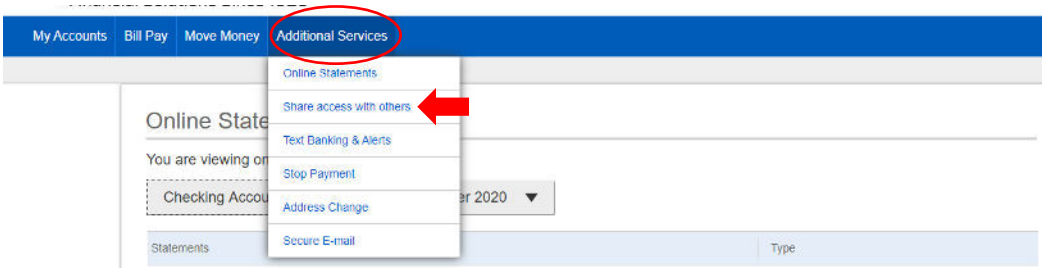
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Frequently Asked Questions – Share Access

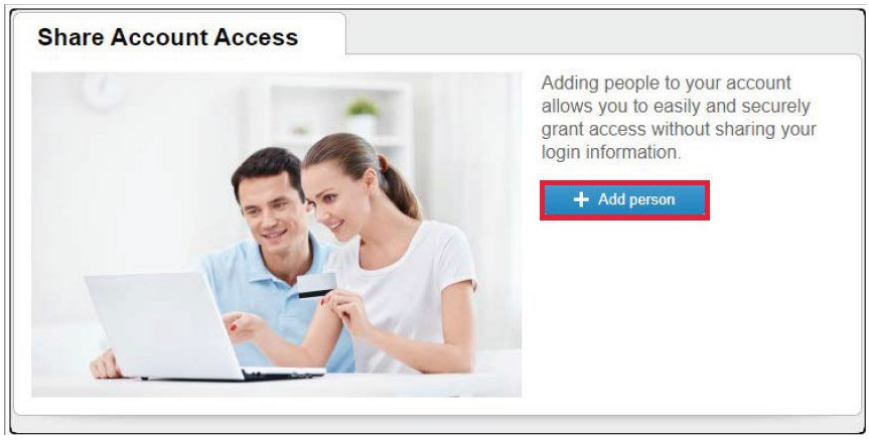
Q: I want someone else to be able to view my account activity and/or assist me with managing my daily banking. Can I grant someone else access to my Digital Banking without adding them to my account?

A: Yes, our share access feature allows you to provide Digital Banking account access to someone else and grant them specific permissions. You control the number of people you share access with, the accounts that they have access to, and the permissions they have.

From the blue navigation bar select Additional Services and click Share access with others.

