



Configuring Alerts in Online Banking

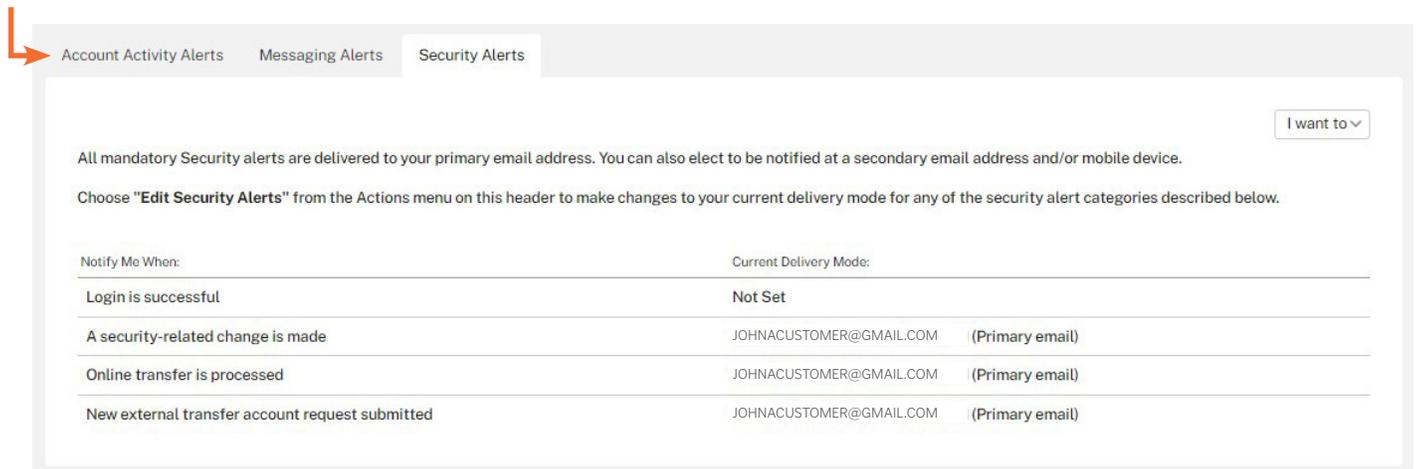
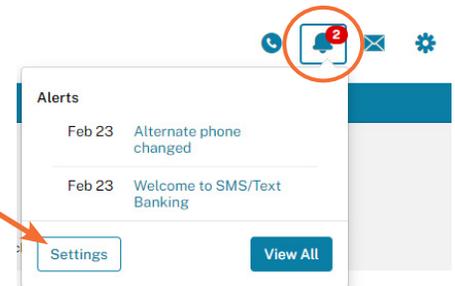
Use these instructions to configure Account Activity, Messaging, and Security alerts inside your online banking profile.

ACCESSING ALERT SETTINGS

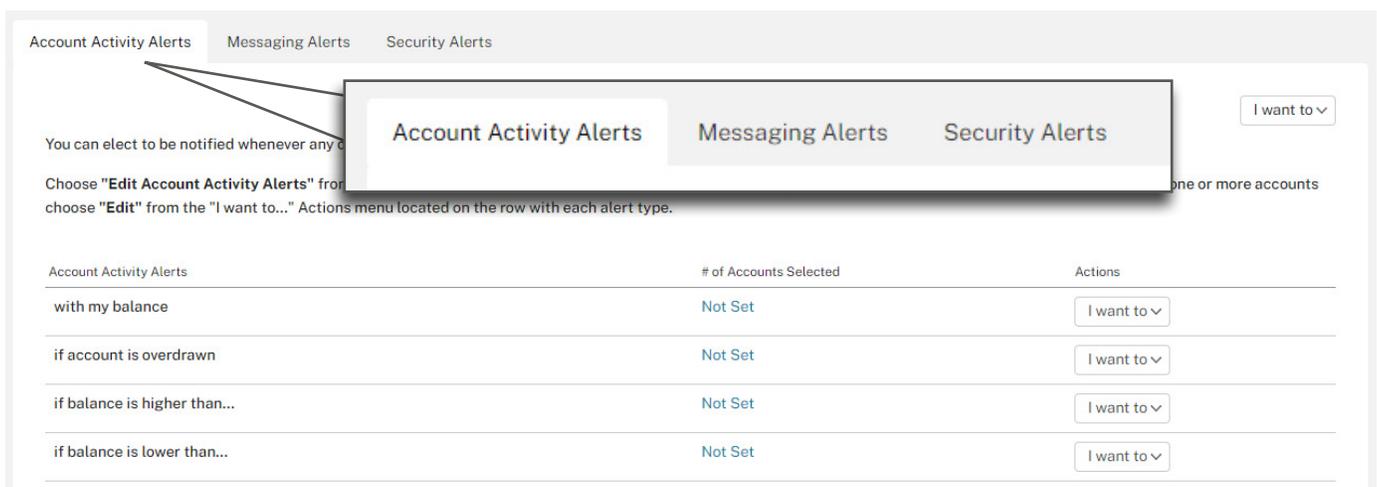
Log into your online banking profile.

