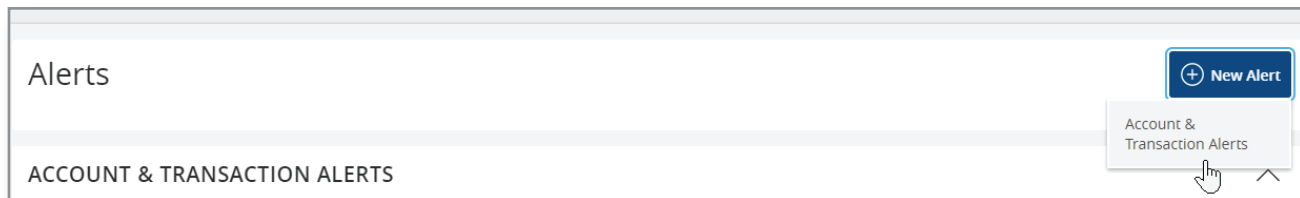


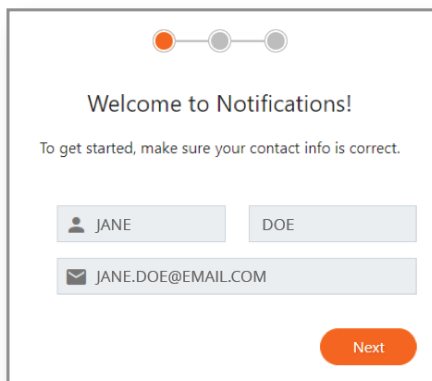
# Account Alerts

## 1. Go to the menu and click on Alerts

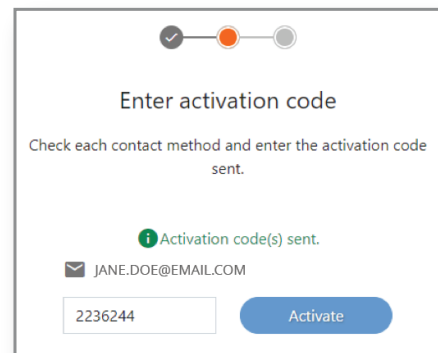


At the top click New Alert and then Account & Transaction Alerts. Please note: these are different from the Security Alerts, which are available by scrolling down to the bottom of the Alerts page.

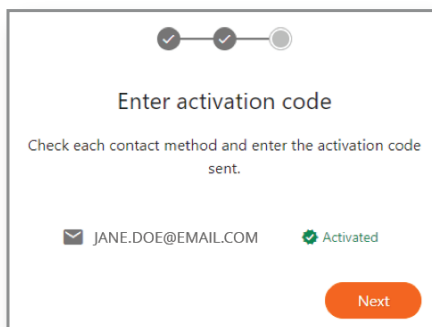
## 2. You will then be directed to a new page and will need to confirm your information is correct. If so, click Next.



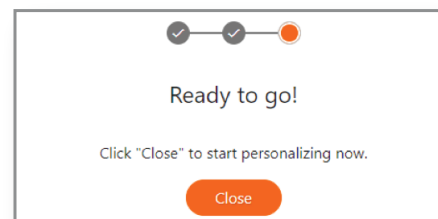
## 3. Enter the activation code and click Activate.



