



ONLINE BANKING

USER GUIDE

This guide is designed to walk you through specific areas of Online Banking. Please reference the online help tool and "**HOW DO I**" links located on each page within Online Banking for step by step instructions for each task.



TABLE OF CONTENTS

OVERVIEW	2 – 9
TRANSACTIONS	10 – 11
TRANSFERS	12 – 15
VIEW ACCOUNTS	16 – 19
STATEMENT ENROLLMENT	20 – 25
ORDER CHECKS	26
MANAGE CONTACT INFORMATION	27

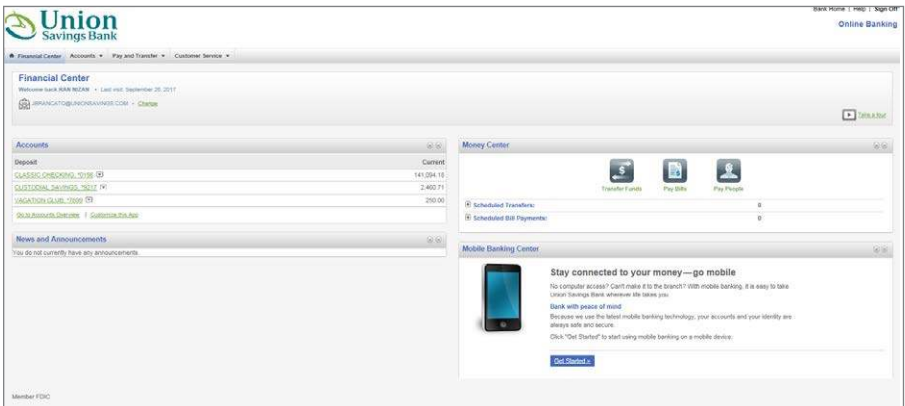
ONLINE BANKING

FINANCIAL CENTER

OVERVIEW

Online Banking puts you in control of your finances anywhere and at any time.

You can securely view account and transaction information, make payments, move money and much more.



With the personalized Financial Center, you can handle your most common tasks and transactions from a single page, eliminating the need to navigate through the system and saving you valuable time.

OVERVIEW

USE ONLINE BANKING

USE ONLINE BANKING

On the main Online Banking page, known as the Financial Center, a variety of apps provide you with easy access to critical information.

The screenshot displays the Financial Center interface. At the top, it says "Welcome back, CHRIS SMITHE" and "Last visit: May 24, 2012". Below this, there are two main app panels. The "Accounts" app on the left shows a list of deposit and investment accounts with their current balances. The "Money Center" app on the right shows scheduled transfers and payments.

Deposit	Current
ADVANCED CHECKING *8101	1,329.15
SAVINGS ACCOUNT *8102	327.12
MONEY MARKET ACCOUNT *8401	2,003.43
REGULAR CHECKING *8103	10,389.15
SAVINGS *6201	735.56
TIME SAVER CD *8301	1,329.15

Investment †	Current
CASH MANAGER SWEEP *6507	1,000.55

Credit	Available	Credit in Use
PERSONAL CREDIT CARD 2 *0590	4,408.07	491.93
HOME EQUITY LINE OF CREDIT *8601	5,639.46	4,360.54

Loans	Outstanding Principal
MORTGAGE *8602	252,693.47

Scheduled Transfers:	Count
05/24/12 From: ADVANCED CHECKING, *8101 To: SAVINGS ACCOUNT, *8102	1
05/24/12 From: SAVINGS ACCOUNT, *8102 To: HOME VALUE - MAPLE STREET, *9854	1
05/25/12 From: SAVINGS ACCOUNT, *8102 To: HOME VALUE - MAPLE STREET, *9854	2
06/07/12 From: ADVANCED CHECKING, *8101 To: MONEY MARKET ACCOUNT, *8401	2

Scheduled Payments:	Count
05/25/12 FFF Electric	1
06/03/12 Alpha Power	2

For example, the Accounts app offers a quick view of account and balance information, while the Money Center app enables you to transfer funds and make payments. Best of all, you can configure these apps to your liking, including the ability to move, hide and rename them.

A close-up of the Accounts app interface. A red circle highlights the "App Menu" icon in the upper right-hand corner. A dropdown menu is open, showing options: "About this App", "Rename this App", and "Print".