In the upper right hand corner, select the bell icon, then click Settings.

From this screen, you'll be able to set or modify Account Activity, Messaging, and Security Alert notifications.



Navigate to the appropriate tab to begin configuring your alert settings.



ACTIVITY ALERTS

From the Activity Alerts tab, choose whether or not you'd like to receive each alert. You can either edit the alert for each account separately...

The screenshot shows the 'Account Activity Alerts' settings page. At the top, there are tabs for 'Account Activity Alerts', 'Messaging Alerts', and 'Security Alerts'. Below the tabs, there is a dropdown menu labeled 'I want to'. The main content area contains a table with the following columns: 'Account Activity Alerts', '# of Accounts Selected', and 'Actions'. The table lists various alert types, each with a corresponding '# of Accounts Selected' and an 'I want to' dropdown menu. Two orange arrows point from the top right towards the 'I want to' dropdowns and the '# of Accounts Selected' column.

Account Activity Alerts	# of Accounts Selected	Actions
with my balance	Not Set	I want to ▾
if account is overdrawn	Not Set	I want to ▾
if balance is higher than...	Not Set	I want to ▾
if balance is lower than...	Not Set	I want to ▾
if a check # clears	Not Set	I want to ▾
for deposits more than...	Not Set	I want to ▾
for transactions more than...	Not Set	I want to ▾
when account document is available	2 Accounts	I want to ▾

OR select *I want to* and *Edit Account Activity Alerts* to edit all alerts at once.

The screenshot shows the 'Account Activity Alerts' settings page. At the top, there are tabs for 'Account Activity Alerts', 'Messaging Alerts', and 'Security Alerts'. Below the tabs, there is a dropdown menu labeled 'I want to'. The main content area contains a table with the following columns: 'Account Activity Alerts', '# of Accounts Selected', and 'Actions'. The table lists various alert types, each with a corresponding '# of Accounts Selected' and an 'I want to' dropdown menu. A red circle highlights the 'Edit Account Activity Alerts' option in the dropdown menu.

Account Activity Alerts	# of Accounts Selected	Actions
with my balance	Not Set	I want to ▾

For either option, you'll be prompted to select the account(s) for which the alert will apply.

The screenshot shows the 'Notify Me Alerts' dialog box. It has a title 'Notify Me Alerts' and a section titled 'Accounts Selection'. Below the title, there is a paragraph of text: 'Select the account(s) for which you wish to edit the alerts and click the "Edit Alert on Selected Accounts" button. Click "Cancel" to return to the previous page.' Below the text is a table with the following columns: 'Select', 'Account Name', 'Account Type', and 'Account #'. The table lists two accounts: 'Checking Account' and 'HSA'. Below the table are four buttons: 'Check All', 'Uncheck All', 'Edit Alert on Selected Accounts', and 'Cancel'.

Select	Account Name	Account Type	Account #
<input type="checkbox"/>	Checking Account	Southern Cash	*1234
<input type="checkbox"/>	HSA	HSA	*5678

MESSAGING ALERTS

From the Messaging Alerts tab, click *I want to* and then select *Edit Messaging Alerts* to configure alerts for any messages within your online banking platform.