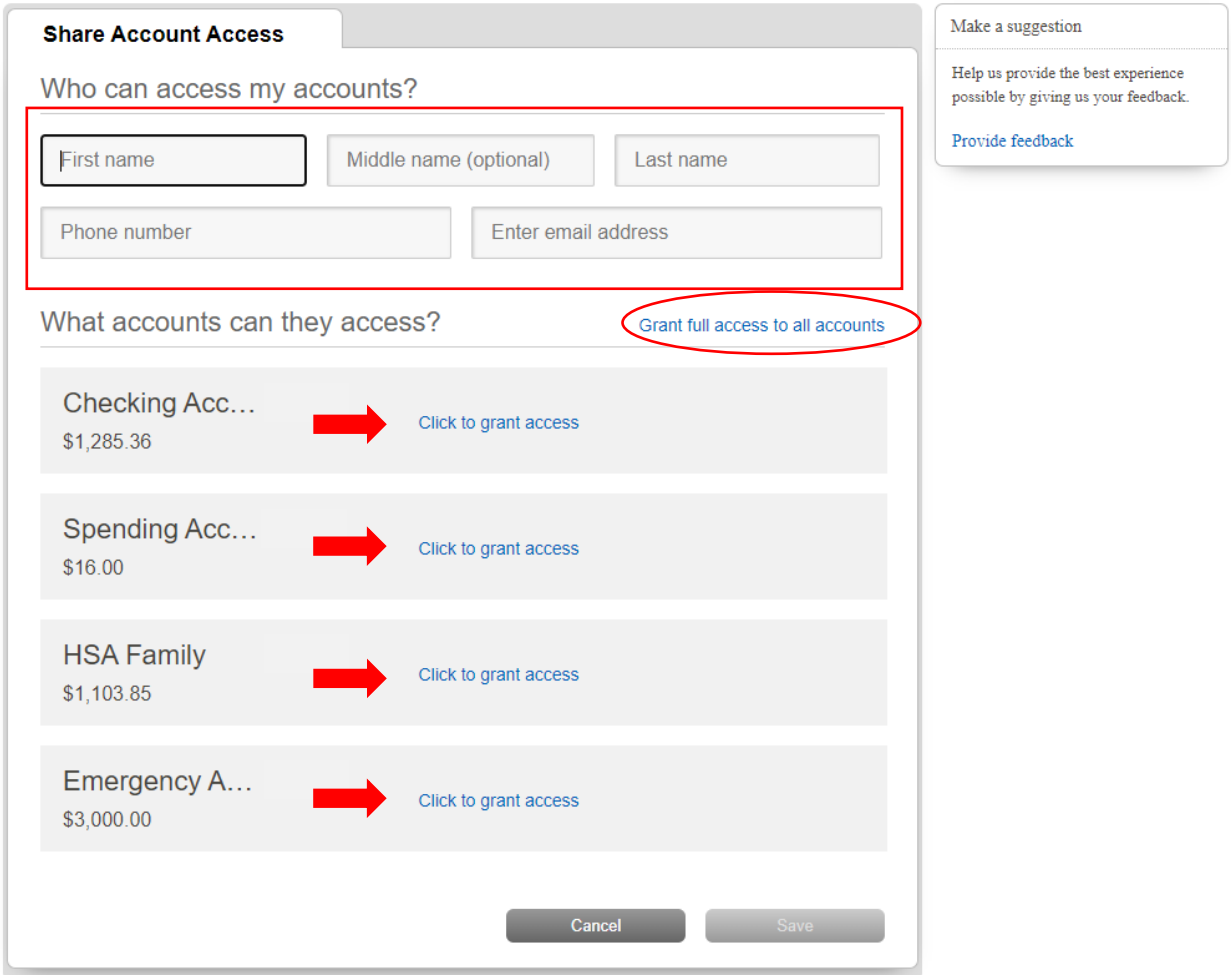


Begin sharing access by clicking the Add person button and completing the requested information on the next screen. All information requested is required with the exception of middle name to save the sub-user. This is also where you can grant full access to all accounts or grant specific account access and permissions.