To customize an app, click the **App Menu** in the upper right-hand corner and choose your options. Apps can be moved via drag and drop.

For additional convenience, the menu bar at the top of the Financial Center page provides you with quick and easy access to any task in Online Banking.

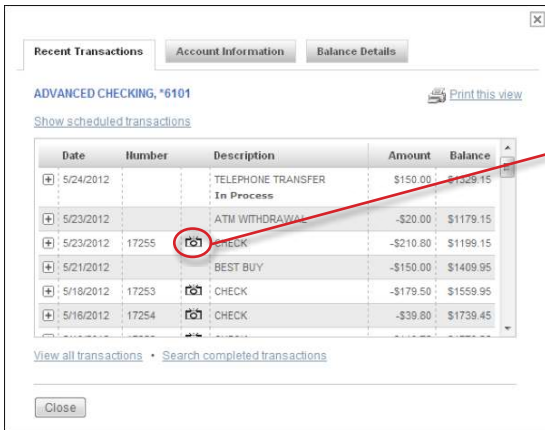
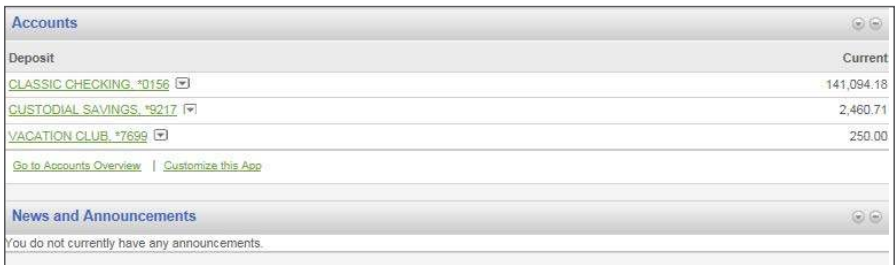
The screenshot shows the top of the Union Savings Bank Financial Center page. The menu bar includes "Financial Center", "Accounts", "Pay and Transfer", and "Customer Service". Below the menu bar, it says "Welcome back BANK REAR" and "Last visit September 26, 2012".

ONLINE BANKING

ACCOUNT & TRANSACTION INFORMATION

THE ACCOUNTS APP

The Accounts app provides a convenient view of account and transaction information.



After clicking a specific account name, you can see your most recent transactions and account information at a glance. Click the camera icon to see deposits and checks.

OVERVIEW

For deposit accounts, you can also see your balance details, including any holds or deposited checks that have yet to clear.

Recent Transactions Account Information **Balance Details**

ADVANCED CHECKING, 6101

The available balance is the amount of funds you can use for withdrawal from this account without causing an overdraft.

Starting balance:	1,179.15
Today's activity:	+ 150.00
<hr/>	
Current balance:	1,329.15
Holds:	- 20.00
Funds being held until transactions clear:	
Deposited checks in process:	- 22.24
Deposited checks that have not yet cleared:	
<hr/>	
Available balance:	1,286.91
Personal reserve account:	+ 150.00
Credit available to automatically cover an overdraft:	
Automatic transfer:	+ 56.88
Funds available from your other accounts to automatically cover an overdraft:	
Overdraft limit:	+ 343.76
Discretionary funds for overdraft protection:	
<hr/>	
Total accessible balance:	1,837.55

The total accessible balance is the available balance plus additional funds we may advance automatically to cover an overdraft. If overdraft protection is required, these funds are advanced at the end of the day.

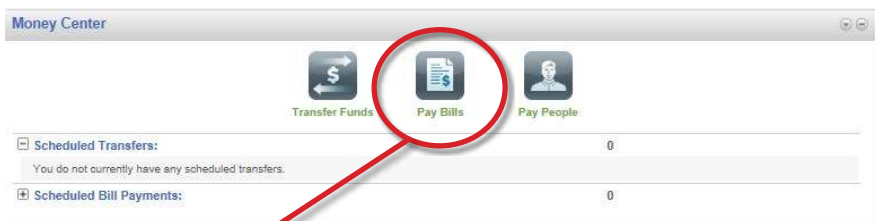
[Close](#)

ONLINE BANKING

MAKE A PAYMENT

FLEXIBILITY

In addition to viewing scheduled activity, you can also use the Money Center app to make payments.