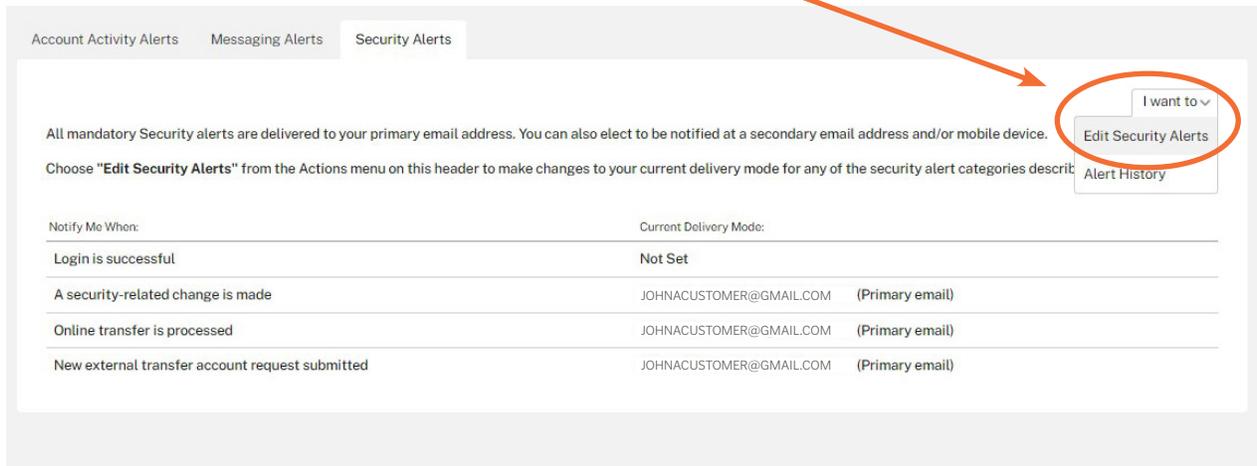
You can elect to be notified whenever any of the following messages are sent to your online inbox (i.e. messages accessed under the "Messages" tab).
Choose "Edit Messaging Alerts" from the Actions menu on this header to changes to your current delivery mode for any of the message categories.

Notify Me When:	Current Delivery Mode:
Any new message is sent to my online inbox	johncustomer@gmail.com (Primary email)
A secure message is sent to my online inbox	Not Set
A transaction-related message is sent to my online inbox	Not Set
A new online service privilege has been granted or removed	Not Set
A broadcast message is sent to my online inbox	Not Set
Advanced Transfers Summary is ready	johncustomer@gmail.com (Primary email)

The Current Delivery Mode will be automatically set to the email associated with your online banking profile. To receive messaging alerts via text notification, see the instructions for *Enabling Text Alerts* on page 5.

SECURITY ALERTS

Select *I want to* and *Edit Security Alerts* to set security alerts.



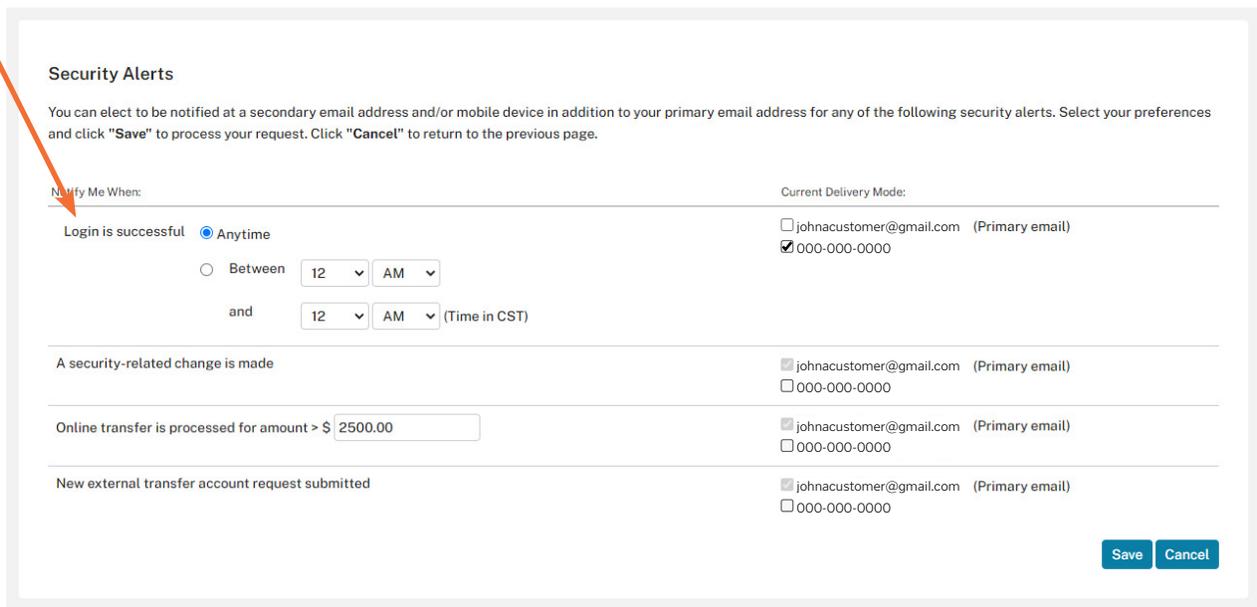
Account Activity Alerts Messaging Alerts **Security Alerts**

All mandatory Security alerts are delivered to your primary email address. You can also elect to be notified at a secondary email address and/or mobile device. Choose "Edit Security Alerts" from the Actions menu on this header to make changes to your current delivery mode for any of the security alert categories described.