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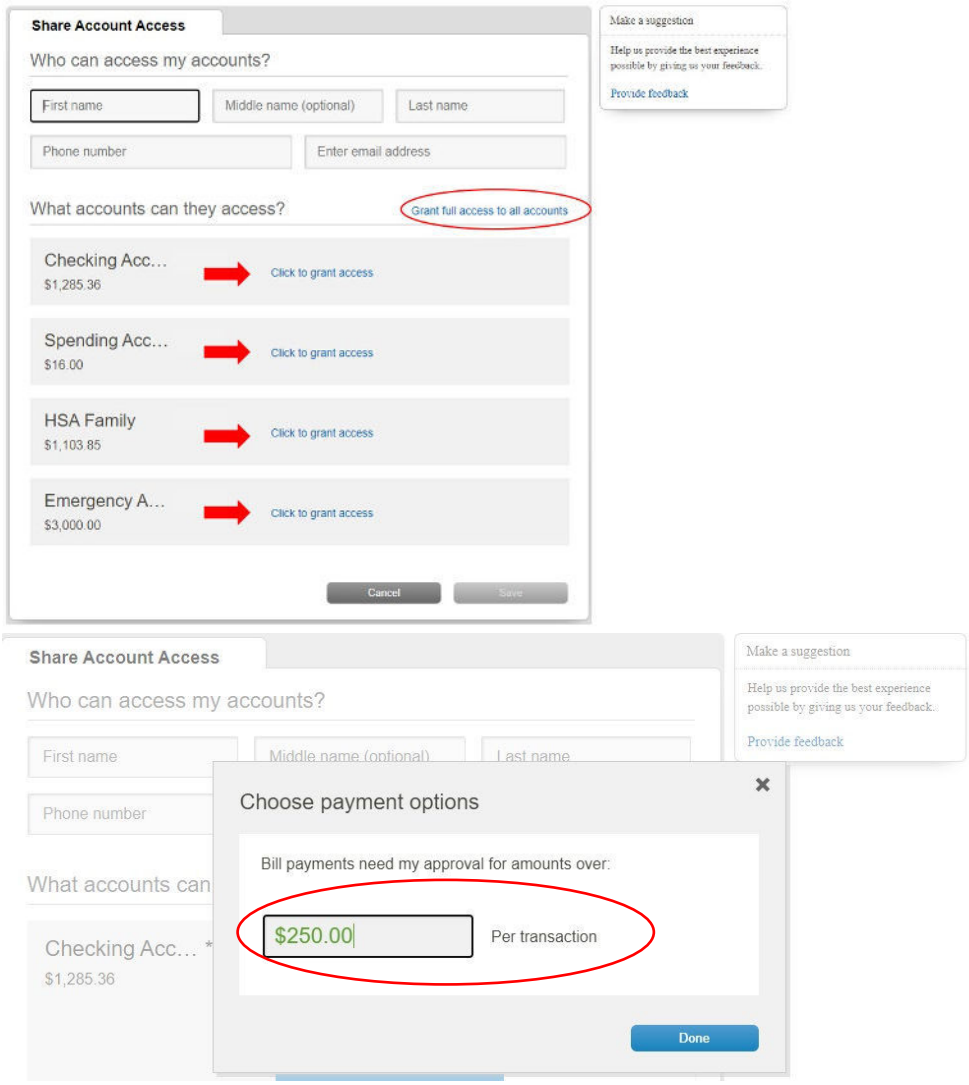
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Q: What access permissions are available to the users I have shared Digital Banking access with?