PAY BILLS

By clicking the **Make a Payment** button, you can make a one-time payment without leaving the page you're on. Simply enter your payment details, verify the information and you're done.

Online Banking also gives you the flexibility to set up repeating and future-dated payments. If you currently do not have Bill Pay you will have to enroll.

A screenshot of the 'Make a Payment' form. The title is 'Make a Payment'. Below the title, there is a note: 'To pay an existing payee, specify the details below and click "Continue." Payee not listed? [Add a new person or business to pay.](#)'. The form has several fields: 'Pay from:' with a dropdown menu showing 'ADVANCED CHECKING, *6101, Available \$1,286.91'; 'Pay to:' with a dropdown menu; 'Amount:' with a text input field and a dollar sign; 'Send on:' with a date input field showing '05/24/2012' and a calendar icon. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

OVERVIEW

TRANSFER FUNDS

FAST AND EASY

The Money Center app not only allows you to make payments but also move money between your accounts. At a glance quickly see your Scheduled Transactions, Bill Payments, and People Payments.

A screenshot of the "Make a Transfer" dialog box. It has two tabs: "Make a Transfer" (selected) and "Make an External Transfer". Below the tabs is a text prompt: "Please provide the information below and then click 'Continue.'". There are four input fields: "Transfer from:" (a dropdown menu), "Transfer to:" (a dropdown menu), "Amount:" (a text field with a "\$" symbol), and "Frequency:" (a dropdown menu with "Once, now" selected). Below these fields is a checkbox labeled "Repeating transfer? Choose a different frequency to make it repeat automatically." At the bottom are two buttons: "Continue" and "Cancel". A note at the very bottom reads: "Note: For information on cutoff times and when the transfer will be processed, refer to the Disclosure Information Page."

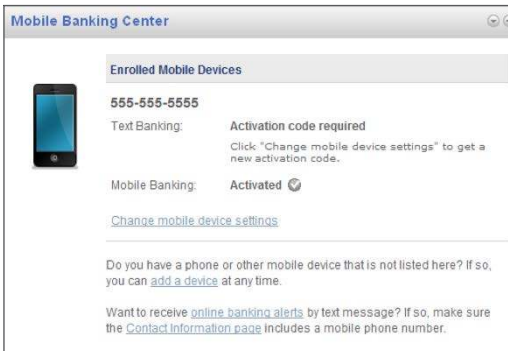
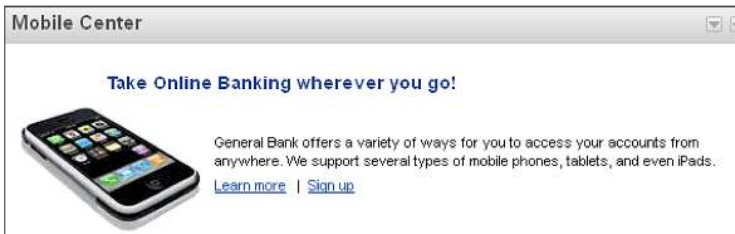
It's fast and easy to transfer money from one account to another on a one-time basis, a frequency of your choosing or a predetermined date in the future.

ONLINE BANKING

MOBILE BANKING

BANKING ON THE GO

Enjoy all the convenience of Online Banking on the go with your mobile phone. You can sign up for Mobile Banking from the Mobile Banking Center app.



Once enrolled, return to the Mobile Banking Center app to manage your mobile banking features and options.

Note: *If locked out, you will remain locked out for 24 hours. You will still have access from non-mobile devices.*

Use text messaging (SMS) to:

- Get account balances
- View recent transaction history
- Send HELP to 73955 for more information, send STOP to 73955 to opt-out
- One text message per query. Message and Data rates may apply
- For support, call 866.719.6654

Note: *Access to Mobile Banking is available after logging in to Online Banking.*

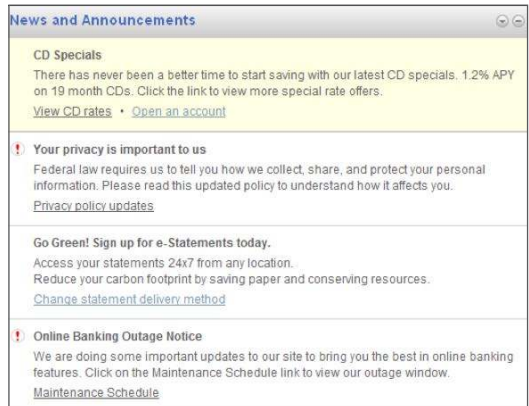
OVERVIEW

LATEST ACCOUNT NEWS

THE ANNOUNCEMENTS APP


With the Announcements app, our latest news is always at your fingertips.

