

Brannen Bank

FINANCIAL SOLUTIONS SINCE 1926

Frequently Asked Questions — First Time Login for Existing Users

Q: Why is my Online Banking changing?

A: Our existing online banking platform is no longer available. We have changed our platform provider giving you a completely updated look and feel with easy navigation windows and increased security features.

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

Last Visit Nov 3, 2020

My Accounts

Transfer Settings

Checking Account

Quick peek

Available **\$1,309.75

Current \$1,327.15

Savings Account

Quick peek

Available **\$3,000.00

Current \$3,000.00

Spending Account

Quick peek

Available **\$16.00

Current \$61.50

HSA Family

Quick peek

Available **\$1,103.85

Current \$1,103.85


BALANCE TOTALS

Total Deposit Accounts \$5,492.50

**This balance may include overdraft or line of credit funds.

Bill Pay

Make paying bills fast and easy
Pay your bills on one screen in seconds.



Sign up for payments

Accounts Missing?

If you're missing an account from your profile, please contact us at 352-726-1221.

< November 2020 >

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
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29	30	1	2	3	4	5

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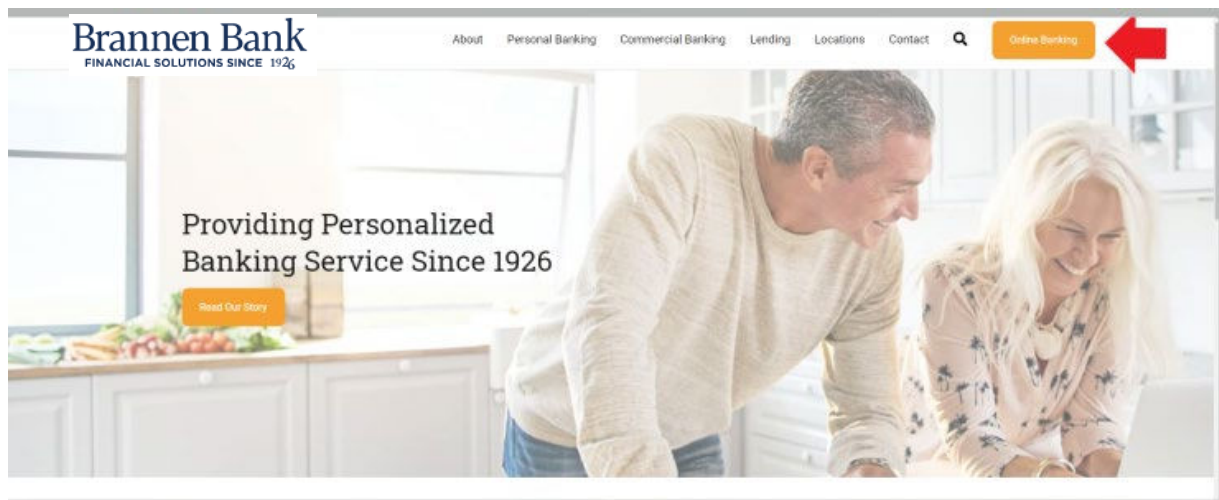
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Q: Will I access online banking the same way?

A: You will be able to access our new Digital Banking platform in one of two ways.

You can continue to access your Digital Banking login by clicking on the orange Online Banking button on our website at www.brannenbanks.com **OR** you may visit www.brannenonline.com to access your Online Banking login screen directly.

****Please note if you have bookmarked our previous login page you will need to delete it and bookmark the new link****



Q: Will my User Name and Password remain the same?

A: Your user name will remain the same however your password has been changed. Please check your email for correspondence from the bank containing details about your username and password.

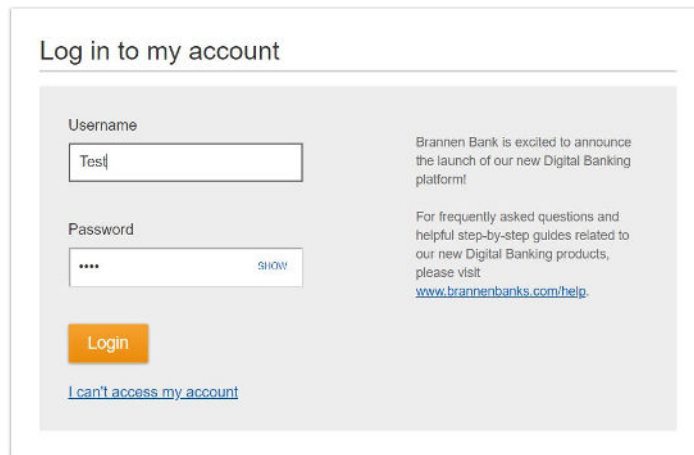
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Q: What steps do I need to complete to successfully login to the new Digital Banking platform for the first time?

A: You will be asked to complete the following steps:

Step 1: Enter your Username and Password received from the bank.



The screenshot shows a login interface titled "Log in to my account". It features two input fields: "Username" with the text "Test|" and "Password" with masked characters "****". A "SHOW" link is next to the password field. Below the fields is an orange "Login" button and a link that says "I can't access my account". To the right of the input fields, there is a message: "Brannen Bank is excited to announce the launch of our new Digital Banking platform!" followed by a link to "www.brannenbanks.com/help" for frequently asked questions.



Step 2: Accept the terms and conditions



The screenshot shows a "Terms and conditions" page. It has a link "Show the terms and conditions" with a right-pointing arrow. Below this, a message states "You must accept the terms and conditions to continue." At the bottom, there are two buttons: "Accept" (highlighted with a red arrow) and "Decline".

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Step 3: Update your password.

Improve your security.

We notice you need to create a stronger password.

Update your password

New password

***** SHOW

- ✓ Minimum of 6 characters
- ✓ Minimum of 1 letter
- ✓ Minimum of 1 number
- ✓ Minimum of 1 special character

Retype password

***** SHOW

✓ Passwords must match

Save



Step 4: Verify your contact information. If you do not have access to your email you may add a phone number to receive your access code. We strongly encourage you to add your mobile number to receive your access code via text messaging. This will save you time should you need assistance in the future.

Verify your contact information

Select where you would like to receive your verification code to confirm your contact information. If there is a login from a device we don't recognize, we'll contact you.

Where should we send the access code?

Email me

Add another way to reach you:

+ [Add your phone number](#)

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Step 5: Enter your one time passcode received via your chosen method and make your device registration selection.

Verify your contact information

Within a minute, you'll receive a verification code at

Enter access code

▶ [Didn't get the access code?](#)

Save time by registering this device.

If this is your personal device, register it now. We won't need to contact you the next time you log in.

[Yes, register my private device.](#) [No, this is a public device.](#)

Success! You should now be at your Digital Banking home page and be able to view your accounts.

My Accounts Bill Pay Move Money Additional Services

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My Accounts

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Q: What happens if I do not have access to the email address provided and cannot add a phone number on my first login attempt OR I have not received my access code?

A: Please contact your local Brannen Bank representative for further assistance. You may contact us at 352-726-1221 Option 0 and then Option 1.