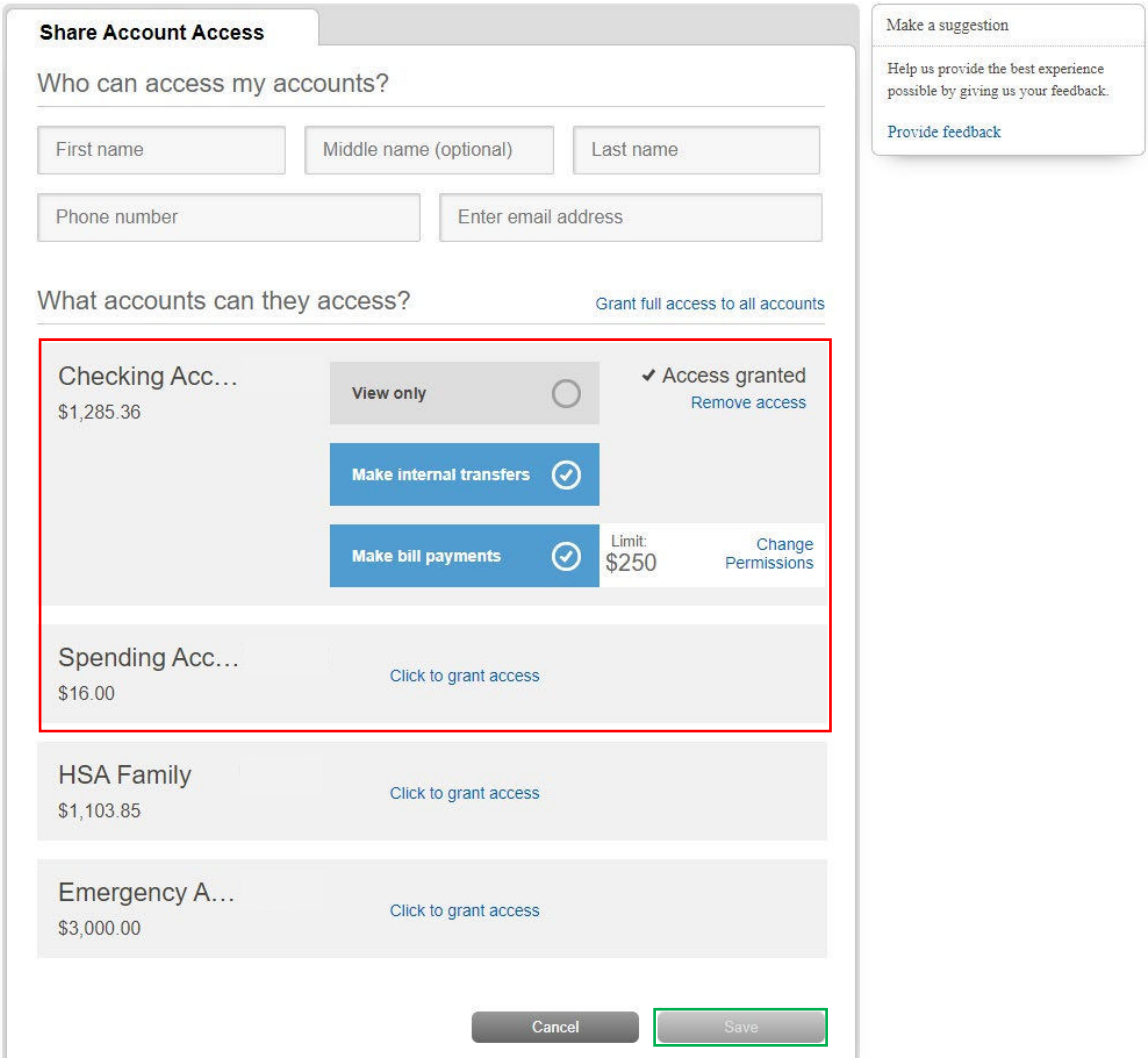
A: You may grant full access to all accounts or grant limited access per account. Granting full access will allow users to view accounts, make internal transfers, and send bill payments up to the bill pay transaction limit set by you.

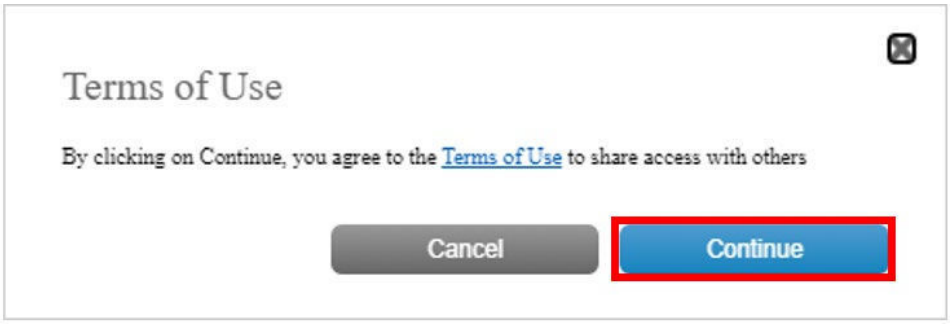
OR

You may also choose to grant limited access per account. The account permission options are View only, Make internal transfers, Make bill payments, or Make internal transfers and bill payments. Once your selections are complete the save button will turn blue for you to click and you will be asked to accept the terms of use for granting shared access.