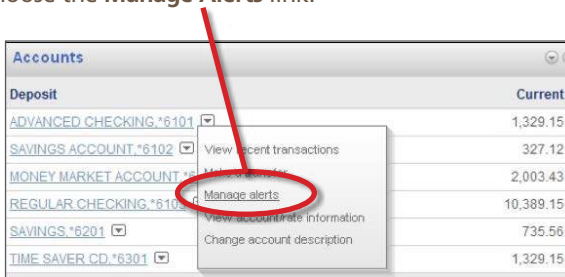
This is where we'll let you know about special offers, new products or features, important messages about your Online Banking account, and much more.



MANAGE ALERTS

In Online Banking and bill pay, you can also choose to have alerts automatically notify you when a scheduled transaction is processed or if it fails, when a specified balance is reached, or when certificates of deposit (CDs) are maturing.

To sign up for these valuable notifications, click the menu link () next to any account and choose the **Manage Alerts** link.



And if you ever have any questions, our responsive representatives are just a phone call or e-mail away. Go to the **Customer Services** tab and click **Contact Us** and you'll be in touch with a representative in no time.

ONLINE BANKING

DOWNLOAD TRANSACTIONS

The Download Banking Transactions page is used to download banking transactions to your local computer for use in other applications, such as Quicken®, Microsoft® Money, or Microsoft® Excel.

You can access the Download Banking Transactions page by clicking Download Banking Transactions on the Accounts menu.

1. Click the **Accounts** tab.

Result: The Accounts menu is displayed.

2. Click the **Download Banking Transactions** menu item.

Result: The Download Banking Transactions page is displayed.

3. Select the account for which you want to download transactions from the drop down menu.

4. Enter a from date and a to date to specify the date range of the transactions you want to download. You can download up to 45 days of transaction history.

5. Select the file format type you want the transactions to be downloaded into.

- **Web Connect Quicken® Software.** Downloads the transactions to your local computer. Follow the prompts to launch the application and save the file.
- **Microsoft® Money.** Downloads the transactions to your local computer. Follow the prompts to launch the application and save the file. Microsoft® Money is not available for Mac users.
- **QIF.** Downloads the transactions to your local computer as a Quicken®-format file. Quicken®-format files (.QIF) cannot be used to import information into Quicken® 2005.
- **CSV.** Downloads the transactions to your local computer as a comma separated values file format for use in spreadsheet programs. For PC users, the comma separated values file format can be used with any spreadsheet program. For Mac users, this file format can only be used with Microsoft® Excel.

6. Click **Download Transactions**.

Result: The download file is created in the format specified and a File Download dialog message is displayed giving you the option to either open the file or save it to your computer.

Note: For detailed instructions on how to implement Web Connect, you will need to complete an account deactivation and activation process. Visit Unionsavings.com/update for more information.

TRANSACTIONS

SEARCH TRANSACTION HISTORY

You can use the Search Your Transaction History page to limit or increase the number of completed transactions that are displayed on the Account Activity page.

1. Click the **Accounts** tab.

Result: The Accounts menu is displayed.

2. Click the **Account Activity** menu item.

Result: The Account Activity page is displayed.

3. Click **Search Your Transaction History**.

Result: The Search Your Transaction History page is displayed.

4. Select the type of search you want to perform and, if needed, enter additional details.

5. If desired, enter a different range of dates in the From and To fields.

6. Click **Search**.

Result: The Account Activity page is displayed with the completed transactions you specified.

ONLINE BANKING

MOVING FUNDS BETWEEN ACCOUNTS

GET STARTED WITH EXTERNAL TRANSFERS

An external transfer is a way for you to move funds between accounts you have with us and accounts held at another financial institution.

If you have not yet enrolled for external transfers, you can access the **Get Started with External Transfers** page by clicking the **Get started with external transfers** link or the **Make an external transfer** link.

