

How to Set Up or Update Alerts

Our new Online and Mobile Banking offers major improvements to the Alerts offered and how you can receive your alerts. In this document, we list the alerts that will be migrated for existing users, the alerts that are not migrated and the recommended alert replacements, automatic and optional security alerts. **For a full list of alerts, log in and go to the Account Services menu and select Set Up Alerts.**

On the day of conversion please log in and review your alert preferences to ensure you receive all notifications to your preferred contact method. Account Alerts are sent periodically throughout the day, History Alerts are sent once the transaction posts to your account the following morning. Security Alerts are sent in real-time.

Alerts that are converted: These are alerts that we were able to convert and automatic set up for you. We have added 3 new choices on how to receive alerts. Please review and enable your alerts.

Current Alert	New Alert Type and Variable	Options on how to receive alert
Checking Account ACH Credit	History Alert - Credit Transaction	Email, Text, Voice, Online Message
Checking Account ACH Debit	History Alert - Debit Transaction	Email, Text, Voice, Online Message
Checking Account Low Balance	Account Alert -Balance Less Than	Email, Text, Voice, Online Message
Savings Account Credit	History Alert - Credit Transaction	Email, Text, Voice, Online Message

Alerts may not be automatically converted and our replacement recommendations. Please review the list of alerts and determine if you would like to set up a new alert. All alerts can be received in Email, Text, Voice or Online Message.

Current Alert	Recommended Alert	Description of alert
Checking: Check Cleared	History Alert - By Check Number	When a check with a specific check number posts to the account
Checking Account Wire Activity Withdrawal	History Alerts - Transaction Type Description "Wire"	When the transaction description contains the word wire posts
Checking Account ATM Withdrawal	CardGuard- Card Control Transaction Type Alert	Set a Transaction Type alert for activity done online, at ATMs or in-store
Checking Account Direct Deposit	History Alerts - Checking Account Credit	When a credit transaction posts to the account
Checking Account Electronic Payment	History Alerts - Checking Account Debit	When an electronic credit or debit posts
Checking Account Mobile Deposit	History Alerts - Checking Account Credit	NEW: Email receipts will be sent for mobile deposits
Savings Account Mobile Deposit	History Alerts - Savings Account Credit	NEW: Email receipts will be sent for mobile deposits

Automatic Security Alerts: These are alerts that will automatically be sent out to the email address on file. You may choose to edit the delivery preference to include email, Voice or Text. These messages are always delivered as an Online Secure Message as well.

Alert Description
Alert me when my password is changed.
Alert me when secure access code contact information is changed.
Alert me when my login ID is changed.
Alert me when forgot password is attempted for my login ID.
Alert me when a new user is created.
Alert me when my security alert preferences are changed.

Optional Security Alerts: These alerts are recommended but not automatic.

Alert Description
Alert me when a computer/browser is successfully registered.
Alert me when an invalid password for my login ID is submitted.
Alert me when the forgot password process is attempted unsuccessfully.
Alert me when an invalid secure access code is submitted.
Alert me when my login ID is disabled.
Alert me when my login ID is locked out.
Alert me when a valid password for my login ID is submitted.
Alert me when the forgot password process is successfully completed.
Alert me when a valid secure access code is submitted.

Alerts Currently Not Supported: Checking Account Return Deposit

This list is limited to the specific account activity alerts as part of the conversion. There are several different systems that will send alerts based on the activity on your accounts. To take advantage of those alerts, click on your Loan Accounts for Loan Servicing Specific Alerts. CardGuard- Card Controls offers alerts and controls for your debit card activity. Automated alerts from Bill Pay, Zelle, External Transfer and Mobile Deposits will also be sent based on activity.

If you have any questions or need additional support please contact us at (866) 222-6304.