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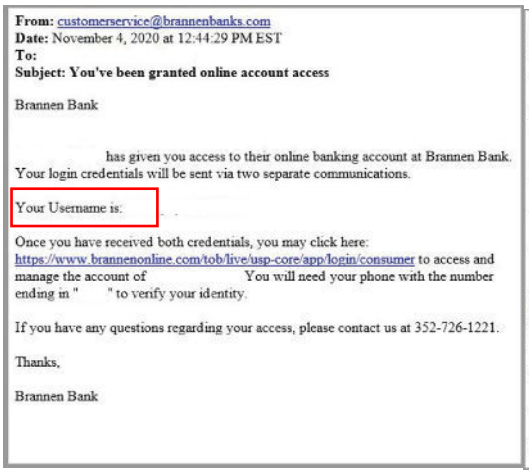




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Q: I have shared access with another user and granted their access permissions what do they have to do next?

A: The user(s) you have shared access with will receive two emails from customerservice@brannenbanks.com. One will contain their Username and one will contain their password. Passwords will expire in 30 minutes.



From: customerservice@brannenbanks.com
Date: November 4, 2020 at 12:44:29 PM EST
To:
Subject: You've been granted online account access

Brannen Bank

has given you access to their online banking account at Brannen Bank.
Your login credentials will be sent via two separate communications.

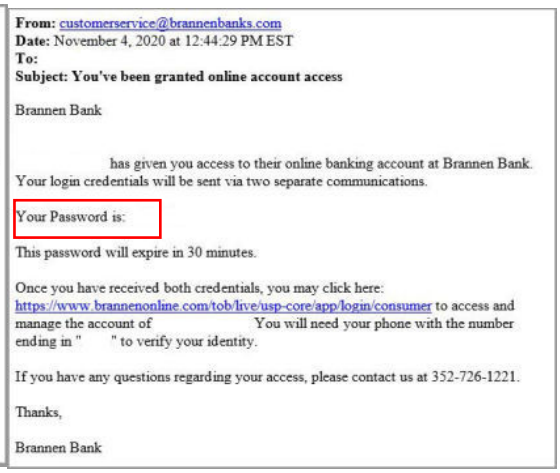
Your Username is:

Once you have received both credentials, you may click here:
https://www.brannenonline.com/tob/live/usp-core/app/login/consumer to access and manage the account of You will need your phone with the number ending in " " to verify your identity.

If you have any questions regarding your access, please contact us at 352-726-1221.

Thanks,

Brannen Bank



From: customerservice@brannenbanks.com
Date: November 4, 2020 at 12:44:29 PM EST
To:
Subject: You've been granted online account access

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has given you access to their online banking account at Brannen Bank.
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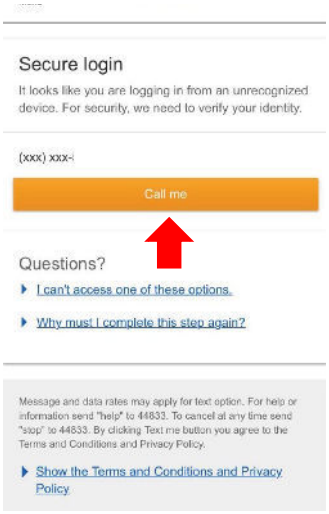
Thanks,