1. From your navigation links, click the **Get started with external transfers** link or the **Make an external transfer** link.

Result: If you have not yet enrolled for external transfers, the **Get Started with External Transfers** page is displayed.

2. Review the service agreement and disclosure. You must click and read the **Agreement** before checking the box to continue the enrollment.

Note: *If a service agreement and disclosure box is displayed, click the box.*

3. Click **Continue** and then follow the instructions on the page to add an external transfer account.

MAKE A TRANSFER

The **Make a Transfer** page is used to transfer funds from one account at our financial organization to another. It is also used to make payments to loans you have with us.

You can access the **Make a Transfer** page by clicking **Make a Transfer**.

1. The "**Make A Transfer**" is found under the "**Pay and Transfer**" tab.

Result: The **Make a Transfer** page is displayed.

2. Select the **Transfer From** account from which you want to transfer funds.

3. Select the **Transfer To** account to which you want funds transferred.

4. Enter the transfer or loan payment amount. You can not transfer or make a payment to the principal amount on a loan.

Note: *For once-now transfers to loans, you may be able to enter an additional principal payment amount.*

EXTERNAL TRANSFERS

MAKE A TRANSFER

The following steps apply to all except the "Once Now" and "Once Scheduled":

5. Select the **Transfer Frequency** that represents how often you want the transfer to be made. Options include: Once now, Once scheduled, Weekly, Biweekly, Twice a month, Monthly, Quarterly, Semiannually, and Annually.
6. Enter the **Start On** date. This is the first date that you want to transfer funds. It can be today's date or a date in the future. This date is used to determine when the other future transfers are made. The date format is MM/DD/YYYY. Click **Submit** to complete the transaction.
7. Indicate how long you want to transfer funds. Choose one of the following options:
 - Continue Indefinitely. Transfers will continue to be made until you either change this option or delete the repeating transfer.
 - Continue Until This Date. Transfers are made until the date entered. The date format is MM/DD/YYYY.
***Note:** You must select an end date that is consistent with the payment frequency that you've selected.*
 - Continue for this Number of Transfers. The number of transfers that you've requested to be made.
8. Click **Continue**.
Result: The Make a Transfer Preview page is displayed.
9. Review the transfer details. If correct, click **Submit Transfer**.
***Note:** If you need to change the transfer details, click **Edit**.*
Result: The transfer is submitted and the Make a Transfer Confirmation page is displayed.
10. Note the Confirmation ID for your records.
 - If the transfer date is today, the transfer is processed immediately and it is listed on the Account Activity page the next business day.
 - If the transfer is scheduled to occur on a future date and changes are needed, click **View Scheduled Transfers**.

ONLINE BANKING

EDIT A TRANSFER

The **EDIT TRANSFER** page is used to change a scheduled transfer of funds between accounts held at Union Savings Bank.

You can access the **Edit Transfer** page by clicking **Scheduled Transfers** and then clicking **Edit** next to the transfer that you want to change.

1. Under the **Pay and Transfer** tab from your navigation links, click **Scheduled Transfers**.
Result: The Scheduled Transfers page is displayed.
2. Click **Edit** next to the transfer that you want to change.
Result: The Edit Transfer Payment page is displayed.
3. Make your changes.
4. Click **Save Changes**.
Result: The Edit Transfer Preview page is displayed.
5. Review the transfer details. If correct, click **Save Changes**.
Note: *You can click Edit to make additional changes.*
Result: The transfer is submitted and the Edit Transfer Confirmation page is displayed.
6. Note the Confirmation ID for your records.
7. If the transfer is scheduled to occur on a future date and changes are needed, click **View Scheduled Transfers**.

The **SCHEDULED TRANSFERS** page lists all scheduled transfers between accounts that you have with our organization.

You can access the Scheduled Transfers page by clicking **Scheduled Transfers**.

1. From your **Pay and Transfer** navigation links, click **Scheduled Transfers**.
Result: The Scheduled Transfers page is displayed.

Scheduled transfers can be edited and deleted from this page.

EXTERNAL TRANSFERS

DELETE A SCHEDULED TRANSFER

The **DELETE TRANSFER** page is used to delete a scheduled transfer of funds between accounts held at Union Savings Bank.