Notify Me When:	Current Delivery Mode:
Login is successful	Not Set
A security-related change is made	JOHNACUSTOMER@GMAIL.COM (Primary email)
Online transfer is processed	JOHNACUSTOMER@GMAIL.COM (Primary email)
New external transfer account request submitted	JOHNACUSTOMER@GMAIL.COM (Primary email)

Use the check boxes next to each alert to indicate if you'd like to receive it via email, text, both, or not at all. Some security notifications are not optional. To receive messaging alerts via text notification, see the instructions for *Enabling Text Alerts* on page 5.

**We highly recommend setting your alerts to receive a text notification any time a login is successful. If anyone besides you were to successfully log in to your online banking platform, you would know and could take action immediately. This scenario allows us all to see fraud as it is happening and potentially prevent it from occurring.*



Security Alerts

You can elect to be notified at a secondary email address and/or mobile device in addition to your primary email address for any of the following security alerts. Select your preferences and click "Save" to process your request. Click "Cancel" to return to the previous page.

Notify Me When:	Current Delivery Mode:
<p>Login is successful</p> <p><input checked="" type="radio"/> Anytime</p> <p><input type="radio"/> Between <input type="text" value="12"/> <input type="text" value="AM"/></p> <p>and <input type="text" value="12"/> <input type="text" value="AM"/> (Time in CST)</p>	<p><input type="checkbox"/> johncustomer@gmail.com (Primary email)</p> <p><input checked="" type="checkbox"/> 000-000-0000</p>
<p>A security-related change is made</p>	<p><input checked="" type="checkbox"/> johncustomer@gmail.com (Primary email)</p> <p><input type="checkbox"/> 000-000-0000</p>
<p>Online transfer is processed for amount > \$ <input type="text" value="2500.00"/></p>	<p><input checked="" type="checkbox"/> johncustomer@gmail.com (Primary email)</p> <p><input type="checkbox"/> 000-000-0000</p>
<p>New external transfer account request submitted</p>	<p><input checked="" type="checkbox"/> johncustomer@gmail.com (Primary email)</p> <p><input type="checkbox"/> 000-000-0000</p>

If it shows Not Set beside Mobile Phone, your mobile number hasn't been added to your profile settings, or it may be in the wrong field. Follow the steps in the next section to add/correct your phone number.

Notify Me Alerts

The Notify Me Alerts feature allows you to receive email and text notifications of important account related, security related activities and messages. [Click here](#) for important information about managing your email and text alerts.

Contact Information for Alerts I want to ▾

Primary Email Address: JOHNACUSTOMER@GMAIL.COM Secondary Email Address: **Not Set**

Mobile Phone: **Not Set** [Enroll to receive text alerts*](#)

Click the "Enroll to receive text alerts" link above if you wish to receive text alerts on your mobile device. A text message containing a registration code will be sent to your mobile device*. Please enter the registration code provided in the message on the next screen to successfully enroll for text alerts.

* Carrier charges may apply.

ADD A PHONE NUMBER TO YOUR CONTACT INFORMATION

In the upper right-hand corner, click the drop-down arrow next to your name, then select *Contact Information*.

JOHN A CUSTOMER ▾

- Profile Settings
- Access ID
- Contact Information**
- Nickname
- Passcode
- Security Questions

Ensure that your mobile phone number is correct and in the field for Mobile Phone. Click *Submit*.

Profile Settings

Change Contact Information

* For which accounts do you wish to change your contact information at Southern Bank?

All of my accounts with Southern Bank

Some of my accounts with Southern Bank (*Pending verification of ownership by Southern Bank*)

For changing contact information on all of your accounts with Southern Bank simply update any information below. The information has been populated with your Online Banking user profile information.

Once you have modified the information click "Submit" to send your requested change(s) to Southern Bank.

NOTE: This change will also be applied to your Online Banking user profile information.

> Email Addresses

∨ Phone Numbers

* Day Phone: 000-000-0000

Evening Phone:

Fax:

Mobile Phone: 000-000-0000

Alternate Phone: Can be a landline or a mobile number.

This mobile phone number can be designated to receive any Notify Me Alert notifications.

If you add or update your mobile phone number, you will be prompted to enroll your mobile number for receiving alerts* on the next screen.

* Message and data rates may apply.