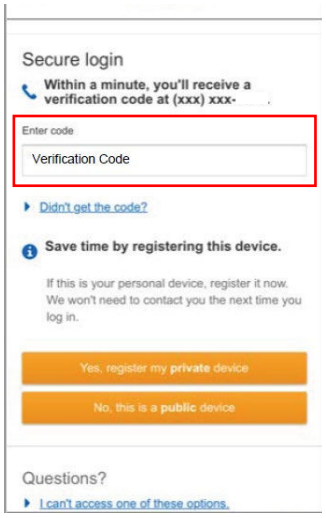
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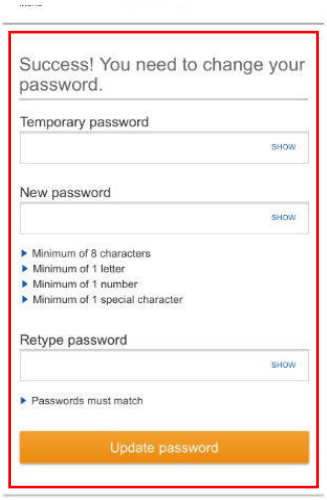
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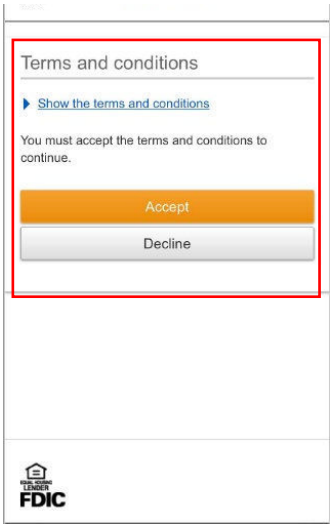
Once both emails are received the user must click the blue hyperlink contained in the email and enter the user name and temporary password provided to complete the Multi Factor Authentication (MFA) process.

The user will receive a phone call to the number that was provided when shared access was granted and receive a one-time verification code to enter. Once the MFA process is completed the user will be asked to change their password and accept the terms and conditions.









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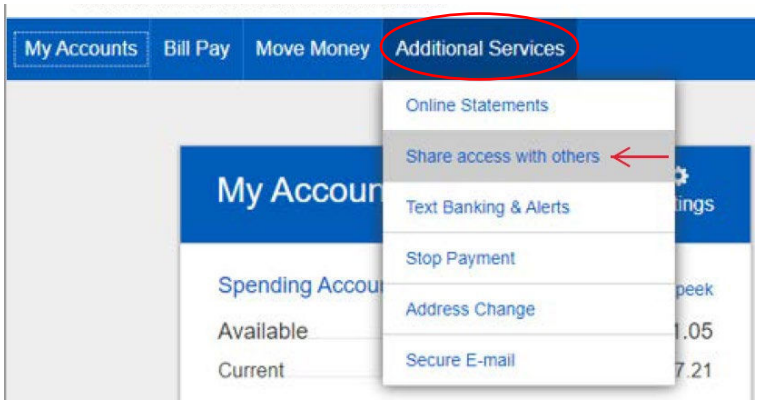
Q: How do I change, suspend or remove access permissions for a user I have shared access with?

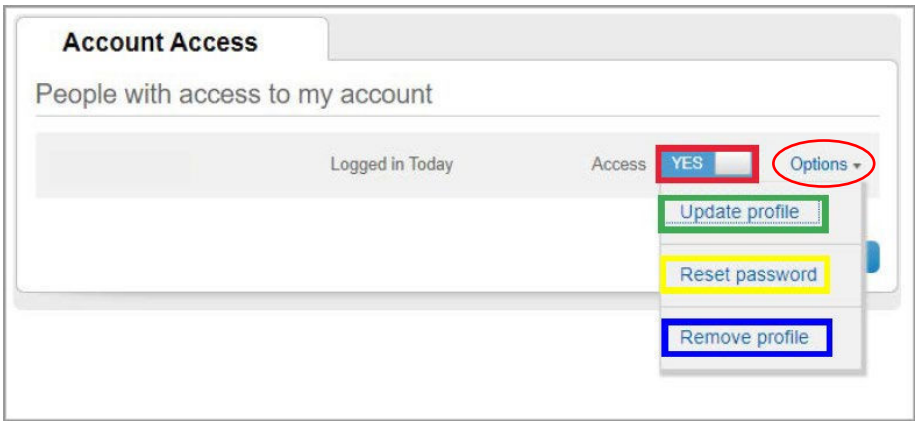
A: From the Additional Services option on the blue navigation bar select Share access with others and then select the blue Options hyperlink.