You can access the **Delete Transfer** page by clicking **Scheduled Transfers** and then clicking **Delete** next to the Pay and Transfer that you want to delete.

1. From your navigation links, click **Scheduled Transfers**.

Result: The Scheduled Transfers page is displayed.

2. Click **Delete** next to the transfer that you want to delete.

Result: The Delete Transfer page is displayed.

3. Click **Delete This Transfer**.

Result: The transfer is deleted and the Delete Transfer Confirmation page is displayed.

4. Note the Confirmation ID for your records.

ONLINE BANKING

FINANCIAL CENTER

The **FINANCIAL CENTER** page includes a summary of all accounts you have chosen to view online and provides direct access to the following:

- Accounts
- Scheduled Transfers
- Scheduled Bill Payments
- Outgoing People Payments
- News & Announcements

After a successful log in to Online Banking, the Financial Center page is displayed.

1. Click the **Accounts** tab from the navigation.

Result: The Accounts menu is displayed.

2. Click the **Accounts Overview** menu item.

Result: The Accounts Overview page is displayed.

You can view transaction activity for an account by clicking the account.

The **ACCOUNT INFORMATION** page displays additional account information. This information is different for each type of account you select.

You can access the Account Information page by clicking the Account Information link on the Account Activity page or, for some loans, by clicking the account description on the Accounts Overview page.

1. Click the **Accounts** tab.

Result: The Accounts menu is displayed.

2. Click the **Accounts Overview** menu item.

Result: The Accounts Overview page is displayed.

3. Click the **Account Description**.

Result: For some loans, the Account Information page is displayed. For all other account types, the Account Activity page is displayed.

4. If the Account Activity page was displayed in Step 3, click the **Account Information** link.

Result: The Account Information page is displayed.

VIEW ACCOUNTS

VIEW ACCOUNT ACTIVITY

The **ACCOUNT ACTIVITY** page is used to view transaction history for an account since the date of your last statement and perhaps longer. You can use filter criteria to search for one or multiple transactions.

You can access the Account Activity page by clicking an account description on the Accounts Overview page or by clicking Account Activity from the navigation.

1. From the Accounts menu, click **Account Activity**.
Result: The Account Activity page is displayed.
2. If the account you want to view isn't displayed, select the account and click Go.
Result: Recent transactions for the select account are displayed.
3. View account activity. If available, do one of the following to view more detail:
 - For transaction details, click the **transaction description**.
 - For account balance details, click the **balance amount**.
 - For account details, click **View Account Information**.
 - To view an image of a check or deposit items associated with a transaction, click the **Camera icon**.
 - To display scheduled transactions, click **Show Scheduled Transactions**.
 - To search for specific transactions, click **Search Your Transaction History**.
4. If multiple pages of account activity are displayed, do one of the following to access other pages:
 - Click **Next**. The next page of account activity is displayed.
 - Click **Previous**. The previous page of account activity is displayed.
 - Enter a page number and click **Go**. The page of account activity you specified is displayed.

ONLINE BANKING

SEARCH TRANSACTION HISTORY

You can use the **SEARCH YOUR TRANSACTION HISTORY** page to limit or increase the number of completed transactions that are displayed on the Account Activity page.

1. Click the **Accounts** tab.

Result: The Accounts menu is displayed.

2. Click the **Account Activity** menu item.

Result: The Account Activity page is displayed.

3. Click **Search Your Transaction History**.

Result: The Search Your Transaction History page is displayed.

4. Select the type of search you want to perform and, if needed, enter additional details.

5. If desired, enter a different range of dates in the From and To fields.

6. Click **Search**.

Result: The Account Activity page is displayed with the completed transactions you specified.

VIEW ACCOUNTS

VIEW TRANSACTION DETAIL

You can **VIEW ADDITIONAL DETAIL** about some of the transactions displayed on the **ACCOUNT ACTIVITY** page. You may also be able to add a personal note or assign a category to a transaction.

1. From the Accounts menu, click **Account Activity**.

Result: The Account Activity page is displayed.

2. If the account you want to view isn't displayed, select the account and click Go.

Result: Recent transactions for the selected account are displayed.

3. Click the **first line of the transaction's description**.

Result: The Transaction Detail page is displayed.

4. If available, you can choose to enter a personal note or select a category for the transaction. Then click **Save changes**.

