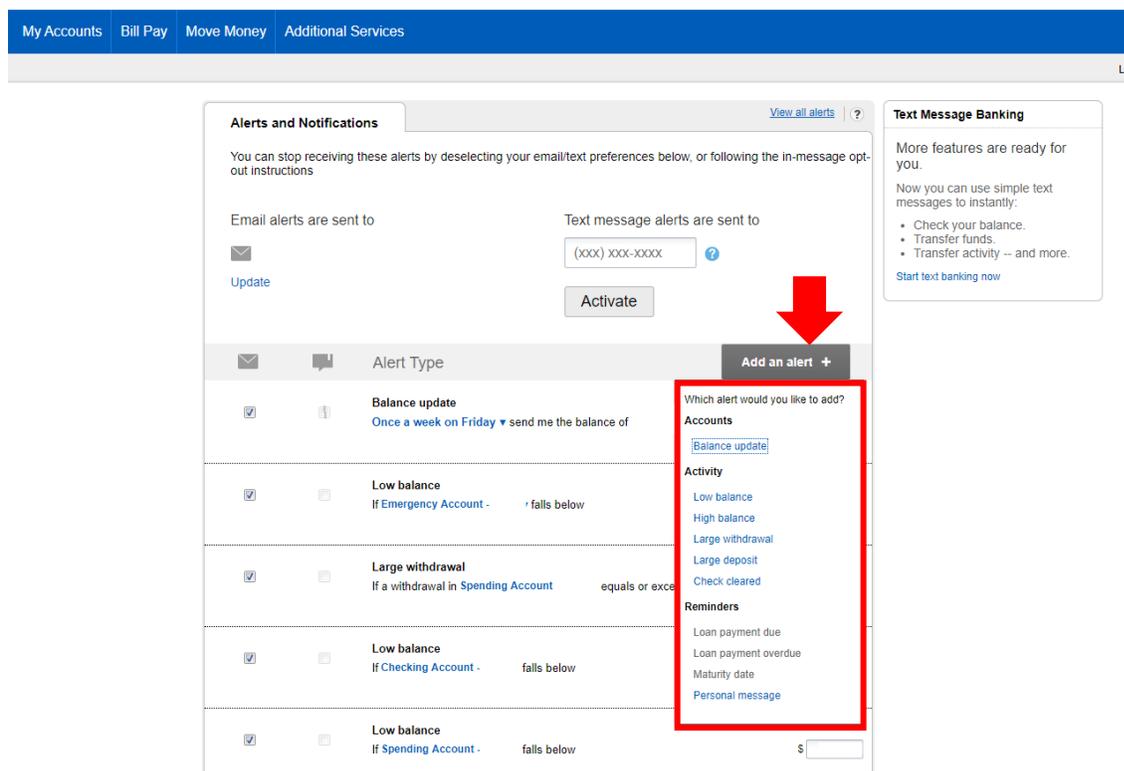
Q: How do I set up Alerts or Notifications in Digital Banking?

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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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.

The image displays two screenshots from the Brannen Bank website. The top screenshot shows the 'Alerts and Notifications' section, which includes an 'Email alerts are sent to' field with an 'Update' button and a 'Text message alerts are sent to' field with an 'Activate' button. Red arrows point to the 'Update' and 'Activate' buttons. To the right is a 'Text Message Banking' section with a list of features: 'Check your balance', 'Transfer funds', and 'Transfer activity -- and more'. The bottom screenshot shows the 'Mobile Verification Agreement' page, which includes a text input field for an 'Enter code' and 'Accept'/'Decline' buttons. A red arrow points to the 'Accept' button. A yellow callout box with a green border states: 'You will now see all your current alerts by text message. Make changes or add more alerts as you see fit.'

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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.

Alerts and Notifications [View all alerts](#) ?

You can stop receiving these alerts by deselecting your email/text preferences below, or following the in-message opt-out instructions

Email alerts are sent to [Update](#)

Text message alerts are sent to [Change or add number](#)

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Alert Type		Add an alert +
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Large withdrawal If a withdrawal in	equals or exceeds	\$ <input type="text" value="100"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Balance update Once a week on Friday ▾ send me the balance of		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Balance update Once a week on Friday ▾ send me the balance of		
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Low balance If Emergency Account - ▾ falls below		\$ <input type="text" value="500"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Low balance If Checking Account - ▾ falls below		\$ <input type="text" value="100"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Low balance If Spending Account - ▾ falls below		\$ <input type="text" value="50"/>

Text Message Banking

Activated numbers

[Add a second number](#)

Primary account ?

Transfer account ?

Transfers disabled

[Update](#)

Text Commands

Text the following commands to 454545

BAL Primary balance

LAST Last 5 transactions

TRANS Transfer funds to primary account

STOP Deactivate service

HELP Help keywords

[My Accounts](#) [Bill Pay](#) [Move Money](#) [Additional Services](#)

Alerts History

Received Recently

Fri Weekly balance update
[Spending Account](#) balance is \$123.84

Received Earlier

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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.

The screenshot shows the 'Alerts and Notifications' page in a digital banking interface. At the top, there is a navigation bar with 'My Accounts', 'Bill Pay', 'Move Money', and 'Additional Services'. Below this, the page is titled 'Alerts and Notifications' and includes a 'View all alerts' link. The main content area is divided into two columns: 'Email alerts are sent to' and 'Text message alerts are sent to'. Below these are sections for 'Alert Type' with a table of active alerts and a 'Text Message Banking' sidebar. The sidebar contains 'Activated numbers', 'Add a second number', 'Primary account', 'Checking Acc...', 'Transfer account', and 'Emergency Ac...', each with an 'Update' button. A red arrow points to the 'Update' button for the 'Transfer account' section. Below the sidebar is a 'Text Commands' section with a red arrow pointing to the text 'Text the following commands to 454545'. The table of alerts includes:

Alert Type	Frequency	Threshold
Large withdrawal	Once	\$ 100
Low balance	Once	\$ 500
Balance update	Once a week on Friday	send me the balance of Spending Account
Low balance	Once	\$ 1500
Low balance	Once	\$ 50