To suspend or place a user's access on hold toggle the Access bar from Yes to No

To change a user's access permissions select the blue Update profile hyperlink

To remove a user's access permissions select the blue Remove profile hyperlink



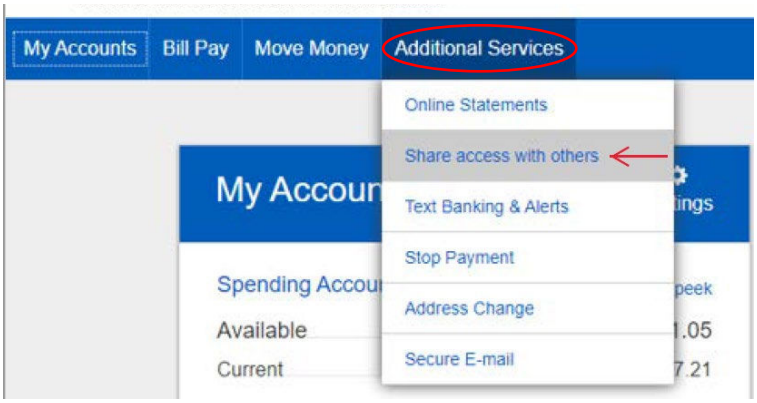


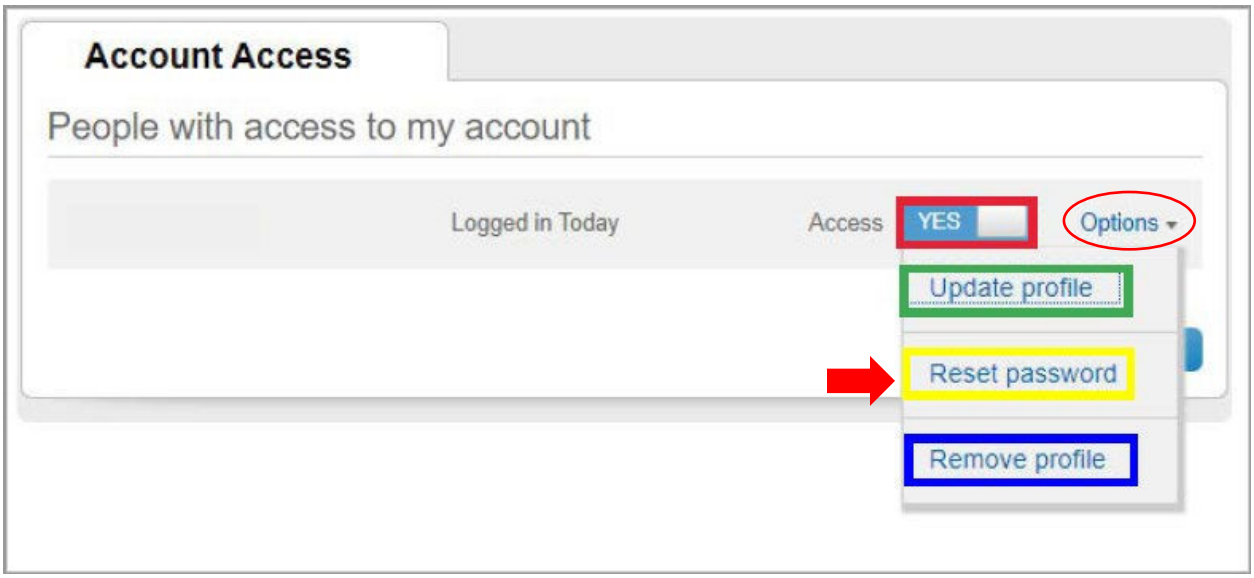
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Q: How do I reset a password for one of my user's that I granted shared access permissions to?