Note: *If you don't see the category you need, click **Add a New Category to the List** to set it up.*

5. Do one of the following:

- Click **Previous Transaction** to view the previous transaction on the list.
- Click **Next Transaction** to view the next transaction on the list.
- Click **Return To Account Activity** to return to the Account Activity page.

ONLINE BANKING

NEW ONLINE BANKING SELF-ENROLLMENT

When you enroll in Online Banking, bill pay and online statement enrollment can be included during the initial enrollment.

Once you complete bill pay enrollment and receive the bill pay confirmation page, you have the option to enroll for online statements by clicking the **Add statements** button.

If you click on the **Access Online Banking** or **No Thanks** button, you will bypass online statement enrollment and go directly to the **Accounts Overview** page or **Financial Center** page. You can enroll into online statements at a later date within Online Banking.

Bill Pay Confirmation with Standard Bill Pay Enrollment:

Enroll in Bill Payment

Confirmation

Thank you for completing your request to enroll in online bill pay. Your request will be processed within 2 business days. Once processing is complete, you will receive a confirmation e-mail and you can then begin using all of the features of online bill pay.

You're now able to enroll in online statements. Just click "Add statements" to get started.

[Add statements](#) [Access Online Banking](#)

[FAQs](#)

STATEMENT ENROLLMENT

Bill Pay Confirmation with Auto Bill Pay Enrollment:

Enroll in Bill Payment

Confirmation

You have successfully enrolled in bill payment!

You're now able to enroll in statements. Just click "Add Statements" to get started.

[Add Statements](#) [No Thanks](#)

[FAQs](#)

After you select the **Add Statements** button, you will be directed to the **Add Online Statements** welcome page. This is an introduction page that contains:

- General benefits of receiving statements online
- Online Statement disclosure link
- Account by Account activation link
- Activate All accounts consent
- eSign click

After you select the Add Statements button, you will be directed to the Add Online Statements welcome page. This is an introduction page that contains:

1. Activate All Accounts (Default) — Check the **Statement Service Agreement and Disclosure** terms checkbox and click **Submit**. All eligible accounts will be enrolled and a confirmation page will be displayed, or
2. Activate Account by Account — Select the **add online documents** link to enroll specific accounts for online statements.

ONLINE BANKING

ADD ONLINE STATEMENTS

If you choose to not enroll into online statements and click the **Cancel** button, you will be directed to the **Accounts Overview** page or **Financial Center** page. You can enroll into online statements at a later date within Online Banking.

Add Online Statements

What is an online statement?
Online statements are electronic versions of the statements you receive in the mail. Online access means that you can view your statements at any time, from any location.

What are the benefits of online statements?

- Save time. Online statements are delivered faster than those sent through the mail. An e-mail is sent to you when a new statement is available.
- Save space. Online statements can be saved to your computer and printed only when needed. Gone are the files, drawers, and boxes filled with bank statements!
- Keep your personal information secure. Secure Sign On helps us protect your valuable information including online statements.

What types of accounts are eligible for online statements?
Checking accounts, savings accounts, certificates of deposit, money market accounts and loans can receive online statements.

Ready to get started?
If you are ready to start receiving online documents, we ask that you read our [Service Agreement and Disclosure](#) and select the following box to indicate that you agree to the terms of use.

Don't want to receive all documents online? You can [add online documents](#) selectively instead.

I have read and agree to the terms of the [Statement Service Agreement and Disclosure](#)

Note: With "Online" delivery, paper copies of your documents will no longer be produced.

[How Do I...](#) [Terms](#) [FAQs](#)

STATEMENT ENROLLMENT

When you click on the agreement link to read your disclosures, a new window will open. After reviewing the agreement and closing the window, you will be returned back to the **Add Online Statements** page.

Ready to get started?

If you are ready to start receiving online documents, we ask that you read our Service Agreement and Disclosure and select the following box to indicate that you agree to the terms of use.

Don't want to receive all documents online? You can [add online documents](#) selectively instead.

I have read and agree to the terms of the [Statement Service Agreement and Disclosure](#)

Note: With "Online" delivery, paper copies of your documents will no longer be produced.

You must check the box indicating you have read and agree to your agreement. If you try to continue without this acknowledgement, the following message will appear. After the box is checked and the **Submit** button is clicked, Online Banking logs the agreement acknowledgement.

