

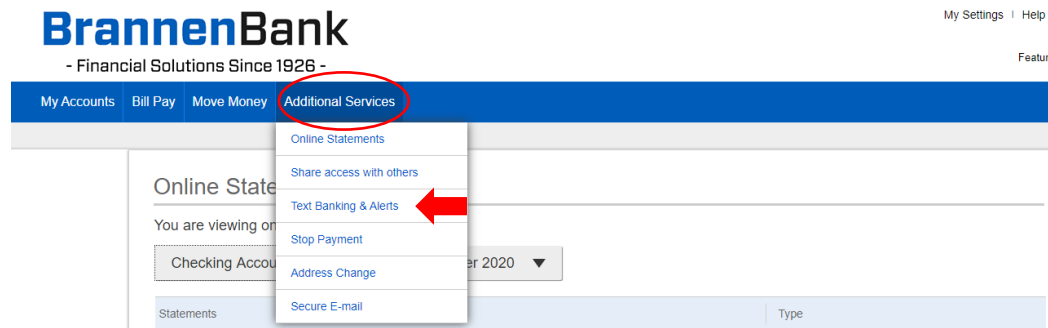
BrannenBank

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Frequently Asked Questions – Alerts

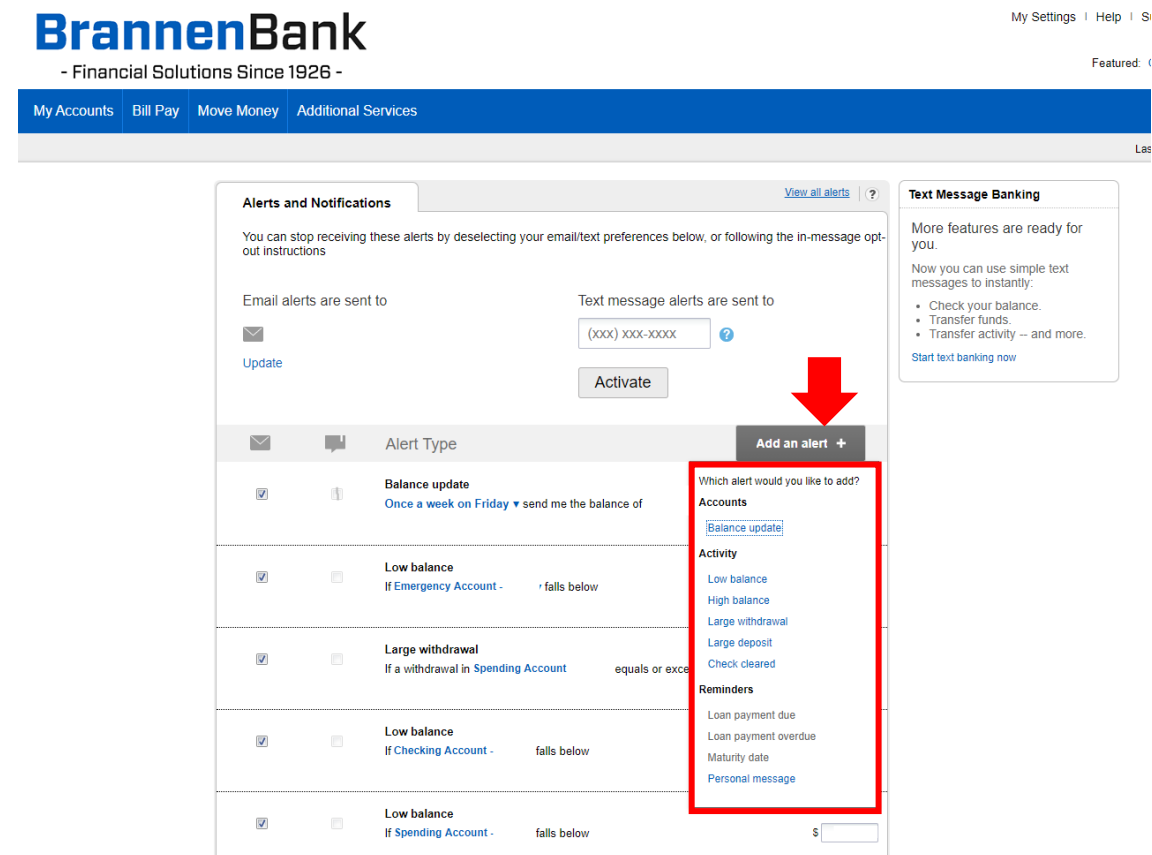
Q: How do I set up Alerts or Notifications in Digital Banking?

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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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 shows two screenshots from the BrannenBank website. The top screenshot is the 'Alerts and Notifications' settings page. It has two main sections: 'Email alerts are sent to' and 'Text message alerts are sent to'. In the email section, there is a text input field containing '@gmail.com' and a blue 'Update' button with a red arrow pointing to it. In the text message section, there is a text input field containing '|xxx) xxx-xxxx' and a blue question mark icon, with a grey 'Activate' button and a red arrow pointing to it. To the right of these sections is a 'Text Message Banking' box with the text 'More features are ready for you.' and 'Now you can use simple text messages to instantly:' followed by a bulleted list: 'Check your balance.', 'Transfer funds.', and 'Transfer activity -- and more.' Below the list is a link 'Start text banking now'. The bottom screenshot is the 'Mobile Verification Agreement' page. It has a text input field labeled 'Enter code' with a red box around it and a blue 'Send it again' link. Below this is a paragraph of text explaining the agreement. At the bottom, there are two buttons: 'Accept' and 'Decline'. A red arrow points down to the 'Accept' button. To the right of the 'Accept' button is a yellow notification box with a green border and a close button (X) in the top right corner. The text in the notification box reads: '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 type="checkbox"/>	<input 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

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[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 BrannenBank website interface. At the top, the logo and tagline are present. Below the navigation bar, the 'Alerts and Notifications' section is active. It features a table of alert settings with columns for 'Alert Type', 'Status', and 'Amount'. A sidebar on the right contains 'Text Message Banking' and 'Text Commands' sections. Red arrows point to the 'Update' button in the 'Text Message Banking' section and the 'Text Commands' section. A yellow circle highlights the instruction 'Text the following commands to 454545' in the 'Text Commands' section.

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 type="checkbox"/>	<input type="checkbox"/>	Alert Type	Add an alert +
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Large withdrawal If a withdrawal in Spending Account . equals or exceeds \$ <input type="text" value="100"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Low balance If Checking Account . falls below \$ <input type="text" value="500"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Balance update Once a week on Friday ▼ send me the balance of Spending Account .	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Low balance If Emergency Account . falls below \$ <input type="text" value="1500"/>	
<input 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 ?
Checking Acc...

Transfer account ?
Emergency Ac...

[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