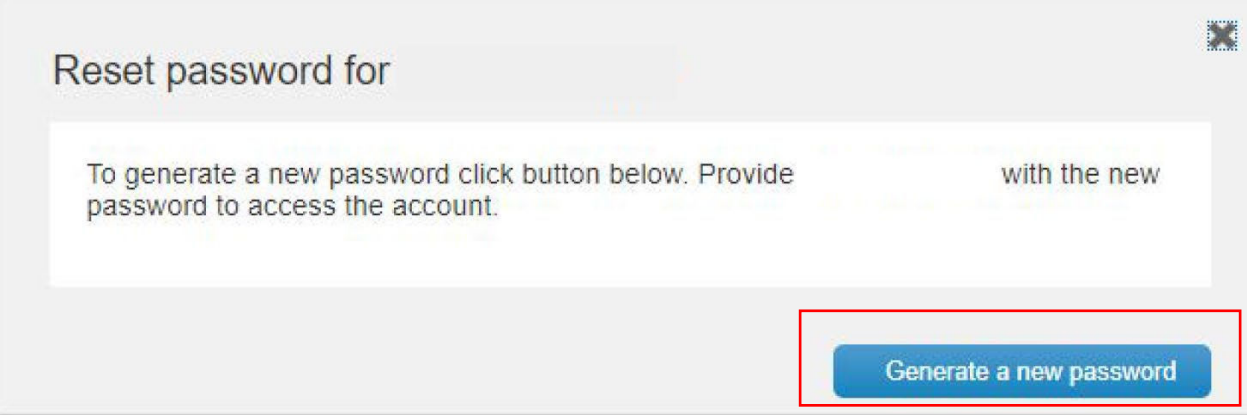
A: From the Additional Services option on the blue navigation bar select Share access with others, then select the blue Options hyperlink for the user needing their password reset and select reset password. You will select the Generate a new password button, provide the user with the temporary password provided and select done.

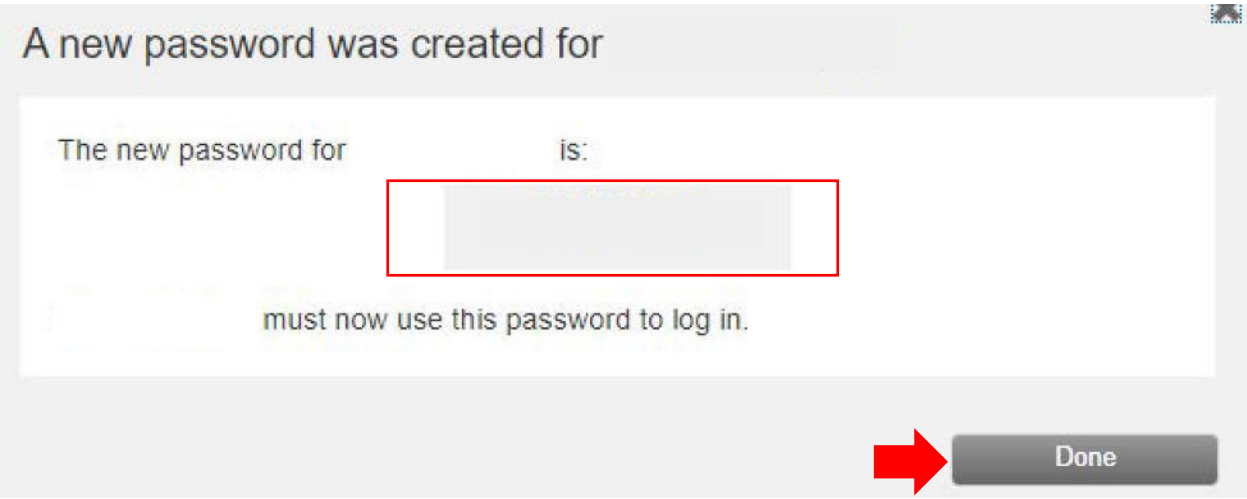
The user must immediately login with the temporary password provided, complete the MFA process and update their password.





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Q: How many users can I grant Digital Banking access to?

A: You may share access with an unlimited number of users.