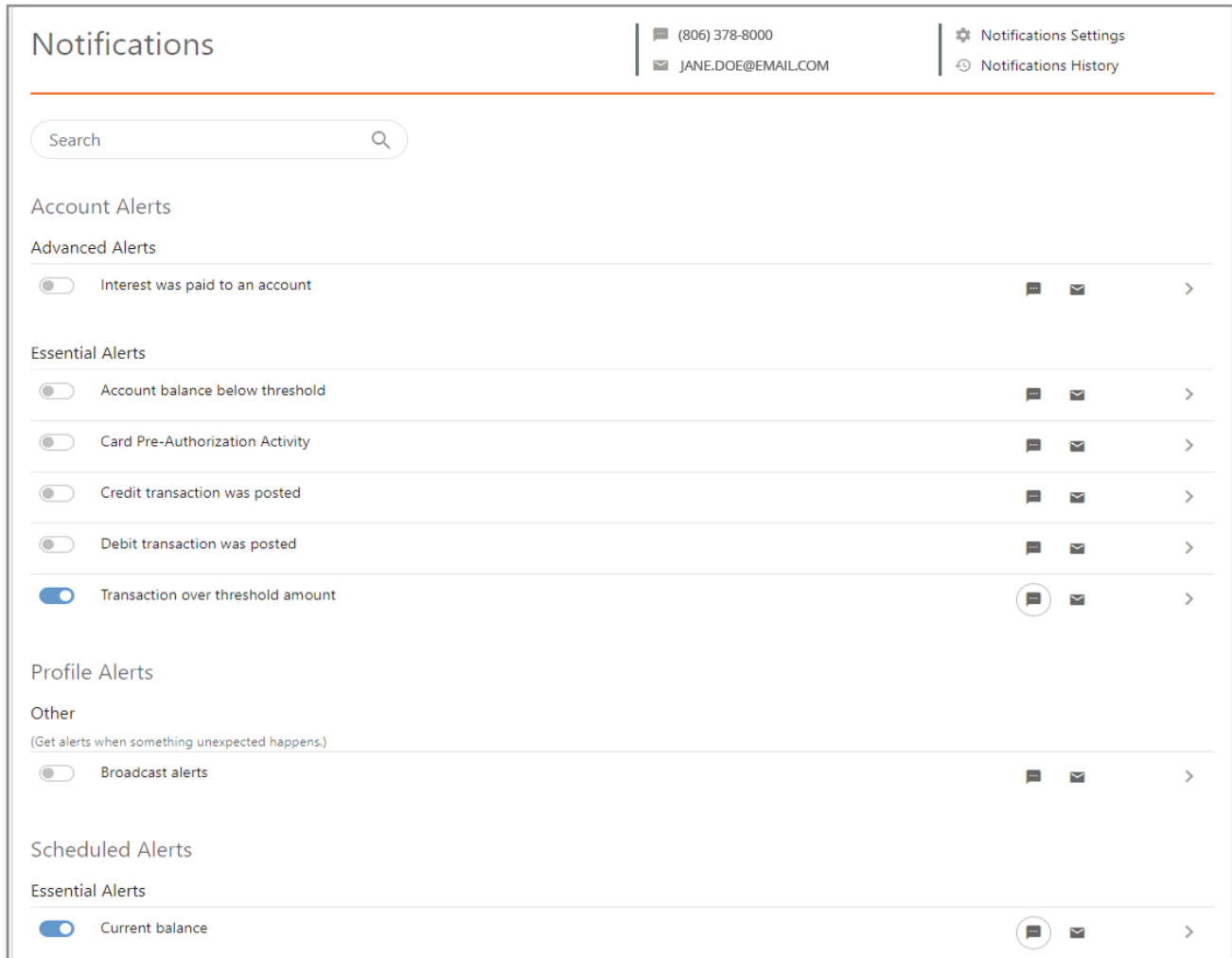
## 4. Then click Next again



## 5. The customer can then click Close.



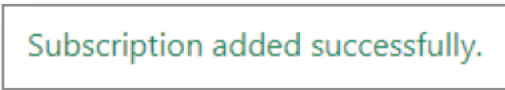
**These are the alerts you can turn on or off and customize:**



For each alert type you will see the screens below. You can toggle to enable your chosen alert for each of your accounts, then click the checkbox to determine where the alerts will be sent.

**\*\*Note\*\*** You can only enable one account at a time. Toggle and check your contact method, then click “Add” before moving on to the next account.

You will see a green “Subscription Added Message” to show it was successful.



# Alert Definitions and Sign Ups

## Interest was paid to an account

This will alert the customer anytime interest is paid on one of their enrolled accounts.

← Interest was paid to an account

<input type="checkbox"/>	<b>Our Money</b> *2549	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>Our Savings</b> *6575	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	<b>My Savings</b> *7278	<input checked="" type="checkbox"/> (806) 378-8000 <input type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>House Savings</b> *0316	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>

## Account balance below threshold

This will alert the customer if their balance falls below a set amount.