Add Online Statements

Action required. Please respond to the highlighted instructions below.

For information and highlights of the Electronic Commerce and Signatures Act as it applies to electronic statements, please refer to the following web site:
www.fdic.gov/news/news/financial/2000/fil0072.html

ONLINE BANKING

ACCOUNT BY ACCOUNT OPTION

Selecting the **add online documents** link brings up a new page and detailed list of eligible accounts to enroll in online statements. You can pick and choose specific accounts to enroll in online statements.

You must agree to the **terms and conditions of your** Statement Service Agreement and Disclosure, and upon selecting **Submit**, will receive a Confirmation page.

Add Online Statements

At least one of your account statements is available online. Please select a statement delivery method, indicate that you have read our service agreement and disclosure information, and click "Submit."

1. Specify the statement delivery method.

Account	Delivery Method
Business Checking, *5521	Online <input type="button" value="v"/>
HELOC, *75-1	Cannot be changed
Personal Checking, *4220	Online <input type="button" value="v"/>
12-Month CD, *22-1	Combined statement with Personal Checking, *4220
Basic Savings, *7114	Combined statement with Personal Checking, *4220

2. Read our service agreement and disclosure information.

For each account that you have specified the "Online" delivery method, a paper copy of the statement will no longer be produced. We ask that you read our Statement Service Agreement and Disclosure information and select the following box to indicate that you agree to the terms of use

I have read and agree to the terms of the [Statement Service Agreement and Disclosure](#).

NOTE: If you change an electronic statement back to paper, you are not required to accept the Statement Service Agreement and Disclosure Agreement. This is only required when changing from paper to online.

STATEMENT ENROLLMENT

CONFIRMATION PAGE

The confirmation page is the same for online statement enrollment using the **Activate All** or **Account by Account** method.

Add Online Statements

Confirmation

The statement delivery method for one or more of your accounts was changed. Here's a list of the statement delivery methods for all of your accounts.

Account	Delivery Method
PERSONAL CHECKING, *9140	Online
PERSONAL SAVINGS, *7847	Online

[Access Online Banking](#)

Note: You can change the statement delivery method for your accounts at any time from the Customer Service section of Online Banking.

[FAQs](#)

After selecting the **Access Online Banking** button, you will be directed to the **Accounts Overview** page or **Financial Center** page.

For joint accounts, if one user enrolls in online statements, the statement will only be available online. Paper statements are only mailed if all users are set to the paper option.

ONLINE BANKING

ORDER CHECKS

The **ORDER CHECKS** page is used to order new checks. To offer you unmatched printing quality, quick delivery and superior customer service, we have partnered with one of the largest specialty printers to print your checks.

You can access the **Order Checks** page by clicking **Order Checks** on the **Customer Service Index** page.

1. Click **Customer Service** menu.

Result: The Customer Service Index page is displayed.

2. Click the **Order Checks** link.

Result: The Order Checks page is displayed.

3. Select the account for which you want to order checks.

4. Click **Continue**.

Result: A new browser window is opened. You are directed to our printing vendor's website to complete your order.

Fees apply.

MANAGE CONTACT INFORMATION

The **MANAGE CONTACT INFORMATION** page is used to add, change, or delete the contact information. We use this information to send account notifications to you electronically.

You can access the **Manage Contact Information** page by clicking the **Manage Contact Information** link on the **Customer Service Index** page.

1. Click **Customer Service** menu.

Result: The Customer Service Index page is displayed.

2. Click **Manage Contact Information**.

Result: The Manage Contact Information page is displayed.

3. If you have not yet added a primary e-mail address, you must add an e-mail address and click **Submit**.

4. To add contact information, click **Add**, enter the contact information, and click **Submit**.

5. To change contact information, click **Change**, make your changes, and click **Save Changes** or **Submit**.

6. To delete contact information not currently being used to send alerts, click **Delete**.

Note: *You cannot delete your primary e-mail address.*

Result: If the contact information is not being used for alerts, it is deleted. If it is being used, you will be asked to unassign it from all alerts before it can be deleted.

7. When the primary e-mail address is changed, an alert is sent to the old e-mail address and new one confirming this change.



866.719.6654

Member FDIC. Equal Housing Lender 