- For example: If the threshold is set at \$500, the customer will get an alert as soon as a transaction causes their balance to drop below that amount.

← Account balance below threshold

<input checked="" type="checkbox"/>	<b>Our Money</b> *2549	\$ <input type="text" value="100.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Update"/>
<input type="checkbox"/>	<b>Our Savings</b> *6575	\$ <input type="text" value="1000.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>My Savings</b> *7278	\$ <input type="text" value="500.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>House Savings</b> *0316	\$ <input type="text" value="750.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>

### Card Pre-Authorization Activity

This will alert the customer anytime a “pre-authorization” has been added to their debit card. \*Note\* - This will alert customers for pre-authorizations placed at gas pumps, even though they are immediately dropped.

← Card Pre-Authorization Activity

---

<input checked="" type="checkbox"/>	<b>Our Money</b> *2549	\$ <input type="text" value="15.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>Our Savings</b> *6575	\$ <input type="text" value="0"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>My Savings</b> *7278	\$ <input type="text" value="0"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>House Savings</b> *0316	\$ <input type="text" value="0"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>

### Credit transaction was posted

The customer will be alerted anytime a credit transaction is posted to their account.

← Credit transaction was posted

---

<input type="checkbox"/>	<b>Our Money</b> *2549	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>Our Savings</b> *6575	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>My Savings</b> *7278	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>House Savings</b> *0316	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>

### Debit transaction was posted

The customer will be alerted anytime a debit transaction is posted to their account.

← Debit transaction was posted

---

<input type="checkbox"/>	<b>Our Money</b> *2549	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>Our Savings</b> *6575	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>My Savings</b> *7278	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input checked="" type="checkbox"/>	<b>House Savings</b> *0316	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>

### Transaction over threshold amount

The customer will be alerted for transactions (credit and debit) that post to their account over a certain amount.

- In the example above, a text message would not be sent for a \$40 transaction, but would be sent for anything \$50.01 and above.

← Transaction over threshold amount

---

<input checked="" type="checkbox"/>	<b>Our Money</b> *2549	\$ <input type="text" value="50.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Update"/>
<input type="checkbox"/>	<b>Our Savings</b> *6575	\$ <input type="text" value="0.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>My Savings</b> *7278	\$ <input type="text" value="0.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>
<input type="checkbox"/>	<b>House Savings</b> *0316	\$ <input type="text" value="0.00"/>	<input checked="" type="checkbox"/> (806) 378-8000 <input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	<input type="button" value="Add"/>

## Broadcast alerts

This alert will be enrolled for all customer by default and will be used to send out mass messages, warnings, etc. such as a branch closed due to flooding. Once we go live, customers will be automatically enrolled in this feature and cannot unenroll.

← Broadcast alerts

---

A broadcast message

(806) 378-8000

JANE.DOE@EMAIL.COM

Add

## Current balance

Your current balance in the account(s) at the time and day of your choosing.

- In the example above, the customer would receive a text message on the Our Savings account every Monday and Friday at 4:15pm with their current balance.

← Current balance

---

<input type="checkbox"/>	<b>Our Money</b> *2549	S M T W T F S	HH ▾ MM ▾ AM ▾	<input checked="" type="checkbox"/> (806) 378-8000	<input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	Add
<input checked="" type="checkbox"/>	<b>Our Savings</b> *6575	S <b>M</b> T W T <b>F</b> S	04 ▾ 15 ▾ PM ▾	<input checked="" type="checkbox"/> (806) 378-8000	<input type="checkbox"/> JANE.DOE@EMAIL.COM	Update
<input type="checkbox"/>	<b>My Savings</b> *7278	S M T W T F S	HH ▾ MM ▾ AM ▾	<input checked="" type="checkbox"/> (806) 378-8000	<input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	Add
<input type="checkbox"/>	<b>House Savings</b> *0316	S M T W T F S	HH ▾ MM ▾ AM ▾	<input checked="" type="checkbox"/> (806) 378-8000	<input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM	Add

